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## **Leadership Development**

### **Workshop Outcome**

An understanding of the role of manager/leader and basic leadership principles and skills to enable you to get the best from yourself and the people you lead.

### **Audience**

People who are relatively new to the leadership role.

### **Content**

- Your role as a leader
- Clarifying expectations and goals (self/manager/staff/customers)
- Developing peer support relationships
- Identifying implications of expectations and goals
- Determining strategies to manage expectations and goals
- Leadership
- Your organisation's structure/environment
- Understanding the dynamics of power and control
- Management versus Leadership
- Leadership characteristics
- Accessing leadership styles
- Applying style to leader interventions
- Planning and time management
- Identifying the meaningful and important
- Managing time and resources effectively
- Delegation
- Motivating self and others
- Develop process/method for delegation
- Self imposed barriers to delegation
- Effective communication
- Defensive versus supportive communication
- Stage of the individual
- Response behaviour (helpful/unhelpful)
- Ownership
- Action planning

### **Process**

This workshop explores critical leadership functions, provides participants an opportunity to consider what kind of leader they aspire to be, and reflect on the implications of their behaviour for the people they lead.

### **Duration:**

2 days plus 2-3 hours pre-work

### **Venue:**

One large training room

Provides a sound basis upon which you can to target and plan both individual and organisational staff development.