



DEVELOP & DEMONSTRATE

*Leadership Training
Programme*



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Develop & Demonstrate Leadership Programme

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Information

Develop & Demonstrate is our high value, highly impactful 6-month programme - showing, supporting, and guiding you to get consistent success and growth in your leadership role.

"I had some staff that were not confident in their roles and wanted some extra training in staff management. I had previously been trained by Sara and immediately thought she would be great to teach my team because I learnt a lot from our sessions.

Sara really helped explain every eventuality and scenario to help me understand how to overcome certain problems and gain confidence in my own self awareness and I truly believe that I have become a better manager because of this. Sara explained everything in a very clear and easy to understand way and gave many examples which helps put yourself in the situation.

I would use Sara again and again and would 100% recommend her to anyone that needs any extra training or new skills as she has the ability to connect with people and make them feel comfortable and at ease. We had all face-to-face training sessions which made a big difference and had only positive feedback from the team."

Laura, Finance Manager

These are the transformational outcomes we'll get together:

- Build on your strengths and reduce your weaknesses
- Project confidence, and develop 'Presence' as a Leader
- Manage your time and delegate effectively
- Motivate, mentor and positively drive your team
- Communicate and resolve conflict assertively in a diverse workplace

What we will work on:

- Define your goals and objectives
- Understand and overcome the roadblocks that are stopping you from being truly successful in your leadership role
- Develop a tailor made step by step action plan
- Practical actions and techniques to achieve your goals tailored to your skills and experience



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What is included:

- Proven practical techniques that you can action immediately
- Training material
- Monthly group training sessions
- Monthly group coaching sessions
- Email support, mentoring and guidance from the trainer





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MODULE 1 - UNLEASHING YOUR POTENTIAL

Leadership Styles & Goal Setting

Module objectives:

The objective of this module is to provide participants with a comprehensive understanding of leadership and equip them with the necessary skills to excel in their roles.

Participants will understand how leadership skills complement managerial skills, and gain clarity on the expectations placed on leaders, including making effective decisions, strategic thinking, and team management.

In this module participants will also learn how to effectively communicate and align the organisational vision with both their work and their team's work.

Moreover, the course will guide participants in identifying their strengths and areas for improvement, setting goals, and creating an action plan for their professional growth.

Module outline:

- Introduction to leadership and its significance in organisations
- Qualities of effective Leaders
- Manager or Leader?
- Understanding key responsibilities and expectations of leaders
- The 3 key areas a Leader should focus on
- Making the business vision 'live' for yourself and your team

- Identifying personal strengths and areas for improvement
- What's your leadership style?
- Understanding the 4 leadership styles and the key differences between them
- The impact of different leadership styles on team dynamics and performance
- Setting goals for yourself and your team
- Creating an action plan for self-development

MODULE 2 - MASTERING CONFIDENCE

Imposter Syndrome & Assertiveness

Module objectives:

By the end of this module, participants will learn how to communicate confidently in their roles and present themselves effectively as leaders.

The course will help participants become more self-aware and develop assertiveness skills to appear poised and self-assured in their everyday interactions with both guests and colleagues.

It will also focus on identifying personal obstacles that may hinder their progress and provide practical guidance and techniques to overcome these challenges in their role.

Ultimately, participants will be able to perform effectively as leaders, with confidence and presence.

Module outline:

- The importance of confidence and assertiveness in leadership roles
- Identifying personal obstacles to confidence
- Self-awareness exercises: understanding how others perceives you
- Overcoming self-doubt and managing inner critic
- Mastering body language to project confidence as a leader
- Introduction to a range of techniques to enhance your confidence

- Assessing your individual communication style
- Understanding the 4 communication styles
- Developing assertiveness
- Managing emotions: build gravitas by working on your emotional intelligence
- Practice session on assertive conversations

MODULE 3 - COMMUNICATING EFFECTIVELY

Communication Styles & Feedback

Module objectives:

The objective of this module is to help participants develop the effective communication skills to perform with confidence in their leadership role.

