ODC
Building Connections,
Bridging Perspectives

LEADERSHIP FOUNDATION PROGRAMME

LEADERSHIP
Duration: 2 days (16 hrs)

INTRODUCTION

The programme aims to equip experienced and new supervisors with the relevant competencies to align their personal values with corporate values, addressing the areas of discipline, customer service, initiative, innovation, teamwork and communications. Participants will also learn how they can work effectively in their role as a supervisor and how they can influence their team to achieve the desired results.

WORKSHOP OUTLINE / CONTENT

DAY 1

Individual Contributor vs Supervisor
- Understanding the key difference between individual contributors and supervisors, and how to transition effectively to become a people leader:
  - Time management
  - Importance of delegation
  - Communication

Essential Communication and Behavioural Types
- Understanding communication and behavioural preference through DiSC profiling
- Effective communication strategies
- Understanding your strengths and weakness in communication through DiSC
- Barriers to effective communication
  - Behavioural preference
  - Cultural sensitivity
  - Multi-generational age gap

- Applying active listening in the workplace
  - Importance of feedback during communication
  - Demonstrating interest in others
  - Acknowledging their view while not necessarily agreeing with it

Essential Business Communication and Management Skills

- Facilitating effective team meetings
  - Establishing purpose of meeting
  - Importance of the meeting agenda
  - Ensuring effective discussions
  - Differentiating opinions and facts
  - Leading discussion to stay on point and to action an item
  - Summarising the meeting

- Effective delegation techniques
  - Responsibility vs accountability
  - Providing the necessary support to your delegates
  - Mentoring them to develop their skills
  - Strategies of giving feedback

- Giving public recognition

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- Providing private feedback

DAY 2

Problem Solving
- Understand the typical barriers to concise problem definition
- Learn to define problems accurately and the benefits of such skills
- Sets the framework for critical thinking; towards a desired outcome to the problem

Vision of Success and Thinking Out of The Box
- Enhance ability to set accurate and defined objectives to a problem
- Learn the importance of leveraging on stakeholders to the problem and identifying issues that may arise in the definition
- Explore the problem with depth and breadth in a logical manner as well as other alternatives that may be available
- Discuss and learn about potential consequences with each option through the utilisation of a 'Consequence Table'
- Proposing solutions to management

Leading Teams to Meet Customer's Requirements
- Understanding customers – internal and external
- Appreciating the importance of different customers
- Reviewing your internal customer network and your service towards them
- Adopting the Go-Extra-Mile approach in customer management

TRAINING METHODOLOGY

The workshop will be activity-based and experiential in nature, involving profiling using DiSC Personality Types, group discussion and activities, role play and observation.