



THE CUSTOMER EXPERIENCE EXPERTS

Leadership Fundamentals



Developed with new leaders in mind, this course focuses on the potentially awkward transition from 'colleague' to 'leader'. Participants will learn fundamental skills in people management, understand how to frame conversations with team members to deliver a positive message, and have opportunities to apply their learning through guided practice.

Our Leadership Fundamentals workshop will:

- Provide new shift leaders with introductory leadership skills
- Provide practical guidelines and strategies for all leaders, in delivering effective team member feedback.

Real-life scenarios bring our training programs to life

At CSBA we believe the most effective training is that which reflects your work environment as closely as possible. That's why we incorporate real-life scenarios in all our training programs, to bring to life the skills and techniques discussed in the workshop.

During this workshop leaders will have the opportunity to practice how they will use the skills and techniques discussed during the workshop, to enhance the quality of their interactions with team members.

Put the person before the process

INTENDED AUDIENCE

Team Leaders

DELIVERY MODE

Onsite

DURATION

Half Day

GROUP SIZE

Up to 6 participants

CONTACT

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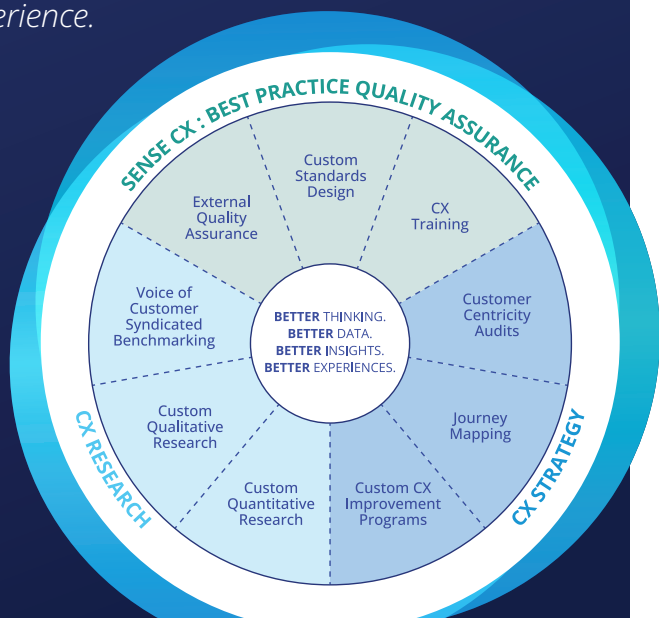
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We provide a 360-degree view and work with you to improve your customers' experience.



Aim

To provide introductory leadership skills for new Team Leaders, and guidelines and strategies for all team leaders to enable them to delivery effective feedback to team members.

Benefits

- New leaders will learn new techniques for managing the transition from 'colleague' to 'leader'
- Team Leaders will learn clear guidelines for providing effective feedback to individual team members
- All leaders will learn a consistent approach to providing feedback to team members

Course content

- Moving from 'colleague' to 'leader'
- Adair's Action Focused Leadership Model
- The continuous development cycle: Measure, feedback, develop, coach, measure again...
- Feedback and coaching: what's the difference?
- Framing feedback to deliver a positive message – the COIN framework
- Preparing for your feedback session
- Effective questions to ask during feedback conversations
- Dealing with resistance to feedback
- Practicing providing feedback

Learning outcomes

By the end of the workshop participants will:

- Understand Adair's model in the context
- Understand new techniques for maintaining engagement during feedback sessions
- Understand the role of a coach in providing effective feedback
- Understand the "COIN" framework for delivering on-the-spot feedback
- Understand how to address barriers to providing effective feedback
- Be equipped to handle resistance to feedback

Learning activities

- Structured and organic whole group discussions
- Individual reflection and sharing
- Interactive group activities
- Applied practicing of new skills and techniques
- Build your coaching toolkit in your own words