



Strategic Leadership With Emotional Intelligence

Time Frame

12 weeks of half Day Workshops (up to 4 hours)

Delivery Method

Face to face workshops and online course with interactive group participation that is further supported by customised personal facilitation, webinars and online course material and videos . All participants will receive a comprehensive manual and audio etc of the video presentations.

Description

Emotional Intelligence is crucial for todays managers and aspiring leaders to develop

Purpose

Participants will learn how to

- Become a better leader
- Understand the key functions of managers
- Develop Strategic Business Plans
- Handle and master change
- Motivate your staff
- Create a great place to work
- Boost employee performance
- Delegate
- Cope with difficult people
- Get the best out of others

This program is for

SME owners and managers, executives, CEO's and internal staff teams

Course content

Module 1. Become a Leader

Leadership is more who you are than what you do. Your ability to develop the qualities of effective leader-ship, the essence of what it takes to be a leader, is more important to your success as an executive than any other factor.

One of the great principles of personal development is “whatever you dwell upon, grows and expands in your experience and personality.”



You become more effective, day by day, when you think and act on the basis of the key qualities of effective leaders throughout the ages. You program these qualities by practicing them in your daily activities as a person and as a leader in your organisation.

The more of a leader you become on the inside, the more effective you become in all your leadership activities on the outside.

In this program, you will learn the eight essential qualities for effective leaders in every area of endeavour. With these qualities you will accomplish more, faster than perhaps you've ever imagined.

Module 2. Key Functions of Managers

Management is an art as well as a science. There are several key results areas for each manager and your ability to function well in each of these areas is central to your success and your effectiveness as a manager.

The "Winning Edge Concept" of management says that small improvements in certain critical areas can lead to large improvements in your results. Incremental improvements in each of the key result areas, especially if you are weak in one or more areas, can lead to dramatic increases your effectiveness and your ability to get the job done.

The very best managers are those who have taken the time to identify the key skills required by their craft and who have worked on themselves to develop those skills to high level.

In this program, you learn the key results areas of every manager and how you can begin increasing your effectiveness in every area of your management activities.

Module 3. Seven Secrets of Managerial Success

You are your most valuable asset. Your working ability, your earning ability is the most valuable resource you have to maintain and improve the quality of your life. Everything you do to enhance your ability to do your job in an excellent fashion improves your life and work in some way.

The most effective and most highly productive men and women in the world of work are those who think better than their counterparts. They take the time to analyse, decide and take effective action in every area of their work lives to achieve more and better results than the average person.

Your goal, throughout your career, is to learn and apply the very best ideas, methods and techniques practiced by the most effective executives in every area so that you can get the very most out of yourself and make the very best contribution to your company and your organisation.

In this program, you will learn the seven keys to peak personal performance, the specific ways of thinking and acting that can help you dramatically increase your productivity, performance and output.



Module 4. How Excellent Leaders Lead

The job of the leader is to get results through others. Since every person is different in some way, and often in many ways, the very best leaders are those who have the greatest flexibility in their styles of working with other people.

Your ability to get the very most out of the people who report to you is the key measure of your effectiveness as an executive. When you take the time to think about who you are working with and what it is you need them to do, you will invariably use the best tools, techniques and methods to maximise the performance and productivity of the other person.

The very best leaders are those who can elicit extraordinary performance from ordinary people. The purpose of organisations is to maximise strengths and make weaknesses irrelevant. Your ability to combine a group of people into high performance team is the most important single quality you can develop for maximum results and continuous personal and professional growth.

In this program, you will learn how to manage your personal style in such a way that you get the very best out of each person who reports to you.

Module 5. The Formula for Strategic Planning

The most effective leaders and managers are the best thinkers. Since both management and leadership require mental skills and tools far more than physical skills and abilities, the very best managers and leaders have more mental tools at their disposal.

Your ability to analyse each situation accurately and then to make high quality decisions based on the analysis is the true measure of your skill and ability as an executive. The good news is that any specific method of strategic planning, which includes practical, proven tools of analysis and decision making is superior to no method or to a random approach.

In this program, you are going to learn a method that resembles the combination to a lock. Once you have the right numbers in the right order, you can open the lock. Once you have the right keys in the right sequence to strategic planning, you can apply them to any product, service or situation in your organisation. The five-part method you will learn is used in some of the world's most effective and profitable corporations and organisations. It will dramatically increase your ability to think effectively about your company and your situation.

Module 6. Becoming a Master of Change

We are living in turbulent times. The rate of change today is the greatest that it has ever been in all of human history, and with the explosion in knowledge, technology and competition, the rate of change is increasing and will continue increasing into the 21st century.



There is a series of proven methods, techniques and strategies used by highly effective men and women in every area of life to manage the forces of change.

In this program you will learn how to get control in every aspect of your life and turn change to your advantage.

