

COURSE OUTLINE

Aspiring Financial Professional Leadership Programme

This programme, specifically aimed at finance professionals, links emotional intelligence, assertiveness and conflict management with personal assessment and a positive approach, to enhance individual leadership capability and overall company performance.

"UNDERSTAND YOURSELF, UNDERSTAND OTHERS, BE SUCCESSFUL"

Who is it for?

This course is intended for aspiring leaders with an open mind, who seek positive change and self-improvement in personal performance. It has been designed to help these leaders recognise and achieve their potential and improve individual and team performance.

What is it about?

The participants will learn the skills and gain the insight to effectively use emotional intelligence, develop assertiveness, avoid aggression, manage conflict, mentor individuals and groups and understand themselves and others better. They will learn the importance of flexibility, focus, encouragement and empathy in their roles within the company.

What will it cover?

- Know yourself
 - Know your own type and focus on positive skills and improvement areas.
 - A definition and working guideline for emotional intelligence.
 - Acknowledge self-awareness, business awareness, empathy and primary drivers as working tools.
- Recognising others
 - Understand diversity and recognise different behaviours.
 - What is diversity and what is your normal thinking process?
 - How can you alter your process and what happens when you do?
 - Combining diversity, emotional intelligence and leadership skills to assess others.
- Developing Understanding
 - Develop better understanding and improve communication
 - Vary communication style for different business situations

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- Keep your colleagues informed and use the opportunity to develop understanding
- Resolving conflict
 - Effectively resolve conflict by focusing on relevant issues
 - Dealing with difficult people requires thought and expertise
 - What the best people at dealing with difficult people do and how they do it.
- The impact on motivation of communication
 - Characteristics and criteria for successfully leading & managing people.
 - Getting the right mix of skills in the team
 - Role development 'belbin' plus 2 – exercise/discussion.
 - The success and management of the flexible task team approach.
- Developing professional assertiveness and leadership styles
 - Identify your style of communication with a questionnaire
 - I'm OK you are OK, know your worth
 - Interpersonal styles and understanding the need to mix and match.
 - Communicating assertively, language, listening, positively to get the message across.
 - Highlighting the choice of style from situational to transformational leadership.
 - How do you handle the pressure?
- Don't just think about it – do it!
 - What formulates your business behaviour and expertise
 - Developing your business and people skills towards success
 - When you think different you do different
- Developing a leadership charter
 - Creating a charter to highlight the key elements and expectations of the company, a leadership commitment for managers, identifying the leadership skills needed to satisfy each element

What will I learn?

- Develop better understanding & improve your communication style
- Vary your communication style for different business situations
- Effectively resolve conflict by focusing on relevant issues
- Understand assertiveness and its role in communicating with others
- Develop your emotional intelligence and adopt the positive mind set to win
- Develop your business and people skills for success