

# Leadership Essentials

## Developing Leadership



Leading Self

Leading Others

Leading the Business

Leading the Customer

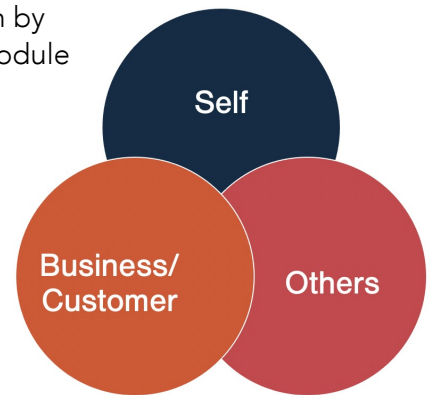
According to a Gallup study 'managers account for at least 70% of variance in employee engagement scores across business units. That same Gallup's research reveals that about 1 in 10 people possesses the innate talent to manage - these skills must be developed.

### PROGRAM: KEY ELEMENTS

The Leadership Essentials program provides a customised leadership development experience for your organisation. We curate the program by selecting modules from our library of evidence-based content. Each module is then tailored to ensure context relevance.

#### Program Objectives:

- Demonstrated shift in capability
- Less reliance on HR
- Less avoidance of situations
- More constructive communication more regularly
- More proactivity and prevention of issues
- Greater ownership and accountability for Leadership
- Greater leadership responsibility for Recruitment and On Boarding
- More "One Team" Behaviour
- Less Noise and less turnover



**Introduction**

- Pathway to Great Leadership
- Program Overview
- The FROM – TO Shift
- Expectations and Engagement

**Leading Self**

- Leadership Mindset (Creator/Victim)
- Self-Awareness (360 Leadership Surveys)
- Self-Awareness (Individual Profile)
- Multiplier Diminisher
- Emotional Intelligence
- Growth Mindset
- Personal Effectiveness/Productivity
- Self / Career Navigation
- Unlearn

**Leading Others**

- Ownership and Accountability
- Coaching Skills: Structure and Conversation
- Difficult Conversations and Dealing with Conflict
- Developing People (Situational Leadership, Changing Behaviour)
- Building Team Culture
- Building a High-Performance Team
- Communication and Influence
- Team Development (Trust, Commitment, Accountability, Results)

**Leading the Business**

- Business Acumen
- Customer Centricity for Teams
- Human-Centered Design/Design Thinking
- Innovation
- Leading Enterprise Change
- Decision Making
- Strategic Thinking