

# € TRAINING

Leadership Relationship Building Skills



9 - 13 December 2024  
Lisbon (Portugal)



# Leadership Relationship Building Skills

REF: M468 DATE: 9 - 13 December 2024 Venue: Lisbon (Portugal) - Fee: 5940 Euro

## Introduction:

"Leadership Relationship Building Skills" is a targeted training program designed to equip participants with the essential abilities to cultivate strong interpersonal connections within professional settings. This program aims to empower leaders to foster trust, collaboration, and cohesion within their teams, ultimately contributing to the overall success of the organization.

## Program Objectives:

At the end of this program, the participants will be able to:

- Develop effective working relationships with staff, peers, supervisors, and customers, fostering respect and fairness.
- Initiate interactions and establish rapport with others, working cooperatively despite differences in values or opinions.
- Demonstrate sensitivity to others' needs and perspectives, tactfully expressing disagreement and addressing conflict directly.
- Identify areas of agreement and build consensus, inspiring and directing teams to greater skills and motivation.
- Recognize opportunities for strategic alliances, becoming visionary and innovative leaders.
- Evaluate leadership strengths and weaknesses, adapting leadership style to individuals and situations.
- Excel as coaches, mentors, and communicators, contributing to personal and organizational success.

## Targeted Audience:

- Executives and senior managers seeking to strengthen interpersonal connections.
- Team leaders and supervisors aiming to enhance collaboration within their teams.
- Professionals in management positions looking to build rapport and trust with colleagues.
- Individuals preparing for leadership roles focused on fostering strong relationships.
- HR professionals interested in promoting a culture of effective communication and collaboration within their organizations.

## Program Outlines:

## Unit 1:

### The Empowering Tools of Leadership: Motivating and Delegating:

- Identifying the important factors in motivation.
- Appreciating how different theories of motivation can be applied to the work setting.
- Tailor motivational efforts to individual employees and different situations.
- Identify the benefits and the barriers to delegation.
- Identify the different delegation styles and understand the guidelines for how and when to use them.
- Evaluate employees and situations and determine the appropriate delegation style.
- The difference between doing, leading, and managing.

## Unit 2:

### The Attributes and Characteristics of Successful Leadership :

- Characteristics of highly effective leaders.
- The difference between traditional and transformational leadership.
- Using flexible effective leadership styles.
- Understanding a leadership mindset.
- Effective leadership and emotional intelligence.
- Practicing effective decision making.
- How to build an effective, proactive team.

## Unit 3:

### Coaching for Top Quality Performance:

- Performance Appraisals to Performance Management - manager's self-evaluation.
- Managerial barriers to Effective Performance Appraisals.
- How to assess an employee's performance fairly - avoiding subjectivity and bias.
- The benefits of on-going Performance Management.
- Leadership/coaching behavior assessment.

- Your leadership/coaching style - strengths and gaps.
- Using performance management as a leadership strategy.

#### Unit 4:

##### How to Become an Environmental Change Agent:

- Defining a learning environment and its benefits.
- Senge's five learning disciplines.
- Personal mastery - learning to expand our personal capacity to create the results we most desire.
- Mental models - seeing how our internal pictures of the world shape our actions.
- Shared vision - building a sense of commitment in a group.
- Team learning - creating a thinking synergistic environment.
- Systems thinking - a language for describing the forces that shape the behavior of systems.

#### Unit 5:

##### Building Effective Communication Skills:

- Identifying the importance of effective interpersonal communication for the leadership role.
- Building trust and believability: behaviors vs. intentions.
- Perception and communicating with others.
- Self-concept and leadership success - strategies for improving self-concept.
- Delivering clear, concise messages.