

**TITLE:** Leading Effectively Through Service Leadership

**SYNOPSIS:** How do we lead others effectively? What are the key attributes of effective leaders? What is the difference between a manager and a leader? Developing effective leaders is one of the most perennial concerns of effective service organizations. There is an urgent need for good service leaders who can lead their teams, motivate and inspire high performance and achieve the vision of the organization and provide outstanding service to their customers. The “Leading Effectively Through Service Leadership” is designed to build leadership skills and competencies in service leaders at all levels in the organization and to motivate them to aspire to greater levels of leadership commitment and practice.

**DURATION:** Two Days

**TARGET AUDIENCE:** Supervisors, Executives, Managers

**PROGRAM OBJECTIVES:**

By the end of the program, participants will be able:

- To identify the characteristics of effective service leaders and assess personal leadership style
- To acquire a mindset towards effective leadership practice and communication
- To identify the 4 key personality types and how to relate to each
- To identify the 3 ways of relating and how to apply the techniques for relating effectively with others to achieve win-win outcomes
- To recognize the essential ingredients for fostering effective work teams and how to apply the techniques for increasing team effectiveness
- To identify key principles and strategies for effectively empowering the team
- To apply skills for managing change and overcoming resistance to change

## **PROGRAM CONTENTS:**

- The Attributes of a Service Leader
- The Mindset of a Service Leader
- The Many Faces of People
- The 3 Ways of Relating
- Dialogue @ Work
- Developing the High Performing Team
- Inspiring a Shared Vision
- Empowering Team Members
- Managing Change
- Challenging the Process
- Personal Development Plan