

LEADERSHIP AND MANAGEMENT LEVEL 2

(ENTRY INTO THIS PROGRAM REQUIRES COMPLETION OF LEVEL I TRAINING)

AREAS OF TRAINING

REVIEW COMMUNICATION SKILLS

REVIEW & PRACTICE COMMUNICATION SKILLS FOR LEADERSHIP

REVIEW & PRACTICE ACTIVE LISTENING SKILLS FOR COACHING

REVIEW & PRACTICE INTERVIEW, COACHING & EVALUATION

PRACTICE TEAM EXERCISES TO MAKE MEETINGS PRODUCTIVE

BECOME FAMILIAR WITH PROJECT MANAGEMENT TECHNIQUES

DISCUSS THE CONCEPT OF CONTINUOUS IMPROVEMENT AND CHANGE WHILE
MAINTAINING CORE CULTURAL VALUES

☞☞ INTERNAL CUSTOMER SERVICE EXERCISES

REVIEW CUSTOMER-SUPPLIER CONCEPT

WORK ON RESOLVING “BATON HAND-OFF PROCEDURES”

☞☞ DEVELOP AND PRACTICE CREATIVITY AND INNOVATION IN THE WORKPLACE.

DISCUSS THINKING STYLES AND THEIR VALUE

LOOK AT THE CONCEPT OF EMOTIONAL INTELLIGENCE

LEARN TO USE WORKPLACE DIVERSITY IN THINKING

☞☞ TEAM BUILDING AND GOAL SETTING

PERSONAL GOALS AND TEAM GOALS; SETTING AND TRACKING

THE DYNAMICS OF LEADERSHIP; TEAMS AND GROUPS

BUILDING EFFECTIVE WORK TEAMS

☞☞ PERSONAL LEADERSHIP DEVELOPMENT

MENTORING STRATEGIES

STRATEGIC THINKING FOR BUSINESS DEVELOPMENT

† TEAM PROBLEM SOLVING AND DECISION MAKING

IDENTIFYING AND DEFINING AREAS NEEDING IMPROVEMENT

REVIEW AND PRACTICE PROBLEM SOLVING AND DECISION-
MAKING TECHNIQUES