

Leadership in Cooperation

Data

Tuesday 9th of May	16.00 – 20.00
Tuesday 23rd of May	16.00 – 20.00
Tuesday 13th of June	16.00 – 20.00

Attitude target

Participant:

- Demonstrate leadership in working with customers and colleagues;
- Take considered and decisive decisions;
- Work together to develop themselves and colleagues;
- Are willing to consciously shift gears in their communication when the situation calls for it;
- Are willing to speak out and set boundaries when necessary.

Knowledge target:

Participants know afterwards:

- What showing leadership in cooperation with colleagues and customers means;
- What you can do when cooperation is not going well;
- More about communication and the underlying theories around;
 - Different levels of communication;
 - Feedback and assertiveness;
- How to effectively make informed decisions;
- Understanding the different facets of leadership.

Competence target

Participants will be able to:

- Show leadership even when the going gets tough;
- Professionally match the other person's behavioural style even when that style does not suit you well;
- Shape their own learning process and show leadership on that;
- Apply the 7 traits of effective leadership according to Covey in their work practice;
- Challenge themselves and grow in skills and behaviour (personal learning goals).

PROGRAM

Day 1: 16.00 – 20.00

- Personal leadership; Introducing or refreshing Circle of 8 and DISC methodology.
- Decision-making; Using the BOB model, participants practise with decision-making in practical case histories (provided in advance). Participants practise using the behavioural styles to be developed.
- Refining learning objectives and formulating research question.
- Choosing buddies and setting up buddy-assignment on a chosen Leadership topic.
- Practical assignment: How and when will you practice with your learning objectives in your work practice and how will you communicate about this with your account manager.

Day 2: 16.00 – 20.00

- Review practice period and adjust/complete learning objectives.
- Communication skills: Participants learn how to communicate effectively with people with different behavioural styles.
- Levels of communication: Participants learn how to switch between different levels of communication (content, procedure, interaction and emotion).
- Half of the presentations from the Buddy Assignments.
- Follow-up practical assignment: How and when will you (further) practice your learning objectives in your work practice and how will you communicate about this with your account manager.

Day 3: 16.00 – 20.00 with actor

- Review practice period and adjust/complete learning objectives.
- Assertiveness and feedback; how to have an exciting conversation while balancing your own interests and those of the other person.
- Dealing with resistance; what do you do if things do not go as expected or if you experience opposition.
- Other half of the presentations from the Buddy Assignments.
- Outcomes, what to take away and what to continue working on. Successes are celebrated and follow-up steps planned.