Module 7. Motivating People for maximum Results

Your ability to motivate your people to higher levels of performance and effectiveness can multiply your capability as an executive. By motivating people continuously and correctly you can dramatically improve performance and results.

The subject of individual motivation, why people do the things they do, has been studied and researched for many years. Now we know more about how to structure environments so people want to perform at their best.

In this program, you will learn the most popular, powerful and effective motivational methods and tools, and how you can apply them to every person who ever reports to you, as well as to yourself in the achievement of your own personal and business goals.

Module 8. Creating a Great Place to Work

The average person works at 50% or less of their potential. This means that the greatest improvement and performance in results can come from unlocking and unleashing the latent potential of the average person who reports to you.

Top managers are those who can create an environment where peak performance takes place. This requires simultaneously putting all the known motivators in place while removing the demotivators that inhibit performance.

The best organisations are far more productive and profitable than average organisations in the same industry. These organisations are characterised as “a great place to work.” They are also characterised as “high trust” environments where people feel terrific about themselves and their work.

In this program, you are going to learn the most important ideas ever discovered to help you to create a high trust environment of your own where peak performance takes place every single day.

Module 9. Fielding a Winning Team

The purpose of assembling a team is to accomplish bigger goals than any that would be possible for the individual working alone. The aim and purpose of a team is to perform, get results, and achieve victory in the workplace and marketplace.

Many of the most successful sports teams have been studied over the years to learn the characteristics and qualities that enable them to prevail in highly competitive leagues against determined and aggressive competition. Many



of the principles practiced by the winning sports teams are directly applicable to the building of a winning business team.

The very best managers are those who have the greatest number of mental tools or concepts available to manage and motivate their people to achieve excellent results.

In this program, you will learn some of the best ideas ever discovered for building winning teams.

Module 10. Communicate With Power

Your success in business and in the world of work is largely determined by your ability to communicate effectively with other people.

Your ability to elicit extraordinary performance from ordinary people is the key to success in leadership. Since you cannot do the jobs of most of the people who report to you, you have to be able to create a psychological environment where they are motivated to do the very best at those jobs themselves.

The very best leaders have developed their interpersonal skills to a high degree. They have the capacity to bring out the very best in the people who report to them.

In this program, you will learn the most important interpersonal skills ever discovered for motivating and inspiring people to perform at their very best as individuals and as members of an effective team.

Module 11. Boosting Employee Performance

“There are no bad soldiers under a good general.” The leader or manager is the most important single factor in empowering people and motivating them to peak performance. Your ability to affect the emotions of people so they perform at their very best when working for you can have a more positive impact on your career than any other factor.

Most people want to be highly motivated and to perform at their best. They are simply waiting for someone to come along and create the proper environment where they can do their work wholeheartedly and well. It is your job to create that environment.

The best employees today are more demanding and more in demand than ever before. They are indispensable to your success and to the success of your company. Your ability to create a peak performance environment for them will earn their loyalty and commitment to you and your company more than any other factor.

In this program, you will learn how to empower your staff to peak performance by using methods and techniques of interaction practiced by the most effective managers in every field.

Module 12. Delegation – The Key to Leverage



Your ability to delegate effectively to others is the key to leveraging yourself and multiplying your value to your company. Delegation is one of the important skills of management. Without the ability to delegate effectively and will, it is impossible for you to move up or to advance in management to higher positions of responsibility.

All excellent managers are excellence delegators, as well in old school thinking. people said that, “if you want something done right, you have to do it yourself.”

In new school thinking, the correct statement is, “if you want the job done right, you have to delegate it properly to someone else so that they can do it to a proper standard”

Delegation is an art and science. It is a skill that you can learn through practice. And like any skill, you become better and better at delegation the more you do it.

Your most valuable asset is your ability to think. In this program, you will learn how to think about the process of delegating effectively to others. As you become an excellent delegator, you will become more and more valuable to yourself and your organisation.

Module 13. Inspecting What You Expect

The job of manager is to get things done through others. Your ability to organise the work and to supervise your staff effectively to get the job done on schedule and on budget is the key to your success as a manager.

No one is born with the skills of management. These skills are all learned. Your ability to supervise others can be greatly improved by learning what excellent managers have discovered over the years and by applying these principles and ideas to your interactions with your subordinates.

The most important management quality is flexibility. The more different mental tools and skills you have to get the most and the best out of your people, the more flexible and therefore, the more effective you can be as a manager.

In this program, you will learn how to get your people to perform at higher levels than ever before.

Module 14. Coping with Difficult People

The job of the manager is to get things done through others. Your selection of the “others” is absolutely essential to your success. Your ability to “deselect” those who are not capable of doing the job in a competent and timely fashion is equally essential to your success as a manager.

