

## Leadership – Enhancement - Attitude - Performance

Worklife has researched and identified key contributors to enhance employee workplace satisfaction. Consistently, successful organisations are those that fully prepare their managers with a set of leadership skills and self-efficacy that assist them to tackle and manage the day-to-day issues that arise and maintain control. A manager's ability to successfully navigate the layers of tasks, objectives, deadlines, and needs of his/her team can directly lead to increased levels of workplace satisfaction, improved levels of employee engagement, achievement of business objectives, and retention of key contributors.

Worklife has developed a series of learning modules to enhance the leadership skills of individuals who are responsible for managing information, tasks, projects, people and resources, in your organisation. This growing set of resources can be flexibly delivered as face-to-face modules or blended delivery, and Worklife's unique Pick 'n Mix format means a program that can be tailored to the specific needs of any organisation.

### **Communication for understanding**

Communication is about understanding people, how they receive and interpret information, and how they are likely to react to that information. Managers learn the fundamentals of effective business communication in face-to-face, written and electronic forms.

Content of this LEAP module includes:

- Communication defined;
- Communication methods;
- Sending and receiving information;
- Communication in business;
- Personality types in communication;
- Active listening skills.



### **Worklife International**

Level 22, 201 Miller Street  
North Sydney NSW 2060

Website: [www.worklifeint.com](http://www.worklifeint.com)

Email: [info@worklifeint.com](mailto:info@worklifeint.com)

Phone: 61 2 8968 9368

Fax: 61 2 8968 9313

## Leadership – Enhancement - Attitude - Performance

### Leadership foundations

Successful leaders negotiate, inspire and motivate their team to achieve objectives while working in an environment of support. Managers learn the attributes and techniques of successful leadership and apply these with their work team.

Content of this LEAP module includes:

- Leadership defined;
- Qualities of effective leaders;
- Motivations to follow a leader;
- Types of managers;
- Situational leadership.

### Coaching your team at work

Competency in coaching others leads to changes in behaviours that have a significant impact on the work team and organisation. Managers learn to set objectives, coach for improvement, and develop teamwork.

Content of this LEAP module includes:

- Coaching defined;
- Coaching vs Training vs Mentoring;
- Identifying coaching needs;
- Seven principles of adult learning;
- Developing a coaching plan;
- Providing feedback to team members.

### Conflict resolution

Conflict exists in every part of our work life. Any time two people see a situation differently, there is conflict. Managers develop skills to successfully manage conflict while maintaining a positive, supportive team environment.

Content of this LEAP module includes:

- Conflict defined;
- Common sources of conflict;
- Architecture of conflict management;
- Elements of negotiation;
- Documenting outcomes.

### Effective management

Effective managers ensure all tasks get done ... instead of doing all tasks themselves. Enlisting others to support team objectives requires finesse, collaboration and decisiveness.

Content of this LEAP module includes:

- Effective management defined;
- Attitudes of effective managers;
- Decision-making styles;
- Tips on decision-making;
- Confronting issues and making decisions;
- Group decision-making checklist.

### Action plan development

Managing information, people, resources and ideas can stretch the skills of the most talented managers. Learn a structured approach to the achievement of business and team goals through effective planning.

Content of this LEAP module includes:

- Action planning defined;
- Benefits of establishing action plans;
- Components of action plans.

### Managing your time productively

When 86,400 seconds just isn't enough each day, you need to look at how productively your time is being used. Managers analyse their personal time usage and develop strategies to ensure greater productivity with the available time.

Content of this LEAP module includes:

- Time management defined;
- Planning your day;
- Prioritising tasks;
- Allocating resources;
- Strategies to save time.

### Negotiation and persuasion

Negotiation is very commonly viewed as being a process of getting what you want. A simple way of putting this might be: *Getting something you want that somebody else has got*. Negotiation is often treated as something akin to a competition, whereby the two parties try to outwit one another in order for each to get what they are seeking. Today, negotiation is more commonly viewed as a journey to achieving a win-win for all parties in a situation.

Content of this LEAP module includes:

- Negotiation and persuasion defined;
- Complex negotiation process;
- Simple negotiation process;
- Negotiation activities;
- Negotiation tactics;
- Negotiation mistakes.

Each LEAP module includes business and management skills development, learning activities specific to your workplace, and direct application of the learning through the completion of a workplace assessment. Managers learn on-the-job, in a training environment, or through a combination of both.

### Flexible delivery

Worklife offer our LEAP modules for delivery through three flexible methods:

#### LEAP Face-to-Face

Facilitated as face-to-face learning, LEAP is presented as a series of one-hour, three-hour, or one-day training sessions.

Time that managers are away from the workplace can be minimised depending on the facilitation approach and application of learning is monitored through the completion of workplace assessment tasks.

#### LEAP Blended

Blended delivery (face-to-face) and in-work learning is the most practical, cost effective method for developing the skills of your managers.

Ideally, this program is scheduled over 12 to 24 months with four contact days throughout this period.

Contact days are used as scene-setters for the learning, orientation to materials and introduction to key methodologies.

#### Pick 'n Mix

Individual modules can be selected and combined to customise a development program that specifically meets your needs.

Each module is facilitated face-to-face over one-hour, three-hours, or one-day to fit your training calendar and the schedules of the team.