

# The Emerging Leader (Customised to your workplace)

The Emerging Leader program provides an introduction or refresher to the foundational skills and knowledge of existing or potential supervisors and managers at most levels within and organisation. When put into practice, these skills move others to be more inclined to apply discretionary effort towards their work tasks and team members.

The program will be customised to suit your workplace requirements and will help leaders understand what drives employees to apply more than 'just the minimum' effort in the workplace.

This interactive program will help participants create an action plan to enter into a meaningful dialogue with their line managers back at work.

## Course Outcome

The course is best supported by the involvement of the direct line manager, and will expose the participants to five areas required for leader performance:

1. Foundation behaviour
2. Leadership behaviours
3. Management behaviours
4. Personal behaviour
5. Reflective practice.

## What you'll learn

The course outline will address the following areas:

- Effective communications and conflict
- Leadership and management
- Performance management cycle
- Situational leadership (leadership styles)
- Motivation
- Values, beliefs and behaviours
- Key performance indicators
- Feedback
- Problem solving – Turning difficult conversations into constructive ones (D.E.S.C.).

## Delivery

Face to face (half day).

## What you'll take away

Participants who complete the course will receive a Statement of Attendance.

### Member discounts

Quote your CCIQ, NSW Business Chamber, or NSW affiliated Local Chamber<sup>†</sup> member number for a 10% discount\* off our standard non-member prices.

\*Conditions apply, contact 1300 572 439 for more information.

### Book now

For more information or to book now please call **1300 572 439** or visit **[www.abtraining.com.au](http://www.abtraining.com.au)**

<sup>†</sup> Applicable for an "opted in" member of a local chamber that is part of the NSW Business Chamber Local Chamber Alliance Program. For more information call 13 26 96.