



LEADERSHIP ESSENTIALS

Professional Certification: Leadership Essentials

Course Code: M027/25

Duration: 8 Hours

Delivery Format: Hybrid

Target Audience:

Those who recently assumed new roles as leaders and those in leadership positions as well as everyone who is involved in the organization's talent management or succession planning program.

Program Outcomes:

Upon completion of this program, participants will be able to:

- Lead effectively in different situations, balancing relationship-building and task completion.
- Skillfully guide teams to achieve excellent results through situational leadership.
- Motivate and inspire team members to perform at their best.
- Communicate clearly and effectively to foster collaboration and alignment.
- Make informed decisions and solve problems effectively.

Detailed Syllabus

Module 1: Team Development Diagnosis

Outcome: Participants will be able to diagnose the developmental levels and commitment of their team members using a situational leadership framework.

Topics:

- Competency vs. Commitment
- The Eager Starter
- The Disengaged Novice
- The Careful Competent Doer
- The Solo Performer

Activities:

- Interactive lectures explaining each developmental level.
- Case study analysis: Participants analyze scenarios and identify the developmental level of team members.

Assessments:

- Matching exercise: Participants match descriptions of team member behaviours to the correct developmental level.
- Scenario-based questions: Participants determine the developmental level in given workplace situations.

Module 2: Team Development Needs

Outcome: Participants will understand the characteristics and needs of individuals at different developmental levels to lead them effectively.

Topics:

- Characteristics of types
- The N1s
- The N2s
- The N3s
- The N4s

Activities:

- Role-playing: Participants simulate interactions with team members at different developmental levels, focusing on understanding their needs.

Assessments:

- Short answer questions: Describing the key characteristics and needs of each developmental level.

- Scenario analysis: Participants recommend leadership actions based on a team member's developmental level and identified needs.

Module 3: Team Leader Flexibility

Outcome: Participants will be able to identify and understand different leadership styles and their application in various situations.

Topics:

- Directive vs. Supportive
- Directing Style
- Coaching Style
- Supporting Style
- Delegating Style

Activities:

- Interactive presentations explaining each leadership style.
- Video analysis: Participants observe examples of different leadership styles in action.

Assessments:

- Multiple-choice quiz: Testing understanding of the characteristics of each leadership style.
- Matching exercise: Pairing leadership styles with appropriate situations.

Module 4: Flexing

Outcome: Participants will be able to adapt their leadership style effectively to match the developmental needs of their team members in different situations.

Topics:

- Matching Styles with Needs
- L1 and N1: What do you do
- L2 and N2: What do you do
- L3 and N3: What do you do
- L4 and N4: What do you do

Activities:

- Scenario-based exercises: Participants analyze situations with team members at different developmental levels and determine the most effective leadership style to use.
- Role-playing: Participants practice "flexing" their leadership style in simulated interactions.

Assessments:

- Scenario analysis: Participants recommend the most effective leadership style for various team member developmental levels and situations.
- Role-play evaluation: Participants are assessed on their ability to adapt their leadership style during simulated interactions.