

THE IN-HOUSE TRAINING COMPANY

The essentials of leadership

Overview

Not everyone is a born leader – but anyone can become a better leader. This programme shows how. It is based on the tried-and-tested action-centred leadership concept, as formulated by John Adair, which defines the three elements of leadership as achieving the task, managing the team and managing individuals. The simplicity of the model makes it easy to understand, remember and apply and its infinite adaptability helps explain its long-standing popularity. This programme is based around the model and is ideal for getting your managers thinking about their management style and their approach to leadership.

Training objectives

By the end of this course participants will:

- Appreciate the differences between the main approaches to leadership
- Understand the principles of action-centred leadership
- Recognise the qualities and actions of a good leader
- Be able to delegate more effectively
- Know how to motivate teams and individuals

Audience

Team leaders and managers from all functions and sectors who have had little or no formal training in leadership. Ideal as a an introduction to leadership, this is also a very good refresher course.

Format

This highly practical and participative one-day course uses a mixture of formal tutor inputs, practical exercises and tutor-facilitated discussion.

Depending on the number of participants and their pre-course skills levels, it may be preferable to run this programme over two days rather than one.

The expert trainer

Jocelyn is a highly experienced and very popular management trainer. After fifteen years as a training manager within blue-chip organisations such as Mars, she established her own consultancy in 1998. A passionate advocate of training for a reason, Jocelyn has a practical approach to training which focuses on giving participants and organisations relevant knowledge and skills improvement which is immediately transferable to the workplace.

A published author of training materials (including *Contact Centre Management*), her many clients cover an impressive range of sectors, including manufacturing, telecoms, retail, film and music, local authorities and universities. Equally impressive is their appreciation of her work, as the following comments show:

'I would like to take the opportunity to thank you for the recent telephone training course that you prepared and tutored for my Customer Services Department. The content was well received, and accurately reflected the day to day issues that occur on a busy desk. I have since reorganised the department to take advantage of the new professionalism... and it has made a big difference. Given the success of the proactive telephone selling course you prepared and ran for me a few years ago ... I just knew it would be a success.' *Philips*

'This was clearly an excellent course. It really brought the best out of the managers. You've given them a foundation for the rest of their working lives.'

PPL

'I would like to take the opportunity of thanking you for the way you worked with us to make a great success of the induction programme for the Centre. It was a pleasure working with you in partnership.' *One 2 One*

Course outline

- 1 The qualities of a good leader**
- 2 The actions of a good leader**
- 3 Understanding team roles**
- 4 Motivational factors**
- 5 Team, task and individual approach to leadership**
- 6 *Leadership exercises***
- 7 *Team tasks set – Managers 'manage'***

**TO DISCUSS YOUR TRAINING REQUIREMENTS
PLEASE CALL 01582 469080**

<http://www.in-house-training.com>

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