

This Master Class is designed for senior and middle-level managers and supervisors from any function within the business. The Master Class enables leaders and managers to gain a thorough understanding of how to release their own potential and the potential of others.

Delegates explore their own management and leadership style and identify areas for development. They will learn a range of key skills essential for getting the very best out of people in today's business environment.



Master Class Objectives

- Understand the difference between management and leadership
- Know how to use leadership skills to improve their own personal performance
- Understand how to maximise the potential from others using leadership, motivation and teamwork
- Be able to coach, develop, support and motivate their people for improved effectiveness



Delegates will learn

- How to move from management to leadership
- How to lead change
- How to apply the 'Action Centred Leadership' model
- The importance of empowerment - creating the right environment for profitability
- How to interpret their own management/leadership style and how it effects the team
- How to motivate people to achieve peak personal performance
- How to communicate effectively
- How to apply effective feedback
- How to overcome limiting beliefs
- How set goals and objectives for self and others
- How to use appraisal techniques
- How to increase personal credibility