

MANAGEMENT & LEADERSHIP TRAINING

Business customers are catered to with tailor-made training solutions as well as the very popular series of School of Business leadership and management programmes. Businesses we have worked with include Lion Nathan, Fletcher Building Group, Southern Cross Healthcare, NZ Post, Auckland City Council and a large range of other large organisations as well as a number of small and medium enterprises.

Public courses are also available for First Line Management Level 3 and 4.

Leading Teams Today National Certificate in First Line Management, level 3

Leadership Development Training

We are pleased to offer you this leadership development opportunity focussing on the key areas of communication and quality for:

People in existing team leadership roles – community and/or business

People demonstrating the capability to move into team leadership roles

People wanting to increase their ability to lead teams in organisations

The programme is designed to meet what our research tells us makes for an effective leadership development programme.

It offers:

- Conceptual understanding: ideas about leadership and leadership models
- Feedback on where participants skills stand compared with the conceptual model of leadership
- Personal growth
- Skill building and application of these skills through a leadership project

This is delivered over a time frame of sufficient duration to put the skills learned into use.

Session 1: INTRODUCTION TO LEADING

- Social speeches [introductions]
- Leadership models and appropriate style for own organisation
- Key leadership qualities, own leadership preferences and potential leadership projects**
- Project requirements

Sessions 2 & 3: COMMUNICATION / LEADERSHIP PROJECT

Own communication strengths/weaknesses

- Effective communication
- Barriers to communication
- Communicate with people from other cultures
- Listening strategies

Session 4: BUILDING THE TEAM

- Team-building in planning a workplace activity
- Team leadership and membership roles in the workplace

Session 5: BUILDING THE TEAM

- Training and development requirements
- Training activities for the workplace
- Assess the performance of teams and individuals in the workplace

Session 6: PROJECT & LEADERSHIP REVIEW

- Progress reports on leadership projects
- Review own development against core leadership qualities of vision, reality, ethics and courage
- Requirements for writing final project report

Session 7: FEEDBACK

- Communication environment in 1-1 interviews
- Elicit information and opinions
- Give and receive feedback

Session 8: QUALITY MANAGEMENT

- Fundamental concepts & principles of quality
- Principles of supply chain relationships, and responsibility for the management of quality and improvement

Session 9: CONFLICT

- Areas of interpersonal conflict
- Develop strategies to resolve conflict
- Implement and evaluate resolution

Session 10: FINAL PROJECT PRESENTATION

- Final project presentation
- Present project outcomes to an invited audience
- Evaluate programme

National Certificate:

Successful completion of this programme and assessments will enable the candidate to receive the NZQA National Certificate in First Line Management [L3].

Commitment:

1 day per fortnight class time [8 hours] and a minimum of 3 hours per week for assessments and on job projects.

Leadership Development Training

We are pleased to offer you this leadership development opportunity focussing on leading in a changing environment.

People who should attend:

People who have completed the Level 3 Certificate in First Line Management

People in existing team leadership roles—community and/or business

People wanting to improve their competencies in leading change in their organisations

The programme is crafted around the needs of both the individual and the organisation in order to ensure that the return on investment is maximised. This will be achieved by blending classroom learning with workplace objectives so candidates can quickly apply their learning to the 'reality' of the workplace.

The programme offers:

- Conceptual understanding—underpinning knowledge that forms the foundation on which practical leadership is built
- Feedback on existing leadership competencies and areas for development
- Personal growth
- Opportunity for one on one coaching
- Leadership competency development and the application of these in the workplace through a 'change focussed' project

Session 1: INTRODUCTION / DEVELOP SELF TO IMPROVE PERFORMANCE

- Present level of leadership competency
- Develop own performance/self
- Leadership competencies required for successfully leading change in the workplace
- Identify possible workplace change projects

Sessions 2: THE LEADERSHIP CHANGE PROJECT

- Select a project that produces significant change
- Scope and plan a team project
- Implement the project
- Review personal performance as team member

Session 3: DEMONSTRATE KNOWLEDGE OF CHANGE MANAGEMENT

- Causes of change in a business operation
- Models for managing change
- Human resistance to change
- Stress management techniques

Session 4: USE PROBLEM SOLVING TECHNIQUES

- Evaluate a problem solving model
- Problem solving techniques

Session 5: LEAD INDIVIDUALS AND TEAMS

- Leadership and individual working styles
- Individual/team performance expectations/standards
- Enhance working relationships with colleagues and work associates

Session 6: UNDERSTANDING GROUP PROCESSES

- Advantages/disadvantages of working in groups
- Group processes
- Strategies to manage conflict in a group

Session 7: PROJECT REVIEW

- Present progress on project for review
- Review own development against core leadership competencies
- Prepare, structure, deliver an oral presentation

Session 8: CREATE A POSITIVE WORKPLACE ENVIRONMENT

- Productive working relationships
- Minimise personal conflict in the workplace
- Employment conditions/ Legal requirements
- Cultural / social responsibilities

Session 9 LEAD IN THE WORKPLACE

- Effective use of physical resources
- Supervise production of goods and/or services
- Monitor and measure workplace productivity
- Report on workplace operations
- Prepare a presentation for the final session

Session 10: EMBEDDING THE LEARNING

- Present project to an audience
- Review leadership competencies
- Develop a continuing action plan

National Certificate:

Successful completion of this programme and assessments will enable the candidate to receive the NZQA National Certificate in First Line Management [L4].

Commitment:

1 day per fortnight class time [8 hours] and a minimum of 5 hours per week for assessments and 'change project'.

