

COMMUNICATION, COORDINATION & LEADERSHIP

Day One: Understanding your Personal Style and Strengths

- Self-awareness: understanding your strengths and challenges
- Psychometrics: the art of personal profiling
- Leadership style: how do you work with your team?
- Assessing your abilities as a coordinator
- Discovering your preferred team role
- Your own communication style in dealing with others

Day Two: Developing your Communication Skills

- The four C's model of communication
- Connecting: Gaining rapport and building credibility
- Consulting: Effective questioning and listening skills
- Ways to be more convincing and overcoming conflict
- Negotiating agreement and getting a win-win

Day Three: The Skills of the Effective Organiser and Coordinator

- Dealing with distractions: understanding the value of your time
- Prioritisation or procrastination: how to master both
- Setting and communicating goals
- Working together to achieve your goals: the secrets of great team working
- Essentials of project management for managers
- Coordination activities in the digital age; tools and techniques

Day Four: Practical Communication Skills for the Modern Leader

- Building agreement through the skills of influence

- How to present your ideas, plans and projects well
- Delivering your message clearly, confidently and with impact
- How to manage a meeting of your team or stakeholders
- Using online tools and techniques for real-time communication

Day Five: Communicating, Coordinating and Leading

- Creating a communication plan for team and staff
- The rules of written communication
- Using feedback and coaching to drive performance
- Case study: communicating, coordinating and leading in practice
- Personal action planning