



## Components of the Program Cont...

### Motivating and Developing Trust:

- ✓ Tool for assessing motivation factors.
- ✓ Adair's eight (8) rules in motivating people.
- ✓ Guidelines for creating a motivating work environment.
- ✓ To draw out the best in your people.

### The Skill of Delegation:

- ✓ The advantages of delegation.
- ✓ A Tool for planning a delegated task.
- ✓ The six (6) step delegation process.
- ✓ Common mistakes in delegating.

### Trust:

- ✓ Building trust is about...
- ✓ The supervisor facilitating trust.
- ✓ Nine (9) tips for developing trust.
- ✓ Six (6) actions a supervisor can take to develop team trust.

### Performance management:

- ✓ Three (3) steps in managing the performance of a team/individual.
- ✓ Problems with unclear goals and objectives
- ✓ Converting goals to objectives.
- ✓ Team in problem solving and decision making.

### Handling Conflict:

- ✓ How do you manage conflict?
- ✓ Four (4) steps for resolving conflict.
- ✓ How do you know you've managed the conflict well?
- ✓ Learn from the conflict.

### Self-Development Plan:

- ✓ Where do I stand now?
- ✓ Thinking about your self-development.
- ✓ Designing long-term development plans.
- ✓ Presenting your development plan.

### Delivery

The program will be facilitated by one of our certified Trainers and can be configured in a number of ways to meet each company's specific needs.

Each module will require a 2-3 weeks gap between each subsequent session to allow for implementation of the development plan.

Two of the sessions are based on managing and coaching, requiring the leadership team only. These two sessions are essential to allow customisation of the program to identify and plan for achievable outcomes.

A formal review of each development plan, with the participant and mentor is completed at the end of the program.

## Building Strong Leaders



BSB42015 Certificate IV in Leadership and Management

Corporate Partners Pty Ltd RTO National Code - 91467



# THE LEADERSHIP DEVELOPMENT PROGRAM

## Introduction to the Program

The leadership development program is designed for team leaders/supervisors and employees acting in (or recently promoted to) a front-line management position, or those wishing to revise their knowledge or skills. Businesses often promote good staff to leadership roles, but forget to support them in gaining the leadership skills they will need in order to get the most from their teams.

This course introduces existing or potential supervisors and specialists to the fundamentals of the role of a supervisor whilst also providing exposure to structured systems and processes. The program is comprised of 10 learning modules in which the participants are trained in the application of each skillset.

Each module comprises:

1. Assessment of the participant's current performance in the skillset including characteristics, attributes and qualities as well as supervisory performance.
2. Clarify Business objectives of the program.
3. Establish the target condition for performance and related outcomes.
4. Training in each skillset.
5. Create a development program based on closing the gap between current performance and target condition.

## Roles and responsibilities of participants

Each participant will be required to complete some pre-work for each session which should take approximately 1-2 hours, but is essential for gaining the benefit of the Training session.

### Self-development plan:

At the end of each training session one of the outcomes is a self-development plan which is focussed on closing the Gap between current performance and required performance for that skillset. Each participant is assigned a mentor who will work with the participant to ensure progress against the development plan.

### Mentors:

Each of the senior leadership team will be responsible for mentoring Participants and will also have a mentor assigned themselves. The Role of the mentor is to guide the participant in progressing their personal development plan, increasing skill development whilst achieving performance outcomes. Training is provided for this role in the first session, which is targeted at Mentors only.



## Learning Outcomes

When you have completed the Leadership Development Program and the related evaluation/practical assignment you should be able to:

- Identify expectations of the supervisor's role.
- Identify and apply key skills of communication, motivation and delegation.
- Resolve conflict effectively.
- Apply appropriate leadership skills to situations.
- Motivate employees to increase productivity.
- Develop team skills and accountability.

## Components of the Program

### Mentoring and Coaching



Develop a Challenge statement for Frontline leadership, including current condition, target condition and obstacles to transition.

- ✓ Role of Coach and Mentor.
- ✓ Running a coaching cycle.
- ✓ P.D.C.A ( Plan, do, check, act ) cycles and coaching records.
- ✓ The 5 Coaching questions.

### The Supervisory Role:



- ✓ Making the transition to 'supervisor'.
- ✓ Responsibilities, mindsets and skills.
- ✓ Six (6) key characteristics of successful supervisors.
- ✓ Attitudes, self-confidence and productivity.

### Communication:



- ✓ Getting your message across.
- ✓ Hearing and listening.
- ✓ Questioning skills.
- ✓ Developing assertive techniques.

### Developing Teamwork:



- ✓ Characteristics of an Effective Team (P.E.R.F.O.R.M).
- ✓ A Team's common purpose.
- ✓ Developing high performing teams.
- ✓ Team building goals.

