

IT Leadership: Active Leadership & Coaching

Learn to apply the Active Leadership Model to communicate, coach, give feedback and guide teams effectively.

7

MODULES

23

TOPICS

COURSE OVERVIEW

This course examines the context for leadership through the Strategy, Systems, Social and Self approach and introduces the Active Leadership Model, including Ability, Motivation and the three leadership styles. It covers the power of communication, addressing Personal Needs, questioning and active listening, and assigning tasks based on team members' ability and motivation. Coaching, feedback delivery through the four-step Feedback Loop, and recognition and reward are then explored, alongside conducting difficult conversations around performance gaps. The course closes with making leadership commitments and reviewing the Active Leadership toolkit.

WHO THIS COURSE IS FOR

Team Leaders

People Managers

Line Managers

Coaches

Team Members

LEARNING OBJECTIVES

- Explain the Strategy, Systems, Social and Self leadership approach
- Apply the Active Leadership Model to team case studies
- Assess team members' Ability and Motivation levels
- Identify Personal Needs and their impact on leadership style
- Apply active listening and questioning techniques with team members
- Apply the Foundational Principles of Coaching to team development
- Deliver feedback using the four-step Feedback Loop
- Plan leadership commitments using the Active Leadership toolkit

7 Modules, 23 Topics

01

The Context for Leadership

TOPICS

- Consider the balanced approach to leadership - Strategy, Systems, Social and Self
- Understand the business context for stronger leadership
- Reflect on the results of your leadership assessment (The Active Leadership Profile)
- Learn about KUBA - Know, Understand, Believe and Act

02

Introduction to the Active Leadership Model

TOPICS

- Learn Ability and Motivation and the three Leadership Styles
- Apply the Active Leadership Model to two case studies
- Begin to consider your own team members and complete an assessment of their Ability and Motivation

03

The Power of Communication

TOPICS

- Essential communication factors for all people leaders
- Assess your own Personal Needs and the impact on others
- Assess others' Personal Needs and identify implications to your leadership style
- Ask really good questions and listen actively
- Use facts, episodes, and feelings to appeal to others' long-term memory
- Assign tasks considering others' Ability and Motivation and Personal Needs

04

Coaching

TOPICS

- Provide the time and attention required for team members to develop their skills in the jobs they do now
- Complete a coaching survey by rating the quality and quantity of the coaching you and your team members receive today
- Apply the Foundational Principles of Coaching
- Assess progress using the same combination of leadership styles as when the work was assigned

05

Provide Feedback

TOPICS

- Understand how/why both positive and constructive feedback are important motivators that enhance performance
- Use the four-step Feedback Loop to deliver positive or constructive feedback
- Apply the Principles of Recognition and Reward
- Clearly identify performance gaps and understand how to conduct difficult conversations

06

Making Choices

TOPICS

- Make commitments to what you will do next as a leader

07

The Coach's Toolkit

TOPICS

The Active Leadership tools in review

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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