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Typical Development Programme Content

Leadership programmes typically include:

- The role of the Leader
- Self-awareness for Leaders
- Leaders and culture creation
- Living the culture of your organisation
- The importance of Emotional Intelligence
- Preferred Leadership Styles
- Achieving behavioural change and Performance Management
- Understanding what great leadership is, and demonstrating it
- Defining your leadership offering to your organisation

Coaching programmes typically include:

- Identifying situations where coaching is appropriate
- Training and coaching - what's the difference?
- Where coaching fits in most effectively to your leadership style repertoire
- Assessing and developing your coaching skills.
- Defining a coaching plan.
- Using the GROW model.
- Powerful questioning and feedback.

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- Helping staff develop their own thinking and resourcefulness.
- Practice sessions to become an effective coach.

Teams & Team Development programmes typically include:

- Recognising the differences between teams and groups.
- Appreciating the different roles needed within a team and the concept of the 'balanced' team.
- The stages of team development.
- Making the most of team members' strengths.
- Gaining the benefits of a cohesive team.
- Inspiring corporate values in your team.
- Understanding what makes a high performance team.

Performance Management programmes typically include:

- Developing an appropriate performance management environment.
- What is performance management? - Linking the Business Plan to Team Plans and individual performance reviews.
- The performance management model - Appreciating the manager's role in maximising team and individual performance.
- Core values and their links to performance management.
- Identifying and managing poor performance at the earliest opportunity.
- Putting competencies to good use.

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IMPROVING LEADERSHIP PERFORMANCE
.....THROUGH INSPIRATION

- Setting people up for success.
- Taking account of diversity in performance management.
- Delivering honest and constructive feedback.
- Leading motivating performance review meetings

Strategy programmes typically include:

- The value of Mission or Purpose and Corporate Vision.
- Establishing strategic priorities.
- Identifying key performance indicators.
- Translating corporate aims and objectives into personal targets that inspire actions.
- Gaining commitment and ownership through involvement in planning.
- What is an employer of choice and how does your organisation measure up?
- Using quality standards to achieve excellence.
- Understanding issues of corporate social responsibility.

Personal Effectiveness programmes typically include:

- Managing yourself and your time effectively
- Influential communications and presentations
- Assertiveness skills
- Problem solving and decision making
- Delegating successfully

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- Developing personal resilience
- Defining your personal image
- Giving and receiving feedback

Communication programmes typically include:

- The communication process.
- Basic communication skills - understanding verbal and non-verbal communication.
- What does your team need to know and expect from you?
- Barriers to communication and how to overcome them.
- Practical methods of communication and when to use them.
- Holding productive team meetings and briefings.
- Being an effective contributor at meetings.
- Checking that your message has been understood.
- Managing group dynamics.

Change management programmes typically include:

- Making the case for change.
- Identifying the drivers and barriers to change.
- Understanding and managing reactions to change.
- Managing key stakeholders in the change process.
- The Azure Change Management Model.

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- What if people won't change? - Dealing with resistance.
- Common mistakes to avoid when implementing change.