

# Lead with Heart: The Empathy Advantage

## Leadership Development



9031



In-Class



8 hours

### Course Description:

This program is designed to equip participants with the essential skills required for effective performance management, with a focus on four fundamental management principles. Each module integrates core management concepts with interactive and engaging activities, enabling participants to apply their learning in a practical and dynamic manner.

### Target Audience:

Team Leaders

### Course Objectives:

- Recognize the importance of setting clear objectives and instructions to facilitate good performance.
- Understand the principle of MBWA (Management by Walking Around) to check that standards are being maintained through effective performance monitoring.
- Identify ways to motivate staff in the workplace

### Course Outline

#### Module 1: Setting Direction

- The Management Cycle
- Leadership Styles: "Situational Leadership"
- Goals and Direction Setting aligned with Vision and Strategy
- SMART goals and making the intangible tangible

#### Module 2: Monitoring Performance

- Monitoring performance against quantifiable objectives
- Monitoring performance against behavioral objectives
- Is It a Training Problem?
- Management by walking around – MBWA

#### Module 3: Keeping Staff Motivated

- What motivates us?
- Maslow's hierarchy of needs
- Frederick Herzberg's motivational model

- Additional examples of motivators and hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix

### Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises

### Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

### Course Language:

English Material

Bilingual Explanation

### Prerequisites:

N/A