

# Leadership Development Programme



Business success through people

To provide managers with the competencies to use their leadership skills to motivate their staff.  
The programme is based on achievement motivation as a driver of exceptional performance in others



Business success through people

**11 – 13 August 2010**  
**Midrand Conference Centre,**  
**Midrand, Johannesburg,**  
**South Africa**

## OBJECTIVES

A complete soft-skills solution package for all new and experienced managers.  
Few of our corporate leaders have received training in people management skills.  
These essential life skills are simply not covered during formal skills training at university and college level. How do you motivate yourself to go to work each day?  
What about motivating others?  
How can a manager motivate followers to be happy productive team members?  
Basic business survival skills - handling workplace conflict, stress and crises management - are essential in today's pressure-cooker work environment..Become a power negotiator and sought-after work group leader. A manager who understands the intricacies of human resource management and labour relations in a dynamic environment.  
One who is not afraid of change, nor afraid to stand in front of an audience and deliver an unforgettably polished presentation.  
In short, a confident leader who understands followers.

## YOUR PRESENTER

**David Gordon**

*David has been an international management trainer since January 1988, having facilitated in countries such as Kenya, Cameroon, Rwanda, Namibia, Botswana and South Africa. His training specialties include the subjects of corporate and student speed reading, mind mapping, skills for financial controllers, finance for non-accountants, business and technical writing,*

*strategic planning and budgeting, sales management and leadership skills.  
He is a regular guest presenter of specialist management skills topics to business schools and colleges.*

## **WHO WILL BENEFIT MOST**

New Managers  
Potential Future Managers  
Managers who need People Management Updates  
Managers seeking new ways to boost performance  
Business Unit Managers

# **Conference Programme**

## **Leadership Development Programme**

### **DAY 1**

#### **Personal Motivation**

- The Power of your mind
- Understanding YOU and the self-concept
- Identify what you value in your job
- Interpret work-related factors that motivate you
- 12 affirmations to realise your true potential
- 8 personal goal setting steps
- Setting financial goals
- Setting career goals

#### **Motivation of Others**

- Recognising & satisfying needs
- Motivating groups and teams
- Linking productivity with reward
- How to motivate unmotivated employees
- Solutions for workplace depression

#### **Problem Solving and Decision Making**

- Real problems identified as goals
- Brainstorming for results
- Evaluating alternative solutions – the force-field analysis
- Implementing a decision

### **Time Management Techniques**

- Analysing use of time
- Priority and responsibility assignment
- Making effective lists
- Using time planners and scheduling techniques
- Applying useful time beaters
- Managing the time of others

### **Communication Skills**

- Barriers to effective communication
- Communicate clearly and briefly
- One-to-one communication
- Reading body language
- Question & answer technique
- Communicating for results

## **DAY 2**

### **Effective Presentation Skills and Public Speaking**

- Audience analysis
- Dealing with presentation logistics
- Preparing, structuring and writing a presentation
- Overcoming nervousness & eliminating tension
- Enhancing body image and Eye Contact
- Improving your voice
- Efficient use of visual aids
- Delivering a powerful presentation
- Handling the audience and dealing with questions

### **Leadership Styles and Techniques**

- Identifying your dominant leadership style
- Attributes of effective followers
- Attributes of effective leaders
- Selecting a leadership style appropriate to the situation
- Satisfying group needs
- Satisfying individual needs
- Using empathy and trust to influence followers

### **Handling Conflict in the Workplace**

- What is your style of handling conflict
- Identifying the source and type of conflict
- Constructive and destructive conflict
- How to ensure that conflict benefits the members of an organisation
- Styles of conflict handling
- Dealing with difficult people
- Avoiding confrontation
- Being assertive

### **Managing Work-related Stress**

- Understanding stress and its effect on the organisation
- Origins of personal and work related stress
- Recognising symptoms of stress
- How change causes stress
- Stress management techniques and strategies

## **DAY 3**

### **Running Effective Meetings**

- Assessing the cost of meetings
- Informal and formal meetings
- Preparing for a meeting
- Preparing an agenda
- How to chair and control an effective meeting
- Be seen, heard and participate more effectively in meetings

### **Building Effective Work Groups**

- Understanding how teams develop
- Developing and motivating a team
- Analysing team member roles
- Delegating work to the team and setting standards
- Tracking and measuring work group performance

### **Change Management**

- Understanding change in an organisation
- Managing the process and impact of change within the company
- Handling employee resistance to change
- Applying change management techniques

### **Negotiation Skills**

- Types and styles of negotiation
- Preparing for a negotiation
- Conducting a negotiation
- Using negotiation tactics to achieve your objectives
- Applying the four stages of the negotiation process
- Closing a negotiation for a win

### **CONFERENCE FEE:**

## **Leadership Development Programme**

**ZAR 6 500.00 excl VAT**

SETA ACCREDITATION: Decision No: 819/02/12/04

**For more information contact:**

**Office:**

**Tel: 016 985 4652/93**

**Charmaine de Jager**

**[charmaine@cittraining.co.za](mailto:charmaine@cittraining.co.za)**

**084 645 7304**

To register Click Here

[http://www.citraining.co.za/1this\\_reg\\_form.html](http://www.citraining.co.za/1this_reg_form.html)

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