

LEADERSHIP SKILLS AND TECHNIQUES TO IMPROVE ORGANISATION EFFECTIVENESS

OBJECTIVES

Upon completion of the workshop, participants will be able to:

- To identify high impact leadership practices
- To apply different leadership styles in the workplace
- To cite leadership characteristics which is most relevant
- To lead without manipulation and authority
- To shift worker's compliance to that of commitment
- To receive and give clear verbal and non-verbal messages
- To identify and use different communication styles
- To evaluate and improve listening skills
- To identify the effects of behavior on interpersonal communication
- To demonstrate the use of a range of interpersonal skills as part of effective communication process to enhance human relationship

METHODOLOGY

A combination of lectures, case studies, role-plays, discussions and group presentation.

LANGUAGE MEDIUM

Medium of language is English and/or Bahasa Malaysia. The training can be executed in a dual language option.

TARGET GROUP

Assistant Managers, Executives, Supervisors and Officers.

DURATION

The duration of this program is 3 days, start from 8.30 am to 4.30 pm.

COURSE CONTENT

MODULE 1: LEADERSHIP CHARACTERISTICS

- Leader Practices
 - ❖ Question Group Think
 - ❖ Reset Direction
 - ❖ Guide Cooperative Action
 - ❖ Walk the Talk
 - ❖ Motivate others
- Types of leader
- Recognizing leadership

MODULE 2: TYPES OF LEADERS

- Recognizing different leadership styles
- Directive leader
- Supportive leader
- Achievement Oriented leader
- Participative leader
- Task oriented leader
- People oriented leader

MODULE 3: TOP PERFORMANCE LEADERSHIP

- Management of People - Marketing Process
- Skillful and Knowledgeable Role Model
- Developing and Coaching People
- Acknowledging the performers
- Avoid Making threats
- Recognize the Attitude De-motivators
- Keep the Leader leading
- Positive attitudes equals positive results

MODULE 4: DYNAMICS OF COMMUNICATION – ESSENCE OF HUMAN RELATIONS

- Ability to communicate
- Motivation to communicate
- Identifying Interpersonal Communication Gaps
- Interpersonal Communication Gaps in Workplace
- Barriers to effective communication
- Effective Listening skills
- Power of Non Verbal Communication skills

MODULE 5: INTERPERSONAL SKILLS IN THE WORKPLACE

- Mutual reward theory in working relationship
- Three common misunderstandings in working relationships
- Productivity and human relationships
- Importance of empathy in relationships
- Restoring damaged relationships

MODULE 6: HANDLING CONFLICTS IN WORKPLACE

- Identifying conflict clues
 - ❖ Crisis
 - ❖ Tensions
 - ❖ Misunderstandings
 - ❖ Incidents
- Creative Response to conflict
 - ❖ Reaction or response
 - ❖ Acknowledge situations for what it is
 - ❖ Turning conflict into opportunities
 - ❖ Empathy and Active Listening