
Course Summary

Day one	am	The communication and behaviour of effective leaders
	pm	Managing teams effectively to achieve the win-win
Day two	am	Understanding personality types to build effective relationships
	pm	Managing difficult conversations – part one
Day three	am	Managing difficult conversations – part two
	pm	Workforce wellbeing and performance

Minimum group size – 6

Maximum group size – 12

Content includes:

- Assertive language and behaviour to support your success
- Communicating with influence
- Giving constructive feedback
- Defining expectations of performance, behaviour and attendance
- The value of a consistent approach
- Understanding personality types to build effective relationships
- Managing difficult conversations effectively to achieve positive outcomes
- Managing escalating behaviours
- Managing the impact of engaged and dis-engaged staff
- Developing and maintaining effective workforce wellbeing cultures

Leadership Development Training – Course Content

The communication and behaviour of effective leaders

Effective communication and behaviour are key elements of managing and leading teams, particularly to address under-performance and manage performance, behaviour and attendance issues assertively. In this session, we consider how the communication and behaviour of the delegates can support and influence their teams to work effectively, build trusting work relationships, keep themselves and each other well, and develop personal and team resilience to support the success of the team.

Content includes:

- The communication and behaviour of leadership
- Communicating effectively with others
 - Understanding passive, passive-aggressive, aggressive and assertive communication styles
- Communicating with influence
- Assertive language and behaviour to support success
- Giving constructive feedback
- Psychological approaches to support understanding

Managing teams effectively to achieve the win-win

Managing people can be a challenge, and that can be more difficult to do if your expectations of your people aren't defined and applied consistently across your business. This session will help people in leadership roles to develop policies and processes to support effective decision-making and line management, manage their time effectively and develop ways to maintain their resilience as they manage their people. With training and support, Line Managers and Team Leaders can achieve the win-win. They will address issues assertively, communicate with confidence and build a team who work effectively to support the strength and resilience of the wider business.

Content includes:

- A SWOT perspective on current working practices
- The value of a consistent approach
- Defining expectations of performance, behaviour and attendance
- A balance between developmental and positive feedback
- Communicating to manage your time assertively and effectively
- Managing and maintaining your resilience to support effective line management

Understanding personality types to build effective relationships

Personality type is a key part of how a person communicates and behaves. With an insight into their own personality type and that of their team members, Leaders can develop a greater awareness of how to communicate with, motivate and influence their team effectively. The session reinforces that there are strengths within each personality type and considers team profiles to identify the dominant and less-dominant traits of the team. We also consider the impact of stress and anxiety on an individual's personality type to support Line Managers and Team Leaders to identify potential issues proactively.

Content includes:

- Valuing the differences between us
- Introversions and extroversions, thinking and feeling
- What a bad day can look like
- The impact of stress and anxiety
- Connecting effectively with different personality types
- Building the strength of your team

Managing difficult conversations – part one

Whilst it can feel uncomfortable to address an issue with a team member, a situation is unlikely to resolve itself if it's not discussed. Unresolved conflicts can impact on effective team working significantly. This session will give Leaders the tools to address issues assertively to secure positive outcomes and support the smooth-running of the team. Legacy issues, which have become embedded into the team's behaviours and can be particularly challenging to address, will be discussed as part of the session.

Content includes:

- The right environment for effective listening
- Planning, preparation and evidence
- Language, body language and tone to support success
- Managing the conversation to achieve positive outcomes
- Managing legacy issues effectively
- Communicating effectively with your team
 - The value of equality, kindness and compassion

Managing difficult conversations – part two

Dealt with calmly and professionally, most difficult conversations can result in positive outcomes. But sometimes a situation will escalate. This session will support Leaders to deal with escalating behaviours assertively and confidently to achieve positive outcomes and manage the impact of the situation on their wellbeing effectively. We'll consider how to define expectations for change and monitor progress to secure tangible improvements.

Content includes:

- Managing escalating behaviours
- Managing the impact of confrontational behaviours
- Communicating effectively to identify their solutions
- Defining expectations for change
- Monitoring progress to secure effective outcomes

Workforce wellbeing and performance

A culture of workforce wellbeing can secure the effective performance, behaviour and attendance of its people. In this session, Leaders will identify ways in which they can develop an effective workforce wellbeing culture to support the strength and resilience of their organisation. We consider the language and behaviours of workforce wellbeing to include role model behaviours and two-way communication. The session includes a practical exercise for Line Managers and Team Leaders to tackle a difficult conversation in a safe environment.

Content includes:

- Organisational strength and resilience
- The language and behaviours of workforce wellbeing
- The impact of engaged and disengaged staff
- Developing and maintaining effective workforce wellbeing cultures
- Workforce wellbeing and performance conversations – practice and observation
- Next steps for embedding a wellbeing and performance culture
 - Managing people through change