



Crystal Lean Solutions

Training
Academy

Professional Diploma in Leadership



Professional Diploma in Leadership

DURATION:	6 Days
ACCREDITATION:	CPD Approved by Engineers Ireland
COURSE CODE:	1008

AIM:

The aim of the programme is to provide you with the knowledge and skills to effectively lead teams with both self-awareness and recognition of individual and team dynamics.

Key aims of the programme include:

- ✿ Develop leadership skills to successfully manage engaged and trusting teams to deliver business objectives.
- ✿ Empower you to confidently manage teams resulting in high performance teams engrained in the business.
- ✿ Embed fundamentals of great conversations and great communication into future leader skillsets

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Effectively and collaboratively lead a team to meet the organisations' purpose driven goals while always demonstrating organisational values.
- ✿ Optimise decision making to deliver both team and individual goals, aligned with strategic goals and objectives.
- ✿ With the self-awareness of your own personality preferences and influencing style, adapt and effectively lead within changing environments with empathy while delivering effective decision making.
- ✿ Deliver memorable and high impact communication and presentations.
- ✿ Lead teams with a heightened awareness and understanding of team dynamics and manage negative conflict situations.

- * Be self-aware of your own influencing and personality preferences to maximise the outcome of every conversation.
- * Apply the GROW coaching model to develop your team's capability.

THIS PROGRAMME IS FOR:

The Professional Diploma in Leadership programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome with the engagement and interaction with people you interact with. The programme is suitable for:

- * All Managerial Roles
- * People Leaders
- * Influencers of Stakeholders

PROGRAMME CONTENT:

Day 1 Leadership & Management Styles

- * Purpose: Company vision, strategic goals, values, and behaviours and why does a leader need to know about these?
- * What do Leaders and Managers really do?
- * Skills of effective leaders and managers and how do they differ?
- * Employee engagement
- * Introduction to the Situational Leadership® Model
- * How and when to adopt to each leadership style
- * Recognising how your Myer Briggs personality preferences can complement or contrast with each style.

Day 2 Coaching and Influencing to Maximise every interaction

- * **Effectively Influence:**
 - o What is your social style preference and how to communicate with the different social styles.
 - o 5 Influencing styles
- * **Coaching:** How to bring the best out of your team through constructive open questions, active listening and “helpful coaching” and the GROW model
- * **Decision making:** How to make effective decisions using the Z Model

Day 3 Organising and Executing for Success

Alignment to the Overall Goal

- Introduction to the measures that matter and bringing them to life in your business.
- How to have a purpose focus 1:1 conversation with your team

Effective Time Management – Being busy versus delivering value.

- Time Management: Get the most out of week with time management skills, leader standard work and avoid “*death by meeting*”
- What steals your time – the 8 wastes and how to overcome.
- SCRUM Board – “*No matter what*” weekly priorities and commitments using Microsoft Teams

Day 4 Presentation and Communication Skills

Designing a highly effective presentation

- Understand your audience and their requirements.
- Identify key Objectives of your presentation.
- Designing your presentation – beginning, middle and end
- Building clear and simple PowerPoint slides that support you when delivering presentation.
- Key skills to design an impactful presentation.
- Using language to create impact.
- Developing visual aids.

Deliver highly effective presentation.

- Connecting with your audience – audience perception
- Building confidence – voice, language, and words you use
- Using your body language, voice, and language for maximum impact
- Choosing the right language and approach for different parts of your presentation
- Managing nerves
- Use of presentation aids
- Dealing with difficult questions

Day 5 Bringing the Best out of your Team

✿ **Supporting your Teams**

- Teams and Team Dynamics
- Key drivers of a productive team (linking to previous day's content)
- Tuckman's 5 stages of Team Building
- Lencioni's The 6 types of Working Genius
- Which working Genius are you?

✿ **Conflict Management**

- Managing conflict and consideration to Myer Briggs personality preferences and influencing styles
- Feedback processes: Constructive, Developmental, and positive feedback processes and framework

Day 6 Adapting and Coping to Change

✿ **The Change Process**

- Kubler-Ross *The Change Curve* – 4 phases of change
- Managing through the change phases and the role of the Leader
- Fight or Flight – recognition and management of physical impact of changes
- Communication, communication, communication
- Influencing using Merrill and Reid 4 Social styles

✿ **Self-Awareness through Emotional Intelligence**

- What is emotional intelligence?
- The 5 phases of emotional intelligence
- How to utilise EI when adapting and coping with change

ASSESSMENT:

- ✿ **Assignment 1:** Compare and contrast the 4 different situational leadership styles and identify which ones your manager has utilised while managing you and critique impact on you as an employee.
- ✿ **Assignment 2:** Compare and contrast your influencing style with someone different to your own and identify how you would modify your style to influence a positive outcome while utilising elements of the coaching model.
- ✿ **Assignment 3:** Develop a scorecard, calendar, using time management principles, kanban board to deliver the commitments for next week and leader standard work week to protect your “no matter what” activities.
- ✿ **Assignment 4:** Preparation and Delivery of a Presentation
 - ✿ Deliver a presentation including
 - Select a Presentation Topic
 - Design the Presentation
 - Prepare for the Delivery of the Presentation
- ✿ **Assignment 5:** Complete a constructive feedback conversation using one of the frameworks provided and reflect on the process – what worked well, what didn't work well and what did you learn from the process.
- ✿ **Assignment 6:** Complete Reflection Log

GRADING:

Completion of all assignments with an overall grading as follows, with a minimum expectation of 50% for certification.

Pass 50% to 64% (Demonstrated fundamental knowledge and understanding of course material)

Merit 65% – 79% (Demonstrated fundamental knowledge of course material and demonstrated ability to be able to apply in real-world situations)

Distinction: 80% - 100% (Demonstrated deep understanding of the course material and application, being able to discuss the pros and cons of the course materials, theories and offer alternatives based on research)

PROGRAMME DELIVERY:

The programme is delivered in a classroom setting.

TOTAL DURATION OF THE PROGRAMME INCLUDES:

- ☀ Classroom training: 6 days
- ☀ Self-directed learning: 48 hours

CERTIFICATION CRITERIA:

- ☀ Completion of all training days on programme.
- ☀ Complete and submit of 6 written assignments on time.

CERTIFICATION BODY:

Crystal Lean Solutions with Engineers Ireland approved CPD credits of 120 hours.

RECOGNITION OF PRIOR LEARNING (RPL):

Please discuss directly at office@crystaleansolutions.ie

PRE-REQUISITE:

None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Human Error Problem Solving
- ✿ Lean Six Sigma Green Belt
- ✿ A3 Problem Solving
- ✿ Professional Coaching
- ✿ Introduction to AI