Ambidexterity

Pragmatism

Trust

Vision

Ethics

Transparency

change**uni**

Team Leaders for the *future*

A learning journey to inspired future leadership

Leadership**CX**

leadership. shaping. culture.

LeadershipCX.com

The rapid switch to remote and flexible working has left many Team Leaders ill-equipped to interact and manage remote working, mental health and well-being of their teams.

Team Leaders for the future is designed around the skills and behaviors that will drive high performance and productivity in this new era of hybrid working.

Team leaders have become the linchpin of the organization, needing to accelerate their capabilities in managing remote and flexible working. And all this at the same time as retaining the visibility and connectedness of their team. They are developing an empathy to their leadership while needing to build and maintain their own resilience.

We have been running face to face development programs for Team Leaders for some time and have deep and wide experience in both the private and public sectors. Clients have included Pearl Group in Europe and the Nordics, Symphony across Europe and India, and South and Vale District Councils in the UK. Our Team Leader programs have delivered management skills centred on empathy, emotional intelligence and personal resilience. Our results speak for themselves. For example, with one client, 75% of the staff agreed that their manager's people skills had improved post training and that their Team Leaders had worked hard to improve levels of staff engagement.

"An expert team that developed a great rapport and program that has already made a significant difference in our people skills to the benefit of our teams"

Service Director

We have now adapted our program in both content and delivery mode for the new era through innovative online learning.

The new era is here. Are you ready? How will you handle it?

You'll get a taste for the course over the following pages, but email us at *info@thechangecorporation.com* and we'll be happy to give you a free demonstration.

MODULE
1 Leading *myself*

MODULE
2 Leading *individuals*

MODULE
3 Leading *teams*
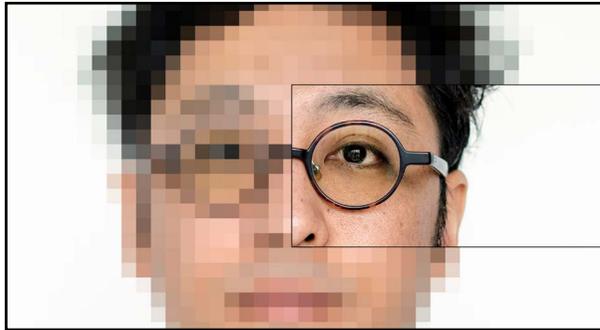
1.1 Understanding myself

1.2 Creating a mindset for success

2.1 The Leader as Coach

2.2 Recruiting for the future

3.1 Communicating with impact

3.2 Building agile, innovative high performing teams

1.3 Building resilient leadership

1.4 Cultivating compassionate leadership

2.3 Handing challenging conversations
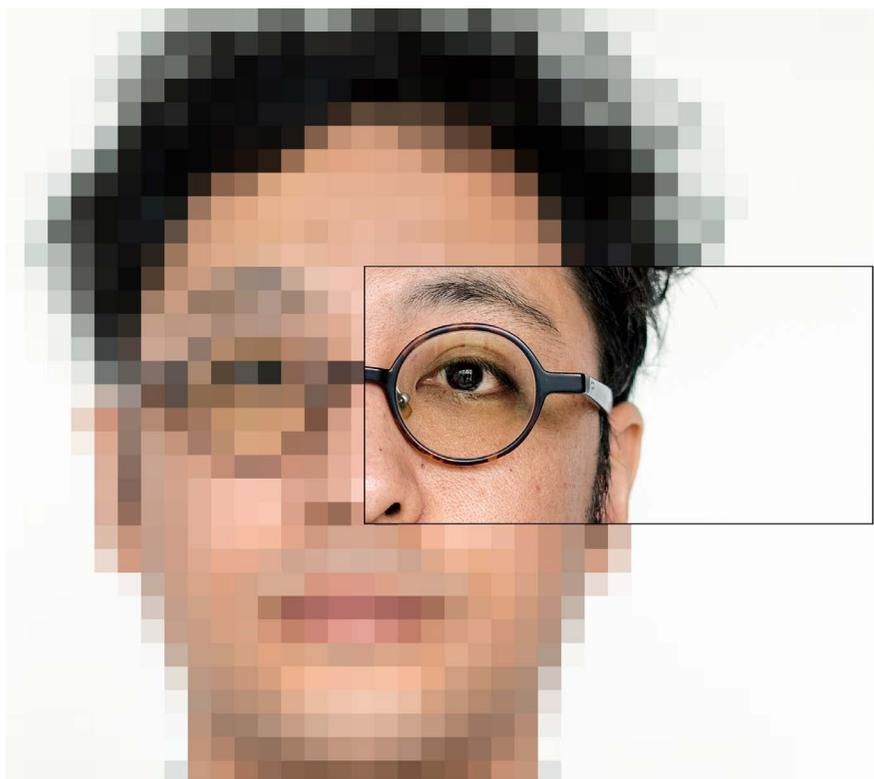
2.4 Delivering inclusivity

3.3 Leading digital culture change

3.4 Delivering successful change

MODULE 1

Leading *myself*

1.1 Understanding myself

Identify personal behavioral preferences and develop personal versatility and flexibility. Create optimum working relationships by synchronising with behavioral patterns of colleagues and staff.

