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1125 BUDAPEST, ISTENHEGYI ÚT 63/B.

## LEADERSHIP TRAINING

2 DAY TRAINING

### SKILLS IMPROVEMENT- MODULE (A)

#### Goal of the training:

The goal of the Leadership training is to improve both theoretical and practical leaders' knowledge. With this training we are focusing on the leader's knowledge and skill development as well as the topics of management, problem solving and efficiency improvement in the organizations.

Successful completion of the program provides a theoretical and practical knowledge, the participant will be able to perform leadership activity on a higher level and will develop in the nine leader's competence set by the EU. Due to the procedures used during the training, it develops the participant's expressive skills, cooperative skills, self-confidence, connectivity and assertive communicational skills and problem-solving techniques. It gives a new approach in realization of increased efficiency.

#### Recommended for:

Managers, Production managers, Technical managers, Quality managers, Kaizen managers, Logistics managers, Foremen, Process engineers.

#### 1. day

##### The leader's role

- Expectations towards leaders
- Leader's tasks
- Who is a good leader?
- The task and the human oriented leadership
- Leading by guide, taking responsibility
- Assertiveness, self-acceptance by subordinates

##### Management elements

- Management cycle (PDCA)
  - o Maintenance
  - o Development

- Management functions

##### Planning

- Defining the objectives (SMART objectives)
- Determination of priorities
- Breakdown and representation of organization's objectives, target agreements
- Feasibility and breakdown of the objectives (5W1H)
- Weekly and daily work schedule preparation

##### Organization

- Conditions for effective work



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### SKILLS IMPROVEMENT- MODULE (A)

- Task – Responsibility – Scope of authority – Accountability
- Clear definition and breakdown of tasks (5W 1H)
- Delegation
- Ensure and define basic terms and conditions for operation (4M + I)
- Time management
- Daily schedule, performance curve
- Priority (importance-urgency) matrix
- Organization of effective and efficient meetings
- Well organized (time management) manager tools
- Wording development objectives for our time management practices

#### Control

- Role of control and accountability
- Measurement, assessment
- Performance measurement, determination of indicators
- Role of feedback
- Visual control

2. day

#### Personal leadership

- Team building, win collaboration
- Team leading, team work
- Confidence building

- Leadership style
- Leadership decisions (Decision matrix)
- Motivation, encourage employees
- Convince and win over other people for cooperation, mobilization
- Coaching
- Communication, effective feedback
- Supporting and pull factors of the communication
- Coaching, training, on the job training
- Change management

#### Personal effectiveness

- Own activity management (self-evaluation, assertiveness)
- Self-reliance, responsibility
- Conflict management
- Conflict management techniques (Thomas-Killmann model)
- Role conflicts and stress
- Stress and performance, stress management
- Efficient information management

Exam