

2024 Open Course
Leadership & Management Development
Level 3 Certificate Workshops

Workshop	Learning Outcomes
<p>WORKSHOP 1: Understanding Leadership February 6th</p>	<p>State the difference between management and leadership</p> <p>Identify own preferred leadership style</p> <p>State a range of leadership styles</p> <p>Identify where and when to use them</p> <p>Developing a Personal Development Plan</p>
<p>WORKSHOP 2: Effective Communication March 6th</p>	<p>Understand the nature and importance of the communication process in the workplace</p> <p>Understand the methods of communication</p> <p>Be able to assess own effectiveness in communication</p>
<p>WORKSHOP 3: Motivating to Improve Performance April 9th</p>	<p>Understanding theories of motivation</p> <p>Factors that affect motivation</p> <p>Ways to motivate to increase performance in self and others</p> <p>Using employee engagement to increase motivation</p>
<p>WORKSHOP 4: Understanding Performance Management May 7th</p>	<p>Knowing the value of assessing performance</p> <p>How to manage performance</p> <p>The value of feedback in the workplace</p> <p>How to manage underperformance in the workplace</p>

Workshop	Learning Outcomes
<p>WORKSHOP 5: Understanding Training and Coaching in the Workplace</p> <p>June 5th</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>July 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>