



TRAINING PATH IN LEADERSHIP

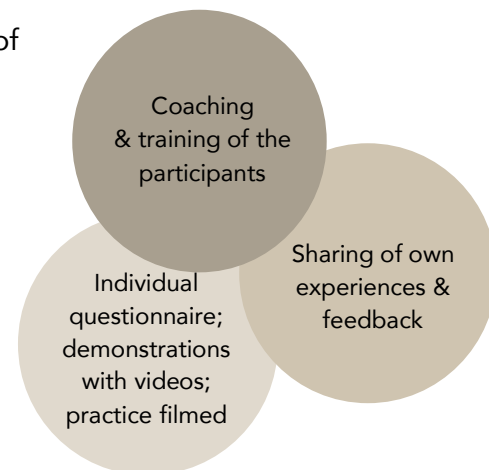
This program has been specially designed for leaders / managers in charge of a team, a project or any type of matrix relationship. It is about developing leadership based on trust within the organization and to acquire the necessary skills in people management. This program can be delivered in English, French and Dutch.

OBJECTIVES

- Discover who you are as a leader and the impact you have on your people.
- Increase your impact by developing a relationship of mutual trust.
- Improve your interpersonal impact within the organization.
- Get out of your comfort zone.
- Respect and be respected as the leader of your team or your project team.

PROGRAM OF MONTHLY HALF DAYS

1. Personal impact and trust relationships (Q4-model)
2. The power of listening: *state of mind; non-verbal communication; active listening; empathy*
3. Communication and assertiveness: *knowing what you want; dare to say no; have impact and influence; cope with criticism.*
4. People management in everyday life: *give goals; give corrective feedback; give positive feedback*
5. The manager-coach: *when not to coach; the dramatic triangle; the steps of coaching.*
6. The art of delegation: *personal analysis of professional added value; to whom delegate; how to delegate.*
7. Discipline & commitment: *the trust equation; 5 steps of a difficult conversation.*
8. Change management: *10 reactions to change; 7 levels of concerns; how to manage reactions to change*



METHODOLOGY

