

LEADERSHIP DEVELOPMENT PROGRAMME

INTRODUCTION

Effective people leadership requires managers to balance performance accountability with the ability to engage, coach, and develop their team members. This course is designed to equip new managers with practical leadership skills to manage performance, hold meaningful performance conversations, and strengthen employee motivation and ownership.

Participants will learn how to frame performance discussions clearly, provide specific and evidence-based feedback, and support their observations with relevant examples. The course also helps managers move beyond viewing performance appraisal as a routine paper exercise, and instead recognise it as an important leadership opportunity to align expectations, reinforce performance, address gaps, and develop their people.

Through practical tools, frameworks, and skills application, participants will be better equipped to drive team performance, conduct effective performance dialogues, and lead their people with greater confidence and purpose.

WORKSHOP OUTLINE / CONTENT

- **Module 1 : The Leadership Journey**
 - Important transitions of the leadership journey
 - Individual Performance to Driving Team Performance
 - Driving Performance to Capability Development
 - Leaders as the face of the company
 - Demonstrating leadership behaviours aligned with company values.
- **Module 2 : Essential Communication and Rapport Building Skills**
 - Behavioural traits through DiSC
 - Strength / Preference of Behavioural Traits
 - Weakness / Development areas Behavioural Traits
 - Building rapport
- **Module 3 : Performance Management : Goal Settings**
 - The construct of performance: Ability x Attitude
 - 3 Step Approach to Managing Performance
 - Effective goal setting
 - Monitoring and managing styles
 - Developing capabilities
- **Module 4 : People Development**
 - Individual Development Plans (70/20/10)
 - Performance Feedback
 - Role-play practice
- **Module 5 : TEAM CHALLENGE**
 - A summative team activity that looks into teamwork, collaboration, problem solving and adapting to changes.

TRAINING METHODOLOGY

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