The course will focus on improving everyday communication at work, developing assertiveness, verbal and nonverbal communication and active listening, and will also enhance the participants ability to give and receive feedback for improved team engagement and performance.

In addition, the training will boost the participants' confidence and learning through a series of activities and role plays tailored towards their individual needs and requirements.

Module outline:

- How poor communication impacts the team's performance
- What is effective communication?
- 4 types of communication and how to excel in all of them
- Effective 1-2-1 and group communication
- The importance of giving feedback to staff to improve engagement and performance
- What to do before giving feedback to employees
- Guidelines and strategies for giving effective feedback

- Balanced feedback: the good and the bad cycle
- How to give difficult feedback - the right words to use in difficult situations
- Practice session on giving feedback in a professional and constructive way
- Challenges when receiving feedback from others
- How to ask for feedback from your team and upper management
- Criticism at work: how to receive feedback without sounding defensive



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MODULE 4 - MAXIMISING PRODUCTIVITY

Time Management & Delegation

Module objectives:

The objective of this module is to help participants develop their time management and delegation skills, to create a more effective and productive working style, and to eliminate negative habits.

The sessions will guide the participants on how to identify and prioritise tasks, with a range of practical time management techniques.

In addition, the course will focus on overcoming procrastination and eliminating time-wasters, thereby enhancing their ability to manage their time and delegate successfully.

Module outline:

- Recognising individual barriers to successful time management
- Urgent vs. important: the priority quadrants principles
- Techniques for managing your time and prioritising effectively
- Productive planning – maximising your time in practice
- Establish solutions to reduce the impact of 'time wasters'

- Assertive delegation: recognising what is holding you back
- The benefits of delegation for you and your team
- Management Continuum – the key stages to true delegation
- How to delegate effectively: what to say, and how to say it
- Delegation practise session
- Overcoming perfectionism: learning to let go - top tips



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MODULE 5 - EMPOWERING YOUR TEAM

Coaching & Mentoring

Module objectives:

The objective of this module is to help participants build a coaching habit and develop effective coaching skills through a series of proven strategies, to better motivate their team, increase employees' autonomy and their sense of mastery in day to day operations.

The course will focus on understanding how to inspire employees to take ownership of their work, as opposed to telling them what to do, and on how to make a positive impact on performance and culture through coaching.

Module outline:

- The true essence of coaching
- Understanding and overcoming personal coaching barriers
- 2 ways of coaching - why you need both in the workplace
- Building your coaching habit
- Asking powerful questions
- How to become an active listener when coaching

- Challenging and motivating your employees
- How to building momentum and develop employees effectively
- Managing your employees accountability
- How to give future-focused feedback
- Working through employees resistance
- Coaching in action - practice session



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MODULE 6 - MANAGING CONFLICT

Conflict Resolution & Team Building

Module objectives:

By the end of this module, participants will gain a deep understanding of the common causes of conflicts and develop effective techniques to manage and resolve conflicts in the workplace.

They will acquire strategies to navigate challenges and overcome obstacles associated with conflict management while maintaining professionalism and composure for constructive resolutions.

The course will empower participants to handle conflicts assertively, professionally, and in a timely manner, with a strong emphasis on achieving win-win outcomes in each conflict situation.

Moreover, participants will be equipped with the skills to build stronger rapport with employees through the use of empathy and active listening. They will learn how to understand others' perspectives and actively engage in listening to foster better relationships and more effective conflict resolution.

Module outline:

- Reflecting on conflict: review of your own past experiences
- Understanding the nature of conflict: its causes, triggers, and impacts
- What are the challenges and obstacles when dealing with conflict?
- Managing your emotions and maintaining professionalism when conflict arises
- Active listening - treating challenging employees with empathy
- De-escalation techniques: learning how to calm down tense situations and prevent conflict from escalating

- The 5 conflict management styles: how to recognise them and use them effectively
- Mastering communication during conflict - appropriate language, posture and gestures
- Resolving conflict with confidence: common pitfalls to avoid
- Resolving conflict between others



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- Working toward a win-win outcome in every situation
- Conflict resolution in action - putting theory into practice in a safe environment