

# THE PEOPLE LEADERSHIP PROCESS

## TARGET GROUP:

Senior, Middle and Junior Management

**COST:** 20,000 (MUR)

## COURSE OUTLINE:

1. Module One – The People Leadership Processes
  - 1.1 Mentoring
    - 1.1.1 Mentoring defined
    - 1.1.2 Mentoring relationships
    - 1.1.3 What mentors do
    - 1.1.4 Mentoring experiences
    - 1.1.5 Your investment in mentoring
    - 1.1.6 What you bring to the relationship
    - 1.1.7 Seven types of mentor assistance
  
  - 1.2 Coaching
    - 1.2.1 Coaching defined
    - 1.2.2 Effective coach assessment
    - 1.2.3 The benefits of coaching
    - 1.2.4 Why managers avoid coaching
    - 1.2.5 Situations that may require coaching
    - 1.2.6 Signs of performance and attitude problems
    - 1.2.7 Causes of performance and attitude problems
  
  - 1.3 Counselling
    - 1.3.1 Counselling defined
    - 1.3.2 Effective counsellor assessment
    - 1.3.3 The benefits of counselling
    - 1.3.4 Why managers avoid counselling
    - 1.3.5 Situations that may require counselling
    - 1.3.6 Counselling or coaching survey

## 1.4 Performance management

- 1.4.1 Performance reviews defined
- 1.4.2 Understanding the job
- 1.4.3 Selecting priority objectives
- 1.4.4 The concept of key result area
- 1.4.5 Measurement
- 1.4.6 Personal performance contract worksheet
- 1.4.7 Action plans
- 1.4.8 Guidelines for completing PPC's

## 1.5 Feedback

- 1.5.1 Steps for effective feedback
- 1.5.2 Giving feedback
- 1.5.3 What do you remember about feedback
- 1.5.4 What behaviours do I reward, ignore or punish

## 2. Module Two – Dealing with Difficult Team Members

- 2.1 Definition of a, “difficult employee”
- 2.2 Difficult employees come in different degrees
- 2.3 Common warning signs of performance problems
- 2.4 The intervention process
- 2.5 Nine reasons employees do not perform up-to-standard

## 3. Module Three – Communication

- 3.1 Develop a climate for positive and effective communication
- 3.2 The four basic rules for setting the proper climate for communication
  - 3.2.1 Building trust and rapport
  - 3.2.2 Eliminate threat and defensiveness
  - 3.2.3 Communicate congruently
  - 3.2.4 Match your own communication style to the other person's style
- 3.3 The communication cycle
- 3.4 The five levels of meaningful communication

## 4. Module Four – Relationships

- 4.1 Why interpersonal needs are important
- 4.2 Understanding interpersonal needs
- 4.3 Assessing the individual
- 4.4 Improving team compatibility