

# € TRAINING

Communication, Coordination & Leadership



## Communication, Coordination & Leadership

### Introduction:

It has been said that all business is a dialogue and that it is the ability of people at all levels in an organization to create and maintain a rich conversation with each other and with other businesses that ultimately create business success. That "conversation" relies on excellent communication skills. The best and most charismatic leaders are abundantly skilled communicators, able to coordinate and lead their teams because they create an environment in which others genuinely want to work. The best and most skilled coordinators are able to manage time, people, and priorities, influence at all levels, and still display a sense of leadership which makes others want to follow them.

### Conference Objectives:

At the end of this conference the participants will be able to:

- Raise their self-awareness to understand their strengths and skills gaps as leaders and coordinators
- Learn practical ways of addressing their skills gaps
- Understand the subjective experience of others and how to respond to it
- Demonstrate advanced communication skills, both verbally and non-verbally
- Coordinate people, events, and projects with confidence
- Manage time and teams effectively
- Understand what motivates people at work and how to increase their motivation
- Learn about the latest leadership theories and their practical application in the workplace

### Targeted Audience:

- Team leaders
- Coordinators
- Also, this course is suitable for all the employees of the organization among all levels and departments

### Conference Outlines:

#### Unit 1: Who do you think you are?

- Self-awareness
- Personal profiling
- Assessing your current leadership style
- Assessing your abilities as a coordinator
- Your preferred team role
- Your own communication style

## Unit 2: Enriching Your Communication Skills:

- Subjective experience and communication
- Advanced language patterns for influence
- Questioning and listening skillfully
- Motivation and behavioral drivers
- Hygiene factors and motivators
- Glasser's innate drivers
- Filters of experience
- The emotional loop

## Unit 3: The Skills of the Coordinator:

- Time management
- Prioritization
- Teamworking skills
- Essentials of project management
- Meeting management
- Effective use of IT to support coordination activities

## Unit 4: The Modern Leader:

- The 10 bits of intelligence
- Exploring emotional intelligence
- Emotional intelligence and leadership
- Theory X and Theory Y - push and pull leadership
- Values and leadership
- The culture of your organization

## Unit 5: Communicating, Coordinating, and Leading:

- What do people say about your team - and what do you want them to say?
- Key challenges for your team and how to meet them
- Case study - communicating, coordinating and leading in practice
- Personal action planning