

KOENIG SOLUTIONS • COURSE OUTLINE

Leadership: Servant Leadership, EQ & GROW Coaching

3 Days

24 HOURS

6

MODULES

42

TOPICS

WHO THIS COURSE IS FOR

Employees Working across all levels

LEARNING OBJECTIVES

- Describe the traits and mindset of a servant leader
- Apply delegation and leadership approaches under challenging times
- Compare IQ and EQ and identify components of EQ
- Apply active listening and integrity to build trust and teamwork
- Apply strategic thinking and assertive communication at work
- Explain the difference between feedback and coaching
- Apply the GROW model to goal setting and problem solving
- Analyse conflict situations using the Thomas Kilmann Instrument

6 Modules, 42 Topics

Servant Leadership

TOPICS

- 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

02

Emotional Intelligence

TOPICS

- 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

03

Core Values

TOPICS

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

04

Think Smart, Act Smarter and Speak Like the Smartest

TOPICS

- 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

06

Feedback & Coaching

TOPICS

- 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

05

Conflict Resolution

THOMAS KILMANN INSTRUMENT

- Collaboration
- Compromise
- Accommodation
- 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

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.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

✉ info@koenig-solutions.com