

THE BALANCED ART OF LEADERSHIP



This two-day program is suited to the team leader who has to get a practical task done and fit in the leadership role as well. The program introduces a balanced leadership model that comprises three core responsibilities: achieving the task, managing the team, and managing individuals. The program provides plenty of skill development and introduces the use of practical leadership tools such as delegation, coaching and feedback. Participants will gain knowledge and develop skills that enable them to support employees to perform at their best.

The following five modules are included in this two-day program:

Leadership is a Balancing Act

- Understand the role of leader and identify the key actions and goals of a leader
- Explore a key aspect of individual leadership styles and the balance between concern for people and concern to get the job done
- Develop a plan to achieve a more balanced approach to leadership

Create Great Performance

- Discuss the factors that create great performance and those that result in poor performance
- Assess a real-life situation and learn how to identify what is getting in the way of good performance
- Learn a simple 3-step method to communicate the essentials to support great performance

Delegate and Empower Others to Perform

- Understand the reasons to delegate and the barriers to successful delegation
- Identify the key factors for effective delegation
- Apply the Situational Leadership Model to delegate effectively
- Plan a strategy to utilize effective delegation techniques for a real-time employee situation

Use a COACH Approach to Increase Commitment

- Distinguish between coaching, feedback and discipline
- Develop active listening and questioning skills to effectively coach others
- Learn a 5-step process for coaching to improve employee commitment and performance
- Practice coaching skills in a “real-play” situation

Deliver Effective Feedback to Improve Performance

- Understand the importance of two-way communication when delivering feedback
- Identify barriers to effective feedback and strategies to overcome them
- Adapt the 5-step coaching model to plan and deliver effective feedback to employees
- Learn strategies for dealing with difficult feedback situations
- Practice feedback skills in a “role-play” situation or plan a feedback conversation
- Understand the impact of positive feedback to recognize effort, achievement and ideas

Closing Activity

- Explore how participants will continue to work together to support one another in their leadership balancing act between achieving tasks and managing people



Previous participants provided this feedback about the program and facilitator, Lisa Holden Rovers:

“Lisa provided enjoyable situations where you can see how poor clarification can affect performance of your team.”

“I really enjoyed the human interaction during the activities. The course was well instructed and informing.”

“The group activities allowed everyone to meet all involved and broke up sitting too much.”

“Lisa used interactive teaching activities - games that taught lessons on being creative with coaching skills - thinking outside the box.”

“This was the best course I have ever taken. Lisa was a great facilitator.”

“As a result of this workshop, I plan to take more time to plan my delegation and coaching skills.”

“Feedback & Follow Up ARE TWO Excellent Tools”

