

Management & Leadership

- ✚ **Building an Effective Team:** characteristics of effective teams, how teams develop & communicate, managing conflict within teams
- ✚ **Managing your team:** holding effective 1:1's, goal setting, giving constructive feedback, understanding others
- ✚ **Coaching & Delegation:** Key principles of coaching, GROW model, delegating effectively & with confidence
- ✚ **Mentoring :** What it is & isn't, effective listening & questioning, success factors, the 4 stages of mentoring
- ✚ **Effective Meetings:** preparing for meetings, contribution & follow up. Effective chairing of meetings
- ✚ **Leadership Workshop:** Attributes of a successful team, team formation (Tuckmann) characteristics of a good leader, different leadership styles, leadership shadow, managing others through setting expectations, delegation & giving feedback. Handling conflict within a team (Thomas Kilmann).