DAY 1

Corporate Values & Governance

- Defining Corporate Values
- The Role Values Play in Accountability & Responsibility
- The Benefits to Individual and Organisation Success
- Employing Governance Systems
- Corporate Social Responsibility
- Five Stages of Corporate Ethical Values

DAY 2

Leadership – Building Integrity and Respect

- Leadership Process Model
- Emotions & Emotional Intelligence
- Influence, Authority & Power
- Building Trust Within and Beyond the Team
- Courage & Self-knowledge
- Behaviour, Values and Beliefs

DAY 3

Employee Responsibilities

- Employer Branding
- Employees First, Customers Second
- Efficiency & Effectiveness
- Productivity & Corporate Values
- Performance & KPI's
- Responsibility and Trust

DAY 4

Work Ethics

- How do you Add Value?
- Dealing with Ethical Dilemmas

- Building Trust and Relationships
- Ethics and Leadership
- Guide to Ethical Decision-making
- Reviving Work Ethic

DAY 5

When Things Go Wrong

- Dealing with Difficult People
- Monitoring Performance & KPI's
- Giving & Getting Feedback
- When the Cracks Start to Show
- Making Yourself Heard
- Accepting Responsibility & Accountability