

Digital Women's Executive Leadership Program

Module 1 - Leadership and Management Skills

Overview

The Leadership & Management role can be demanding and new skills are needed to achieve objectives. Although these skills do not always come naturally they can be learned.

In addition it is now accepted that technical ability or professional knowledge alone is not enough to be a successful leader in today's competitive business climate.

To be able to interact with others, make decisions, take optimal actions in solving problems, and cope with change or challenges demands something more. This something more is Emotional Intelligence.

To meet these challenges leaders need to be self-motivated and able motivate and engage others; they need to be able to build trust; be self-aware and non-judgmental, while maintaining a business-like approach.

This practical course addresses these demands. The course is designed to be as practical as possible. The format includes individual and group practice, role-play and input from the course leader.

On Completion Delegates Will Be Able To:

- Understand the key elements of Leadership & Management
- Develop skills and techniques to manage, motivate and lead people more professionally
- Develop a culture of trust and collaboration in project teams
- Identify their Emotional Intelligence strengths and development needs applicable to the leadership role

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Course Content

Understanding Leadership & Management

- Introductions and course objectives
- The qualities of good Leaders / Managers
- The difference between Leadership, Management & Coaching
- Leadership Challenges

Leading & Motivating Your Team

- Communicating Team Goals
- Using Different Leadership Styles
- An understanding of 'Motivation'
- The Psychological Contract
- Leading and Motivating through Change

Using Emotional Intelligence (EI)

- Understanding Emotional Intelligence
- Recognising & Understanding Our Own & Others' Emotions
- How Emotional Intelligence Supports the Leadership Role

Using EI for Achievement, Initiative & Transparency

- Self-Regard & Self-Actualisation
- Self Advocacy: Developing Assertiveness
- Using Networks: Building Interpersonal Working Relationships
- Building Trust in a Leadership Role
- Going Forward: Boyatzis's Intentional Change Model

Post Course Emotional Intelligence Assessment (Optional)

As part of the programme participants can take an on-line EI Assessment and receive their individual and confidential EI Report. This is followed up by a 1-2-1 feedback session from the course trainer (a fully qualified EI Assessor) on the outcomes of the report, its application to the individual's current work and suggested strengths and development opportunities.

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Module 2 - Communication Skills

Overview

Leading and Managing others demands effective communication. Those who develop the skill are able to build relationships, develop networks, gain the trust of their colleagues, lessen stress or conflict and increase productivity.

This workshop explains human communication. From that understanding programme delegates are introduced to strategies and techniques to help them increase their communication skills and become more effective and influential.

These core skills are then applied to Coaching & Mentoring, Influencing and Giving Feedback in order to achieve Trust and High Performance in Teams.

During the course delegates will practice skills that can be applied immediately after the training. This is achieved through individual and group exercises, role plays and discussions to support experiential learning.

Delegates Will Learn:

- Techniques to improve their ability to listen and communicate.
- How strong communication skills can be used to build trust, create engagement and influence for positive results.
- How to develop high performance in teams through effective coaching, mentoring and giving feedback.

Course Content

Communication Fundamentals

- How we process information
- How To Listen To Understand
- Powerful Questioning
- Building Rapport

Communicating Like A Coach & Mentor

- Coaching Defined & Coaching Skills

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- Coach & Mentoring: The Difference
- Coaching with The GROW Model
- When to Use Coaching

Using Influencing Skills To Communicate

- Influence: A Core Skill of Leadership
- Factors of Influence
- Developing Your Influence
- Sources of Power & Influencing Tactics

Having Honest Conversations

- Giving Feedback or Criticism
- Clarifying Expectations
- A Framework for Effective Feedback

Module 3 - Negotiating for Success

Overview

"Everything is negotiable". This is a fundamental philosophy in business and today's female leader needs to have the skills and understanding in this area to ensure a satisfactory outcome for everyone.

Negotiating skills and abilities are of primary importance for everyone whose role it is to interface and achieve outcomes through the actions of others. These skills are invoked daily by individuals at all levels in an organisation who are involved in both internal and external discussions.

From simple extensions of a project plan to company-level/International commercial agreements, negotiation is a major factor in bottom-line profitability.

Win/Win negotiating takes dominance out of the picture and substitutes skills that will allow outcomes that are acceptable to all concerned – and ensure there is a platform in the future for more positive and continuing relationships

On Completion Delegates Will:

- Be aware of the key stages in the negotiation process
- Understand the characteristics of successful negotiators
- Recognise the need for preparation before negotiation
- Be able to use, recognise and counter negotiation techniques and tactics
- Recognise the importance of questions, listening and summarising skills during an negotiation
- Be better able to achieve a negotiated outcome that favours the individual, project or organisation.

