



# Institute for Capacity Development (ICD)

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## Leadership Skills for Supervisors - Communication, Coaching and Conflict

### Course Objectives

On completion of the programme participants should be able to:

- Develop more flexibility to use other leadership styles.
- Institute effective and efficient communication skills
- Apply effective leadership skills
- Promote good relationships at workplace
- Prioritize, plan, and manage their time.
- Search for ways to overcome communication barriers.
- Determine ways they can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

### Course Outline

- Management Principles and Practices
- Introduction to Leadership
- Sources of power for leaders
- Defining Power and Influence
- Leadership Styles
- What Makes a Good Leader?
- What Successful Leaders Do
- New Functions of Management
- Strategic Management
- Human Resources Management
- The Communication Cycle
- Types of Communication
- Communication as a Leadership Tool
- Managing Your Time and Your Energy

- The Commitment Curve
- Employee Development Models
- Team building Skills
- Assertiveness Skills
- Interpersonal relationship skills
- Delegation skills
- Motivation Tools
- Health and Safety issues at work
- Stress management
- Relationship Management
- Dealing with Conflict and Difficult Issues
- Grievance Handling and Disputes Settlement
- Database Management
- Action Planning

Dates: 05<sup>th</sup> – 16<sup>th</sup> March 2018

Cost: US\$3150/delegate

Duration: 2 weeks

Venue: Pretoria, RSA