



BASIC LEADERSHIP SKILLS

In an economy driven by innovation and constant change, success is dependent on having a flexible organization. The successful organization must train its staff in all the appropriate management skills, and create a culture and structure that allows those skills to take full effect.

BASIC LEADERSHIP SKILLS are necessary for the continual growth, development and day-to-day management of an organization. LEADERSHIP SKILLFULNESS is the process that allows the organization to take and implement decisions. The corporate culture within which teams operate will ultimately determine how successful or unsuccessful the organisation will be.

Effective leadership implies creating a force that provides the energy needed to propel an enterprise towards productivity. This process begins with an understanding of how each part of the structure works and how it can be positioned to best serve the whole organisation

This workshop provides a practical approach to “tearing” down a problem into manageable parts and systematically resolving issues of concern. Analyze situations, define problems, identify options and solutions and make better decisions.

Course Contents

The content focuses on the leadership and managerial arena of working with staff, peers and senior management in the fast-paced ever- changing business environment.

- Knowing The Difference Between *Managing* And *Leading*.
- Become An *Empowered* Leader Before Becoming An *Empowering* Leader.
- Acquiring The Art Of *Negotiation* In Leadership.
- Knowing *What* To Say And *How* To Say It To Your *Peers, Subordinates* And *Superiors*.
- Learning That “No” Is Not A Dirty Word.
- Harnessing *People Power!*
- Acquiring The Art Of Giving Feedback *Tactfully*.
- Being The *Motivator, The Facilitator* And The *Counsellor*.
- Learning The *Psychology* Of Becoming A Better Leader.
- Identifying The *Conscientious Worker, The Director, The Relater* and The *Creative Genius* In Your Team.
- Flexing To a *Win-Win* Relationship.
- Acquiring The Art Of *Listening* – The Mark Of An *Empathetic Leader*
- Knowing The difference Between *Asking* And *Telling*.
- Asking The *Right* Questions = The *Right* Answers.
- Knowing The Difference Between *Inspiring* And *Motivating* Your Subordinates

Course Schedule

DAY 1



- 1) IDENTIFYING THE MANAGER Vs THE LEADER
 - Being An Empowered Leader Before Becoming An Empowering Leader
 - The 5Rs To Pave The Way To Success!
- 2) MASTERING THE ART OF NEGOTIATION
 - ✓ Negotiating For Win-Win
 - ✓ Using Words To Empower, Appreciate And Encourage
 - ✓ Knowing When To Say “No” – As It Is Not A Dirty Word!
- 3) HARNESSING PEOPLE POWER
 - ❖ Acquiring People Skills – Interest, Empathy, Observation, Curiosity, Focus, Objectivity
- 4) GIVING FEEDBACK – EVALUATE TO MOTIVATE!
 - Types Of Evaluation
 - Methods Of Evaluation
 - Giving Feedback Tactfully
 - The Effective Leader Is ... The Motivator, The Facilitator And The Counsellor

DAY 2

- 1) THE PSYCHOLOGY OF BECOMING A BETTER LEADER
 - Identifying The Conscientious Worker, The Director The Relater And The Creative Genius
 - Maximising Their Strengths And Strengthening Their Weaknesses
 - Flexing To Win-Win Relationships
 - Group Dynamics – How To Delegate Effectively
- 2) BODY LANGUAGE – THE BODY NEVER LIES!
 - ✓ Learning How To Use Facial Expressions, Eye-Contact, Gestures, Posture And Body Movements To Convey Authority
 - ✓ Learning To Keep The “Right Distance” And Using Height As A Tool Of Leadership
- 3) ACQUIRING THE ART OF LISTENING – THE KEY TO BEING AN EMPATHETIC LEADER
 - ❖ Realising The Difference Between Hearing And Listening
 - ❖ The Barriers To Effective Listening
 - ❖ Applying The L-A-D-D-E-R To Successful Listening
- 4) MASTERING THE ART OF ASKING Vs TELLING
 - Asking The Right Questions = The Right Answers
 - Pushing Vs Pulling Technique
 - Motivation Vs Inspiration
 - Being An Inspiration To Those You Lead!!
- 5) SUMMARY & CONCLUSION



Who Should Attend

This course is organised for all senior management, departmental / divisional heads, executives, & supervisors.

Award of Certificate

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.

Course Dates (2 Days / 9am – 5pm)

Refer to our website.

Course Fees

S\$ 300 (For SQI Member)

S\$ 350 (For Non-Member)

GST is not applicable. Price is inclusive of two tea breaks.

(SDF funding available for SME Only – Application via www.sdf.gov.sg)

Course fees are subjected to change without prior notice.

Training Venue

Training will be conducted in SQI, 66 Tannery Lane #06-07 Sindo Building S347805

For more information, please contact:

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