

EMERGING MANAGERS PROGRAMME



Overview

Every team member needs to ensure he/she maximises his/her contribution to the company. Companies require a fully engaged team to deliver consistently high levels of performance. To support team members in raising their game LEAP's practical focused workshops built around core people performance areas, will enable individuals to increase their contribution, by applying practical proven approaches with immediate impact.



Objectives

- Understand how best to work with colleagues on an on-going basis
- Commit to actions demonstrating their ability to assume greater responsibility
- Learn how to ensure that they deliver on Objectives
- Identify the value and importance of providing excellent customer care
- Identify the standards of customer service that need to be delivered both internally and externally
- Understand the attitudes, behaviours and disciplines required of great team players
- Commit to personal behaviours to improve team's cohesion performance and collective spirit
- Analyse current work practices to improve overall effectiveness with respect to management of time.



Who is it for?

Team members who are looking to enhance their skills and contribution to the organisation. Individuals who have enthusiasm and commitment and would greatly benefit from the application of practical skills to their work situation.



How is it delivered?

This programme is delivered over 4 full day workshops. Each workshop is highly interactive using group discussions, individual reflection and group exercises.



Certification

QQI (FETAC) Certification (Component Certificate Level 5 – “Team-working”) is available to all participants.

**For further information, please contact Grainne Walsh of ICBE
Business Excellence Skillnet on: 061 423 622
or Mike Gaffney from LEAP on 087 997 3575, or visit us on
www.leapleadership.ie**

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1

Managing Self

- Understand how best to work with others regardless of formal title or position
- Identify approaches to managing working relationships with key individuals
- Recognise effective approaches and ineffective approaches to communication
- Provide constructive feedback to key individuals to progress goals and objectives
- Commit to actions demonstrating their ability to assume greater responsibility for managing people
- Learn how to ensure that they deliver on the Objectives of their role

2

Time Management & Decision Making

- Analyse their current work practices to assess overall effectiveness
- Identify areas and practices that are “time wasters” and develop alternative approaches to handling them effectively
- Prioritise work resulting in more effective use of time
- Eliminate the “Urgency Addiction”

3

Managing Teams

- Understanding the challenges in managing a team and how an individual team player can actively support the team leader
- Identify the attitudes and behaviours and disciplines required of great team players
- Understand the stages in the evolution of teams and how they can contribute to ensuring that the team consistently delivers to a high level of performance
- Identify ways in which individualistic well intentioned behaviours can limit and frustrate team performance
- Determine and commit to personal behaviours to improve the team’s cohesion, performance and collective spirit.

4

Effective Communication

- Apply defined steps to coaching an employee for improved performance
- Ensure effective follow-up and support is adhered to
- Understand how to apply different communication styles
- Interpret body language
- Communicate in difficult situations

For further information please call 091 755 736 or
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