

# **Leadership Development**

# Management Approach

### Emotional Intelligence (EQ)

Emotional intelligence refers to the ability to identify and regulate our own emotions, to recognize the emotions of other people and feel empathy toward them, and to use these abilities to communicate effectively and build healthy, productive relationships with others.

- ≪ Self-Awareness
  - Self-Regulation
- EmpathySocial Skills
- ★ Motivation

Method: Self-Assessment, Presentation, Self Improvement Workshop

#### Learning Styles



Do some topics come more easily to some than others? Managers may have probably thought it had to do with the topic itself, but in almost all cases that is not true. The difference is how we are taught or managed throughout our development

- 🗰 Visual
- **«** Auditory
- Kinesthetic

Method: Presentation, Online Self-Reflection Quiz, Workshop

## Managing

Explores the five common conflicts and their characteristics leading to the development of coping strategies that can be used by managers and their teams to manage conflict

- Competing
- Compromising
- Collaborating

Avoiding

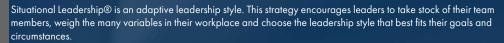
Compromising



Using a business scenario and simulation, each delegate has to deal with the conflict and understand which characteristic are being displayed and how to manage the situation

Method: Presentation, Scenario Workshop and Facilitated Discussion

#### Situational Leadership





- ★ Directing
  ★ Supporting
- Coaching Delegating

Method: Presentation, Discussion, Team Workshop

### Effective Delegation

An effective method when done correctly to help support the development, autonomy and responsibility of others in your team, once they have reached the 'Delegating' quadrant in the Situational Leadership® model. Good delegators are able to build strong and successful teams that are more than capable of meeting the demands of a heavy workload.



- Selection and responsibility
- Required results and resources
- Checkpoints and milestones
- Encouraging new ways

Method: Presentation, Scenario Role Play Workshop