

## LEADERSHIP FOR THE FUTURE – full day workshop

Who should attend: Team Leaders, Managers and consultants who aspire to becoming successful managers.

Overview: Workshop participants will come away with a solid understanding of differing personality styles; how to communicate, negotiate and get the best from their teams.

### The D-I-S-C personality profile

- Understanding your style
- Overview of core styles
- Verbal/vocal and visual clues
- Environmental clues
- Communicating with each type
- Getting results from each style

### Communication

- Understanding the communication model
- Non verbal communication
- Communicating expectations

### Active Listening

- What is it
- How to apply active listening techniques

### Setting and Managing Company Objectives

- KPI's and the D-I-S-C model
- Tips for successful meetings

### Taking the Coach Approach

- How to move from manager to coach
- Mentoring your team