

COURSE CONTENT OVERVIEW

Leadership and Management



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This Leadership and Management course helps leaders and managers - current and prospective - identify their working style, improve their skills and reach their leadership and management potential. The course covers key foundational topics such as effective communication, the importance of managing your time well, how to build solid relationships with your team, mental fitness and wellbeing, and how to better solve workplace problems.

The course also includes a downloadable PDF workbook that you can fill in as you complete the training so that you can develop your skills as a leader or manager and get the most out of the course content. The workbook contains multiple questions, activities and opportunities for self-reflection.

Module One: Introduction to Leadership and Management

This module is a simple introduction to the course and gives you the opportunity to download the course workbook and take a personality test to learn more about your leadership style.

Module Two: Effective Communication

This module looks at verbal communication and the subtleties of body language, together with the basics of emotional intelligence, and how these skills combine to help you become better at an essential leadership and management skill - giving feedback.

- Verbal and non-verbal communication
- Active listening
- Emotional intelligence
- Giving feedback

Module Three: Productive Use of Time

This module looks at how to set your priorities and create SMART targets and introduces a handful of the most popular time management tools out there.

- Prioritisation
- SMART objectives
- Styles of time management
- Time management tools

Module Four: Relationship Building

This module explains how you can build and maintain your team, how to manage the challenges of hybrid working, and how to get the best performance and productivity through motivation, coaching and mentoring.

- Building effective teams
- Remote and hybrid working
- Motivating workers
- Coaching, mentoring and developing
- Conflict management

Module Five: Resilience and Self-Care

This module gives you a practical insight into protecting your mental health and wellbeing. You'll learn about leading change (one of the most difficult tasks you and your team will face) and how to accept, recover from and learn from setbacks.

- Mental fitness
- Wellbeing and work-life balance
- Managing change
- Dealing with failure and setbacks

Module Six: Leadership Qualities

This module covers four key cognitive skills of successful leaders and managers that are essential for problem-solving and decision making.

- Assertiveness
- Influencing skills
- Creative and analytical thinking
- Growth mindset
- Dealing with performance issues

Module Seven: Course Resources

This short module acts as a reminder of the downloads and links mentioned throughout the course, should you wish to revisit them.

Aims of the training

By the end of this course, you will:

- Recognise why effective communication is so important to good leadership and management, including how to actively listen and provide useful feedback to people.
- Understand the importance of managing your time well, whether that's prioritising better, setting objectives or making use of time management tools and techniques.
- Understand how to build solid relationships with your workers, whether they work remotely or in the workplace, and understand how to motivate, coach and develop them effectively.
- Recognise why mental fitness and taking care of your own wellbeing is a significant part of good leadership and management.
- Understand how to better solve workplace problems, such as performance issues, and make better decisions by being assertive, influential and developing a growth mindset.