



Mercuri International

# EFFECTIVE LEADERSHIP



# PROGRAM OVERVIEW

Mercuri International

## WHY EFFECTIVE LEADERSHIP?

Leading a team effectively means keeping people focused and motivated - it influences their productivity! How to achieve it? In this path, participants discover how to lead and coach their team effectively, both in person and in remote.

### AUDIENCE

All leaders who want to manage a team effectively, even in remote.

### DURATION

Digital contents: **7 hours**

### DELIVERY FORMAT

100% digital or in combination with face-to-face or virtual classroom.

Interactive content, videos, exercises, questionnaires, downloadable documents and open forums to connect with the community. All material is supported from laptops, tablets and smartphones.



# CONTENT DESCRIPTION

## 1 INTRODUCTION TO EFFECTIVE LEADERSHIP

Understand the ongoing growing flexibility required for an up-to-date leader that has to deal even with remote working.

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## 2 UNDERSTANDING COMMUNICATION

Explore the communication patterns that affect the way messages are sent and interpreted, as a key for an effective communication.

## 3 ACTIVE COMMUNICATION

Discover active communication, a technique that enables the speaker to verbally, and non-verbally, communicate in a way that makes them agreeable and easy to understand.

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## 4 MASTERING VIRTUAL MEETINGS

Understand the numerous advantages and the unique challenges that virtual meetings present, in order to lead people effectively.

## 5 ADAPTIVE LEADERSHIP

Respond properly to a team's needs by being aware of the factors that influence the competence level of its people and adapt the leadership style accordingly.

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## 6 THE BASICS OF COACHING

Create a positive, exciting and productive environment. Empower people on the job by coaching them, setting clear objectives and constantly motivating them.

## 7 MANAGING YOUR TEAM REMOTELY

Handle every aspect of a remote working environment: from setting up the team to keeping everyone motivated; from staying aligned and updated, to choosing the best support.

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## 8 OVERCOMING DIVERSITY HURDLES

Discover cultural preferences to get verbal messages across and avoid misunderstandings within a multicultural team.

# CONTENT OVERVIEW

1

## INTRODUCTION TO EFFECTIVE LEADERSHIP

- The Risks and Opportunities of Remote Working

2

## UNDERSTANDING COMMUNICATION

- The Many Facets of a Message
- Discover your Style! (4P Test)
- Understanding Personality Types
- Effective Virtual Communication

3

## ACTIVE COMMUNICATION

- Learning to Listen
- Managing Challenging Communication

4

## MASTERING VIRTUAL MEETINGS

- Differences between Face-to-Face and Virtual Meetings
- Effective Use of Web Meetings
- Effective Use of Web Meetings Checklist

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## ADAPTIVE LEADERSHIP

- Adaptive Leadership 1
- Adaptive Leadership 2
- Competence Assessment Test
- Competence Assessment: Matrix

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## THE BASICS OF COACHING

- GROW Coaching Model
- Setting SMART Objectives
- Enhancing Motivation
- Motivation Test

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## MANAGING YOUR TEAM REMOTELY

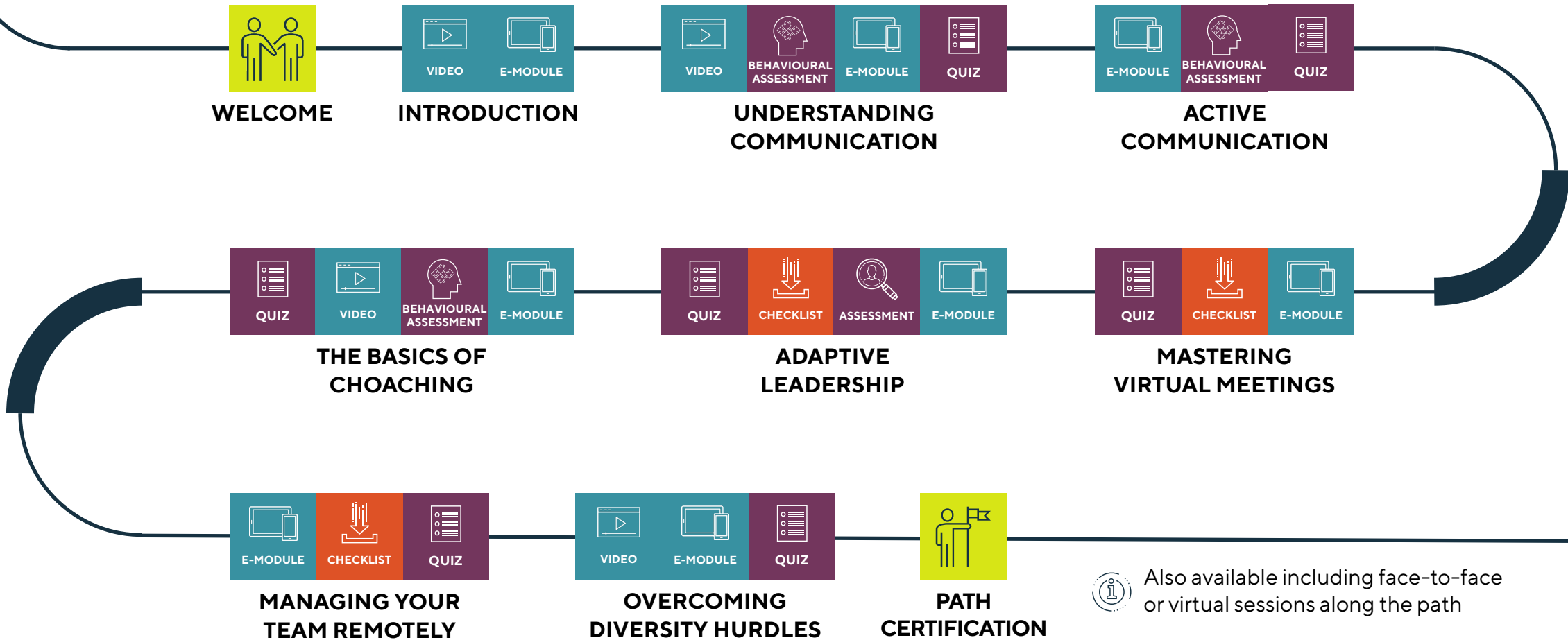
- Setting Up a Geographically Dispersed Team
- One-on-One Support and Motivation for Remote Staff
- Unite and Motivate a Geographically Dispersed Team
- Project Management Checklist


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## OVERCOMING DIVERSITY HURDLES

- Be a Culture-Neutral Leader
- Diversity – Remote Communication
- Diversity – Six Key Competencies

# LEARNING PATH



 Also available including face-to-face or virtual sessions along the path





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GROW YOUR PEOPLE,  
GROW YOUR BUSINESS