1.2 Creating a mindset for success

Make the link between mindset, focus, beliefs, values and success. Explore differences between fixed and growth mindsets. Practical tools to start to shift thoughts, feelings and behavior.

1.3 Building resilient leadership

Personal resilience in the **Team Leader** role. Identify personal stress triggers. Use pragmatic cutting-edge technology and techniques to help develop and maintain resilience.

1.4 Cultivating compassionate leadership

The importance of compassion during and post covid-19. A shift towards awareness, vulnerability, empathy and compassion for people in crisis. Setting the stage for organization recovery.

MODULE 2

Leading
individuals

2.1 The leader as coach

The difference between traditional leadership and a coaching style. Develop accountability and motivation in others through questioning rather than telling.

2.2 Recruiting for the future

Identify and recruit new skills that enable effective remote working, including greater digital dexterity through values based interviewing as an integral part of the interview process.

2.3 Handling challenging conversations

One of the most challenging and important areas of the role. A step by step, planned and pragmatic approach to performance conversations.

2.4 Delivering inclusivity

Examine unconscious biases and how to incorporate diversity and inclusivity into work systems to ensure they are considering employees from all backgrounds and needs.

MODULE 3 Leading *teams*

3.1 Communicating with impact

Keys to successful communication, especially during the return to work. Four key practices to create psychological safety, build trust and rapport and a sense of purpose for the longer-term.

3.2 Building agile, innovative high-performing teams

Pivoting to agile. Flexibly deploying staff to solve problems innovatively. The five behaviors of high performing teams. The value of engagement.

3.3 Leading digital culture change

Core values and behaviors that drive digital culture change from a **Team Leader** perspective, and the rewards for commercial success, customer satisfaction, engaged workforce and innovation.

3.4 Delivering successful change

How staff react to change and how to mitigate the impact. The 6 stages of change management to support leading teams through the change curve. Dealing with the feelings of loss and ambiguity that change brings.

There are three entry levels:

Level 1: *Premium* Pathway

− Our most cost-effective online option. We offer anything from one to multiple licences as we know that many organizations will want to provide the platform to all their Team Leaders or put a regular cohort through the program. Discounts are available the more licences that are purchased. Level 1 provides access to the whole online program. Each of the twelve topics contains a workbook, video with one of our experienced facilitator team and multiple-choice assessment. Plus, we have a library of useful resources such as articles, TED talks and so on.

Level 2: *Gold* Pathway

− Everything in level 1 plus a live online group development session for each topic with a member of our team. These will include input on the topic plus the opportunity to ask questions and get the answers straight away. It will also include a more detailed assessment with email feedback with a member of our team.

Level 3: *Masterclass* Pathway

− Everything in levels 1 and 2 plus 6 hours of one to one coaching over a 6-month period

All participants will also get the opportunity to join our growing online global community of private and public sector Team Leaders when they join us. And, there are opportunities to purchase all updates and new topics as they are added so you always have access to the latest research and tool-kits.

Please contact us for a quote.

By the end of this program Team Leaders will:

− Have *developed their flexibility* in terms of the way they *communicate and engage* with their people
− Have *developed a more 'human dimension'* to the way they manage by building their levels of emotional intelligence, empathy, and compassion
− Have *adapted to the virtual world* by becoming:
    − Virtually visible
    − Better communicators with their teams
    − Adept at spotting and supporting well-being and mental health issues in their teams
    − Agile about priorities
    − Opening transparent conversations
    − More engaged with their teams
− Be *more skilled at attracting and retaining talent* to build a diverse team
− Be *attuned to a growth mindset* for their team members while being able to cope with ambiguity and change
− Understand how to *develop their own resilience levels* and those of their team members
− Become a leader who has adopted *a coaching style that increases accountability and the motivation of others*
− Be *empathetic,* improving the levels of psychological safety, trust, and rapport in their teams
− Be an *architect of a team culture* where staff use innovation to build agility and utilise digital opportunities
− *Know how to lead teams through change* and deal with the feelings of loss and ambiguity that change brings.

Find out more...

Facilitator team

Our facilitator team is comprised of leading experts in their fields who have been designing and delivering management and leadership programs for many years.

All of them have held senior positions in private and public companies such as *PricewaterhouseCoopers, Google, Microsoft, BT* and the *NHS*. The team includes best-selling authors and winners of prestigious learning and development awards who have transformed lives.

Give us a call or send us an email to find out more about **Team Leaders** for the *future* and to arrange a free demonstration including a lesson of your choice.

John brings 32 years of leadership experience from Johnson and Johnson building and leading high performing teams. John will share his passion, with your developing leaders, to inspire BELIEF in the mission with purpose and positive leadership principles.

As a facilitator, he will be able to combine the learning modules with real life experience and insights from his 32 years of leadership at Johnson and Johnson. Your developing leaders will have direct access to his coaching, counselling and mentorship as a component to **Team Leaders** for the *future*.

John's purpose is to share his leadership experience and lessons to help leaders inspire and coach others to higher performance, improve employee engagement and create a culture that delivers a competitive advantage.

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John Duke | jduke110@gmail.com | 215-527-6458