

2023 Open Course Leadership & Management Development Level 3 Certificate Workshops

Workshop	Learning Outcomes
WORKSHOP 1: Understanding Leadership May 22nd	State the difference between management and leadership Identify own preferred leadership style State a range of leadership styles Identify where and when to use them Developing a Personal Development Plan
WORKSHOP 2: Effective Communication June 26th	Understand the nature and importance of the communication process in the workplace Understand the methods of communication Be able to assess own effectiveness in communication
WORKSHOP 3: Motivating to Improve Performance July 17th	Understanding theories of motivation Factors that affect motivation Ways to motivate to increase performance in self and others Using employee engagement to increase motivation
WORKSHOP 4: Understanding Performance Management August 21st	Knowing the value of assessing performance How to manage performance The value of feedback in the workplace How to manage underperformance in the workplace

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<p>WORKSHOP 5: Understanding Training and Coaching in the Workplace</p> <p>September 25th</p>	<p>Knowing how people learn</p> <p>Understand how to plan & provide training appropriate to learning preferences</p> <p>Introduction to a Job Instruction model</p> <p>Identifying coaching needs</p> <p>Develop a plan to coach</p> <p>Using a coaching model to improve performance of others</p>
<p>WORKSHOP 6: Delegating Effectively (5 hour session)</p> <p>October 16th</p>	<p>Understand the benefits of delegation</p> <p>Be able to delegate effectively in the workplace</p> <p>Be able to improve own ability to delegate and empower others</p>