

## **Leadership Excellence and Becoming a Professional manager**

**Duration: 24 Hours (3 Days)**

**Target Audience:**

**Employees Working across all levels**

### **Servant Leadership**

- **Traits of a Servant Leader**
- **Challenges Faced by Leaders**
- **Leadership Under Challenging Times**
- **Servant Leadership and Organizational Growth**
- **Art of Delegation**
- **“ LEADERS eat Last” - Changing Mindsets and Leadership Styles**

### **2 Emotional Intelligence**

- **IQ Vs EQ**
- **Combating Challenges with Emotional Intelligence**
- **Art of Strategic Interpretation of a Situation**
- **How do you recognize people with high EQ**
- **Components of EQ**

### **3 Core Values**

- **Learning to Build Personal Brand & Trust**
- **Active Listening**
- **Integrity**
- **Teamwork & Coordination**
- **Collaboration & Productivity**
- **Building a Zero Tolerance Zone for Negative Traits**

### **4 Think Smart , Act Smarter and Speak like the Smartest**

- **Strategic Thinking**
- **Assertive Communication**
- **Creating a Win-Win Situation**
- **Dealing with passive and aggressive Behavior**
- **Reading People- Verbal and Non Verbal Language**
- **Art of Saying NO & Workplace Euphemism**

### **6 Feedback & Coaching**

- **Difference between Feedback and Coaching**
- **Understanding coaching principles and establishing trust**
- **Active listening and powerful questioning technique.**
- **Using the STAR model as a coaching and feedback technique to help**
- **Using the GROW model in goal setting and problem solving**
- **Understanding thinking traps and concept of “flow**
- **Learn to shine as a Mentor**
- **Constructive Feedback**

- Task Specific Communication

## 5 Conflict Resolution

- Thomas Kilmann Instrument
  - a. Collaboration
  - b. Compromise
  - c. Accomodation
  - d. Compete and Avoid
- Neutralize Emotions
- Circle of Want : What do I want : What do they want: What do we want.
- Benefits of Timely Conflict Resolution
- Road to Root Cause
- Forget and Forgive
- Digging Mutual Gains