

Key Learning Objectives

Module 1 - Interpersonal Intelligence

Key objectives:

- Define & reflect upon the main factors which influence our image
- Recognise personal preferences, strengths & liabilities
- Use a personality profiling model to assess people objectively to enhance interpersonal experiences

Module 2 - Personal Resilience

Key objectives:

- Identify personal challenges & raise self-awareness to barriers in managing time
- Recognise difference between urgency & importance - identify activities & priorities accordingly
- Implement scheduling & monitoring tools to keep you on track
- Managing personal performance through SMART goal setting & action planning
- Apply a range of time management tools to feel more in control of work events
- Implement a range of coping strategies to effectively manage work pressures & raise performance

Module 3 - Developing Effective Teamwork

Key objectives:

- Reflect upon the skills required to develop effective teamwork
- Identify characteristics of high performance teams & how a team evolves to become high performing
- Reflect up a range of leadership models & recognise different management styles associated with developing a high performance team

Module 4 - Management Styles (developing a flexible approach)

Key objectives:

- Recognise your preferred management style & the need to adapt to manage different situations
- Practice effective communication skills to reduce misunderstandings
- Implement a problem solving technique to generate new ideas and/or improvements

Module 5 - Enhancing Performance through Effective Coaching & Delegating

Key objectives:

- Implement a range of performance management tools & techniques to be able to set, measure, monitor & enhance performance
- Implement 5 step technique to gain willing co-operation from staff & colleagues
- Practice basic coaching skills to communicate effectively & enhance performance of team members

Module 6 - Holding People Accountable & Managing Conflict

Key objectives:

- Recognise personal style in dealing with conflict and/or confrontation
- Reflect upon a range of strategies to deal with difficult situations
- Apply a correction action technique to hold people accountable
- Conduct difficult conversations with confidence & assertiveness