

retail training



LEADING THROUGH EFFECTIVE COMMUNICATION

Course: LEADERS IN ACTION: Module 2

DURATION: Second day of four separate workshops

OVERVIEW:

The importance of effective leadership is often talked about but seldom practised.

In the second of 4 leadership modules we discover how effective communication results in staff who are committed to achieving their (and by default) your goals.

EXPECTED OUTCOMES:

After this workshop you will be able to:

- Identify how managers can drive" company strategy, through their staff, on a daily basis
- Be able to practically translate company strategy/ business changes into a meaningful conversation with staff so they have clarity and commitment
- Identify your preferred/ default behavioural style; and the impact this can have on your individual team members
- Identify that effective leaders adapt their style to suit individuals in different situations, as required
- Begin to identify and use strengths of different team members' behavioural styles to build a strong team
- Use simple and effective listening and negotiation skills to get and keep staff on side
- Give positive and encouraging feedback

CONTENT:

- Link effective communication to staff motivation
- A simple technique to ensure individual staff have clarity, commitment to and agree with business objectives and the activities that drive it.
- Leadership and behaviour styles - how to use and adapt this to get the best out of your team
- Negotiation and listening skills - how to use these two skills to keep the communication open and positive within the team
- Encouraging feedback - the value of "catching people doing things right"
- Action plan and implementation project