Course Content

Win/Win Negotiating – For All Professionals

- The Process of Negotiation – What is it?
- A Five Stage Model
- The Difference between Selling and Negotiation
- Should You Use Power or Personality
- WIN/win or win/WIN – Why Use It?
- The Negotiating 'Continuum'
- The TKI conflict mode self assessment
- The Role Of Negotiating different business contexts

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The Components of Win/Win Negotiations

- The Qualities of Excellent Negotiators
- Why You Can Become Good At Negotiating

Preparation

- When do you Start?
- Establishing your Position/Alternatives

Investigation

- Analysing their Objectives/Situation
- Agreeing the Process

Proposing

- Developing your Strategy
- The Benefits of Team Approach
- Setting Alternatives
- Making Proposals

Bargaining

- Bargaining and Conceding Successfully
- The Psychology of Bargaining
- The 'If Then Rule'
- 10 Negotiating Tricks and Tactics – How to use and counter them
- Deadlocks - How to Break them

Closing

- Recognising an Agreement
- Timing Your Close
- Monitoring the Agreement

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Module 4 - Engage Your Audience (Presentation Skills)

Overview

To achieve success the presenter must captivate the audience, communicate effectively and be seen as professional.

This 1-day interactive workshop will help equip female leaders to communicate via presentations.

Delegates will:

- Identify their audience
- Create their messaging for that audience
- Prepare materials to support their presentation
- Deliver their presentation

On Completion Delegates Will Be Able To:

- Develop a presentation from start to finish
- Understand their own presentation style
- Use a selection of visual aids and manage their use
- Stage-manage presentations to present a professional image
- Develop self-confidence
- Analyse approaches for handling audiences
- Develop emphasis and voice projection

Course Content

The Professional Presenter's Edge

- Setting Objectives
- Planning & Overcoming Primary Fears
- Personal Motivation
- Creating the Right Environment

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Personal Communication Techniques

- Styles of Presentation
- Choosing & Developing The Appropriate Visual Aids
- Barriers To Communicating Effectively
- The Funnel and Iceberg methods
- Approaches to Presentation
- Working With Your Belief Systems

Structure and Fundamentals of Design

- Preparing The Professional Way
- The Professional Structure
- Adding Spice to Impress

Emphasis

- Voice Projection/Variation
- Use of Body Language
- Movement
- Eye Contact
- Maintaining Interest
- The Top Ten Tips & Techniques To Ensure Impact

Handling the Audience

- Do's and Don'ts of Questioning
- Dealing with Objections
- Control of the Audience
- Analysing Feedback – The 'PI' technique
- Managing Stress
- Finishing On Positive Outcomes

Module 5 - Brand You and Your Online Presence!

Overview

This module will look at getting participants to critically assess their own brand, unique selling point or whatever it is that they want to sell. We will also look at ways that participants can start to use social media to create their on-line brand, promote themselves and know how to engage with the digital world appropriately.

We'll also look at ways that they can keep up to date with digital and social media trends.

Module 6 – Managing Under Pressure

Even the most effective among us suffer the by-products of undue pressure:- for example distraction, lack of concentration, time wasting, poor productivity, absenteeism, frustration, stress and ill-health being just some of them.

Professional competence, talent and excellence are no guarantee of immunity to these stresses. Stress accumulates gradually over years of long working hours and an imbalance between work and personal life- resulting in individuals whose professional expertise, personal effectiveness and wellbeing are greatly compromised.

Good resilience management is therefore critically important for career/life success.

Course Content:

- What is Stress? The difference between Stress and Pressure.
- How & Why Stress undermines effectiveness, productivity and quality of life.
- The relationship between Stress, Health and performance.
- Assess your current levels: Guided Self-Assessment with opportunity for evaluation by Specialist.
- The disruptive power of living with continual ongoing stress.....impact of negative feelings and how to overcome them.
- Recognising and reducing Stress Symptoms before they become a problem.
- How to conquer :- Tools of Resilience.

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- Personality Perception & individual susceptibility.
- Learn proven techniques for Recovery & Prevention; managing Stress, Time/ Personal effectiveness. (Applied Psychology and Cognitive Behavioural principle)

Benefits of Resilience Training:

- Stress reduction, with associated physiological improvement
- Increased clarity, focus, attention span, accuracy and learning ability
- Increased mental and emotional reserves to respond to immediate challenge
- Improved decision-making – reduction of decision fatigue
- Improved communication skills that enhance personal and professional relationships.
- Efficient project planning with added creativity
- Reduced fatigue and burnout
- Improved work/life balance
- Improved Health and wellness

Programme Tutor

Gráinne O' Reilly is a qualified Consultant Psychologist specialising in Neurobiology/NeuroPsychology who is the owner and managing director of Lorg Business Stress Consultants. Gráinne began her working life as a Lecturer in Organisational Psychology, was then headhunted into the Electronics industry in Human Resources. She subsequently moved to the Pharmaceutical, Technology & Marine Manufacturing industries as Management Director for large manufacturing companies in Cork.