

Team Leadership: Servant Leadership & GROW Coaching

Learn to lead with servant leadership, emotional intelligence and GROW coaching to build high-performing teams.

2 Days

16 HOURS

6

MODULES

42

TOPICS

COURSE OVERVIEW

This training is designed in a manner that managers or leaders of the organization can be in position to understand and develop traits that help them lead 'High Performance Teams'.

WHO THIS COURSE IS FOR

First Time Managers / Team Leaders/ An employee who is leading a team across all departments

LEARNING OBJECTIVES

- Explain the traits and mindset of a servant leader
- Apply delegation to strengthen team performance
- Compare IQ and EQ and their role in leadership
- Identify components and behaviours of high EQ
- Apply active listening and integrity to build trust
- Practise assertive communication and reading verbal cues
- Apply the GROW model to goal setting and coaching
- Analyse conflict styles using the Thomas Kilmann Instrument

TRAINING APPROACH

Brainstorming with Thought provoking videos, Interactive Activities, Group Discussions, Mind Mapping, Team Building Exercises - Participants would engage in activities to experience practical ways to engage with team mates.

6 Modules, 42 Topics

01

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

05

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

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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