



THE LEADERSHIP PROGRAM FOR MIDDLE AND SENIOR MANAGERS

Leadership Development Certificate for Middle & Senior Management

Course Code: M028/25

Duration: 2 Days

Delivery Format: Hybrid

Target Audience:

- Middle and senior management

Program Outcomes:

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

- Develop strong communication skills to effectively lead teams, influence stakeholders, and manage difficult conversations with confidence.
- Improve the ability to make sound decisions under pressure, resolve conflicts, and navigate crises in the banking sector.
- Cultivate a leadership mindset focused on responsibility, integrity, and regulatory compliance to build trust and credibility.
- Learn strategies to inspire, engage, and develop high-performing teams while aligning individual goals with organizational objectives.

Detailed Syllabus

Module 1: Leadership & Communication Fundamentals

Outcome: Participants will understand foundational leadership communication principles and be able to define key elements for effective leadership presence and influence.

Topics:

- Defining Leadership Communication
- Overcoming Communication Barriers
- Leadership Presence & Influence.

Activities:

- Interactive discussions on the elements of effective leadership communication.
- Self-assessment exercises on current communication strengths and weaknesses.

Assessments:

- Short answer questions on the key components of leadership communication.

Module 2: Strategic Communication for Leaders

Outcome: Participants will be able to apply active listening, empathetic communication, and influencing skills, as well as manage difficult conversations strategically.

Topics:

- Active Listening & Empathetic Communication
- Influencing & Persuasion Skills
- Managing Difficult Conversations.

Activities:

- Role-playing difficult conversations with different stakeholders.
- Group exercises on developing persuasive communication strategies.

Assessments:

- Evaluation of participants' active listening skills during exercises.
- Assessment of strategies used in difficult conversation role-plays.

Module 3: Communication for Performance Management

Outcome: Participants will be able to provide constructive feedback effectively and coach/mentor for high performance, ensuring clear delegation and team alignment.

Topics:

- Providing Constructive Feedback
- Coaching & Mentoring for High Performance
- Effective Delegation & Team Alignment.

Activities:

- Practice coaching conversations using a structured model (e.g., GROW).
- Exercises on how to delegate tasks effectively and ensure team understanding of goals.

Assessments:

- Role-playing feedback and coaching sessions with peer evaluation.
- Development of a delegation plan for a specific task.

Module 4: Crisis & Conflict Communication

Outcome: Participants will be able to handle workplace conflicts professionally and apply crisis communication strategies effectively.

Topics:

- Handling Workplace Conflicts Professionally
- Crisis Communication Strategies in Banking

Activities:

- Case study analysis of crisis communication in the banking industry.
- Role-playing exercises simulating conflict resolution scenarios.

Assessments:

- Evaluation of participants' approaches in conflict resolution role-plays.
- Analysis of crisis communication strategies in case studies.

Module 5: Leadership Responsibility & Accountability

Outcome: Participants will understand the principles of leadership responsibility and accountability, and how to build a culture of trust and integrity.

Topics:

- Understanding Leadership Responsibility & Accountability

- Making Ethical & Responsible Decisions
- Building a Culture of Trust & Integrity.

Activities:

- Discussions on ethical leadership principles and frameworks.
- Case study analysis of ethical dilemmas in the workplace.

Assessments:

- Analysis of ethical decision-making in case studies.
- Individual reflection on personal leadership responsibilities.

Module 6: Performance Management & Leadership Effectiveness

Outcome: Participants will be able to set performance goals, drive team productivity, and effectively manage both high and low-performing team members.

Topics:

- Setting Performance Goals & KPIs
- Driving Team Productivity & Motivation
- Effectively Managing Low Performing Team Member

Activities:

- Discussions on motivation strategies for different performance levels.
- Scenario-based exercises on managing underperforming and high-performing individuals.

Assessments:

- Development of performance goals and KPIs for a team.
- Analysis of strategies for managing different performance levels in scenarios.

Module 7: Leading with Emotional Intelligence (EQ)

Outcome: Participants will be able to develop their emotional intelligence to enhance leadership effectiveness, build strong team relationships, and navigate conflict resolution.

Topics:

- Developing Emotional Intelligence for Leadership Success
- Building Strong Team Relationships
- EQ in Decision-Making & Conflict Resolution.

Activities:

- Discussions on the impact of EQ on leadership.
- Role-playing scenarios focusing on applying EQ in team interactions and conflict resolution.

Assessments:

- Self-reflection on EQ development.
- Observation of participants' application of EQ in role-playing.

Module 8: Action Plan & Commitment to Leadership Growth

Outcome: Participants will be able to develop a personalized leadership growth plan with specific actions and demonstrate commitment to ongoing development.

Topics:

- Leadership Self-Assessment & Reflection
- Developing a Personalized Leadership Growth Plan

Activities:

- Development of personal action plans with specific, measurable goals.
- Peer feedback sessions on action plans.

Assessments:

- Submission of a personal leadership growth action plan.
- Peer feedback provided on action plans.