

**Course Overview:**

To create high levels of customer satisfaction and achieve the organizational mission, organizations must become "One Big Team Working Together". Everyone must contribute to their ideas, working together as internal customers. This requires a radical shift in "management" paradigm where leaders and professionals realize the importance of employee involvement in the management process i.e. the importance of encouraging and motivating employees to contribute their ideas as well as to harness the employees' potential, and adopt a major change of role.

**Course Objective:**

- Gain insights into their own strengths and weaknesses and leadership styles
- Be able to understand the emotional makeup of their teams, colleagues and customers
- Have begun to develop leadership competencies and skills to motivate employees
- Understand and begin to practice innovative leadership
- Have built a foundation for continuous Improvement
- Be able to harness their employees' emotional intelligence to release creativity in the workplace
- Understand and practice key people skills to motivate towards excellence

**Course Outline:**

- Importance of perception
- Perception in the workplace
- Maximizing our perceptual ability
- Type & trait theories of human personality
- Understanding motivation
- Motivating ourselves and others
- Applying theories of motivation in the workplace
- How leaders can motivate employees
- Psychological principles of creativity in the workplace
- Encouraging creativity for continuous improvement
- Convergent & divergent thinking
- Psychological principles of leadership
- Theories of leadership
- Leadership for managing performance
- Development of Vision, Mission, Key Goals and Key Processes
- Optimizing the leader's natural strengths
- Integrity & Compassion for Accountable Leadership
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**Who Should Attend:**

- who are motivated to be better prepared to lead their teams or workforce
- Management Professionals who are making the transition to leadership

**Training Language:**

English

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

- Anyone interested in developing their skills in motivating and leading teams to achieve the organizational mission
- Anyone who wants a better understanding of the psychology of workplace behavior