Mercuri International

EFFECTIVE LEADERSHIP

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PROGRAM OVERVIEW

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WHY EFFECTIVE LEADERSHIP?

Leading a team effectively means keeping people focused and motivated – which positively affects their productivity. But how do we achieve it? In this path, participants discover how to lead and coach their team effectively, both in person and remotely.

AUDIENCE
All leaders who want to manage a team effectively, even when operating remotely.

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 on laptops, tablets and smartphones.

CONTENT DESCRIPTION

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INTRODUCTION TO EFFECTIVE LEADERSHIP

Understand the ever-increasing flexibility required for an up-to-date leader that has to deal with scenarios that include remote working.

1

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.

3

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.

5

2

UNDERSTANDING COMMUNICATION

Explore the communication patterns that affect the way messages are sent and interpreted – and why they're key for effective communication.

4

MASTERING VIRTUAL MEETINGS

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

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.

CONTENT OVERVIEW

INTRODUCTION TO EFFECTIVE LEADERSHIP

1

- The risks and opportunities of remote working

UNDERSTANDING COMMUNICATION

2

- The many facets of a message
- Discover your style! (4P Test)
- Understanding personality types
- Effective virtual communication

ACTIVE COMMUNICATION

3

- Learning to listen
- Managing challenging communication

MASTERING VIRTUAL MEETINGS

4

- Differences between face-to-face and virtual meetings
- Effective use of web meetings
- Effective use of web meetings checklist
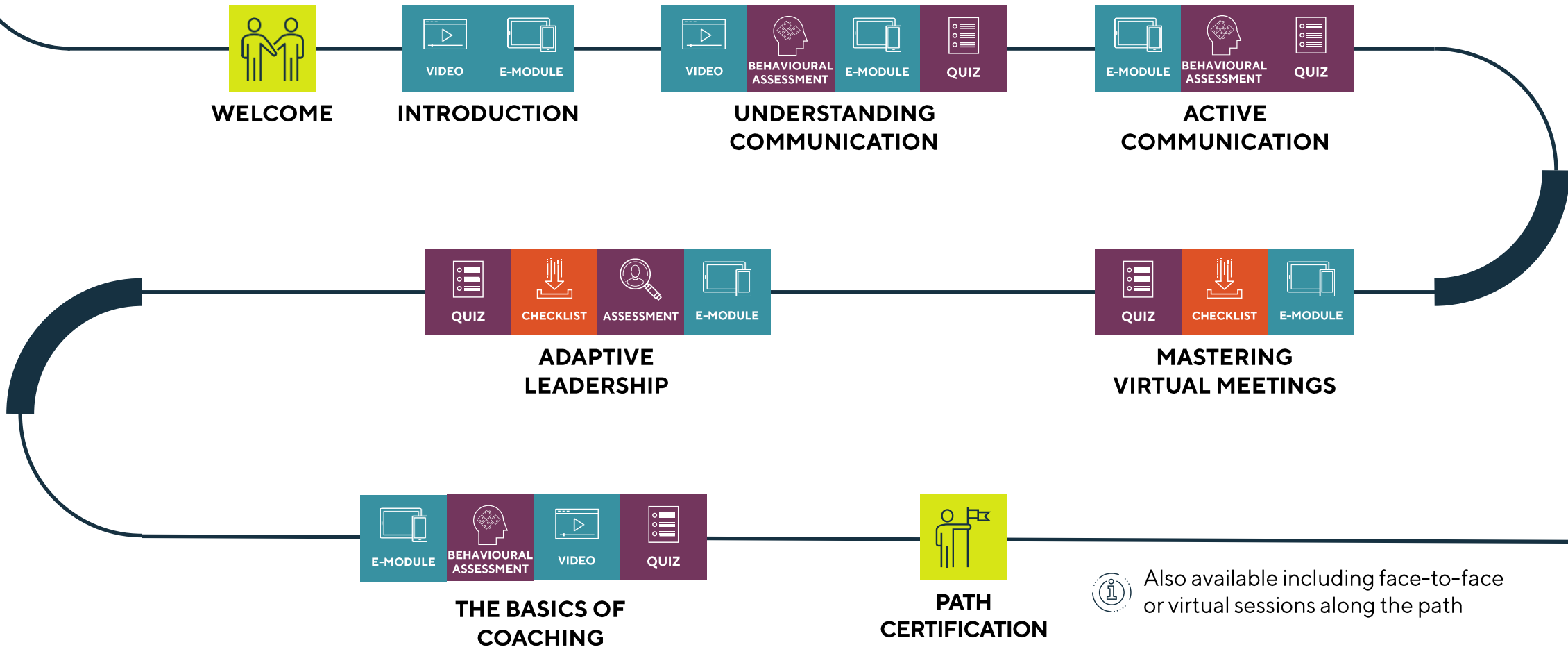
ADAPTIVE LEADERSHIP

5

- Adaptive Leadership 1
- Adaptive Leadership 2
- Competence assessment test
- Competence assessment: matrix

THE BASICS OF COACHING

6

- GROW coaching model
- Setting SMART objectives
- Enhancing motivation
- Motivation test

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LEARNING PATH

WELCOME

INTRODUCTION
VIDEO E-MODULE

UNDERSTANDING COMMUNICATION
VIDEO BEHAVIOURAL ASSESSMENT E-MODULE QUIZ

ACTIVE COMMUNICATION
E-MODULE BEHAVIOURAL ASSESSMENT QUIZ

ADAPTIVE LEADERSHIP
QUIZ CHECKLIST ASSESSMENT E-MODULE

MASTERING VIRTUAL MEETINGS
QUIZ CHECKLIST E-MODULE

THE BASICS OF COACHING
E-MODULE BEHAVIOURAL ASSESSMENT VIDEO QUIZ

PATH CERTIFICATION

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

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GROW YOUR PEOPLE, GROW YOUR BUSINESS

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