The most stressful part of a manager’s life is having to let someone go. The second most stressful part of a manager’s life is being let go. The fact is, however, that if you do not get some experience with the first, you will get some experience with the second.



Taking people on and letting them go, hiring and firing, is like breathing in and breathing out, like inhaling and exhaling in our fast moving business world. The very fact that you know inside that you can let some-one go if they don't work out makes you a much more effective manager and makes you much more influential and persuasive in dealing with performance problems. In this program, you will learn some simple ideas you can use to deselect people who are not capable of making a contribution that exceeds their cost. This is an absolutely essential management skill that you can then use competently for the rest of your business career.

Module 15. The Manager, Coach and Confidant

Your people are your most precious resource. Only your people can be made to appreciate in value. All other resources and corporate assets depreciate over time.

The fastest and most effective way to increase the productivity and performance of your people is for you to give them timely and relevant coaching and counselling at the proper times in their careers. People cannot grow without honest, objective feedback and instruction from someone who can look at their performance and tell them exactly how they are doing.

Each person needs feedback and counselling from someone he or she respects and trusts in order to improve and to get better at their work. Many average people have become star performers for their organisations as the result of a manager taking the time to guide them and instruct them on how to improve in critical areas of their work.

In this program, you will learn how to give timely and accurate coaching and counselling to each of your staff members on a regular basis.

Module 16. Getting the Best Out of Others

When you invest your money, you almost always seek the highest return in investment or return on equity. As a person, your most valuable asset is yourself, your mental, emotional and physical capital. You always seek to get the highest return on the amount of time and energy that you invest in any endeavour.

As a manager, your job is to get the highest return on human capital invested in your enterprise. Of all assets, only people can be made to appreciate and to perform at ever higher levels for the organisation.

People are your most expensive investment. Since the average person only performs at 50% or less of capacity, your ability to get more and more results from your human assets can dramatically improve your effectiveness as an individual and increase your contribution as a manager.

In this program, you will learn how to immediately improve employee performance and to keep your people working at high levels of motivation, performance and productivity over time.



Module 17. Meeting Management Magic

The meeting is the essential tool of management. Virtually everything you accomplish you achieve in interactions with one or more people, either in large formal meetings or in one-on-one meetings in passing.

Your ability to use the tools of management meetings effectively can do more to multiply and leverage your results and effectiveness than perhaps any other skill.

Every meeting you have requires an investment of managerial time and energy. Meetings are costly functions to the company. The cost of a meeting can be determined by multiplying the hourly rates of the people who attend. By these measure meetings can be very expensive to the company and the individual.

In this lesson, you will learn how to be far more effective in every meeting you hold. You will learn how to get to the point faster, get more accomplished and assure greater results after the meeting than ever before.

Module 18. How to Solve Every Problem

Life is a continuous succession of problems. Everything that you do, all day long, revolves around your ability to solve problems effectively.

Your entire success as a person and as a manager is determined by your ability to solve problems effectively and well. Instead of reacting to problems with anger and frustration, you should look upon problems as the essential, defining skill area of your work. Your job should be to become extremely good at solving any problem that is brought to you, large or small.

Fortunately, we know more about how to solve problems effectively today than we have ever known before. By practicing the approaches, skills and techniques of other successful managers, you can dramatically increase your ability to solve virtually any problem that comes across your desk.

In this program, you will learn how to solve problems better and more effectively than ever before.

Module 19. Making the Best Decision

Your ability to think determines your success as a person and as a manager more than any other single skill you have. All of your abilities to think are measured by your abilities to make good decisions. The entire course of human destiny has been changed by the person in charge of making either good or poor decisions at the critical moment.

Making better decisions is very similar to learning a mechanical skill. It is the result of learning the process through practice and repetition until you apply the key skills automatically to every decision making situation.

The mistake of the average person is to assume causality between two things that happen at the same time and to jump to conclusions. To make decisions quickly and with little thought.



Poor decisions lie at the root of virtually every failure. Excellent decisions are the foundation of virtually every great success.

In this program, you will learn how to make better decisions, faster than perhaps ever before. This one skill alone can virtually guarantee great success for you as a manager and as an executive.

Module 20. Balancing Your Total Life

Achieving balance between your life and work is one of the most important measures of how well you are doing as a person and as an executive.

The fact is that you have far too much to do, every single day, and too little time in which to do it. No matter how hard you work or how efficiently you perform, you have a never-ending river of new responsibilities and tasks that you must accomplish within specific deadlines.

The natural tendency, for anyone faced with overwork, is to begin to take time away from home, health and family in order to get the job done. This begins as a temporary measure and soon becomes a permanent form of lifestyle. And this is not for you.

In this program, you are going to learn a series of proven principles and techniques that you can use, starting immediately, to get your life in balance. You will learn how to accomplish far more in your work and simultaneously increase the amount of time you spend with the most important people in your life.