

Intensive training for a minimum of 8 participants up to a maximum of 10 aged from 18-26 to 27-35 years old. The course includes all materials and activities.

Language Point never predefines exactly how our courses will go, as we tailor every single course to the needs of the delegates who attend on day one. Below is an outline of what we will cover each day, this gives us room to evolve and develop the content to suit the needs of each course participant. However, students can see a sample timetable on the next page. The participants will be divided into groups and given tasks to complete offsite, the results of which will be presented to invited guests who will judge the best entry.

### Overview of course aims

- Leadership behaviours and styles and the theoretical background;
- Individual leadership qualities and strengths;
- The way communication works and communication by behaviour;
- Making things happen through influencing (including the use of language);
- Team building and team player roles and how to create an environment for effective facilitation;
- Empowering others and mentoring;
- Skills and insight into facilitating meetings;
- Understanding and managing group dynamics;
- Handling specific situation's and 'characters';
- Skills to keep things moving forward;
- Action planning for personal development.

### Course overview

#### Course content

Needs Analysis  
Orientation  
The principles of leadership  
Leadership styles  
Building the team  
Appraisals  
Feedback  
Effective listening  
Conflict management  
Meetings  
Negotiating  
Presenting  
Time management

#### Workshops

Situation roleplays: leaders and managers  
Design a team building challenge  
Active listening  
Change management  
Dynamic presentations

## General Draft Timetable

Day	Wednesday	Thursday	Friday	Saturday
9:00 - 10:30	<b>Introduction</b> Getting to know you. Orientation and needs analysis. The roles of leaders and of managers.	<b>Appraisals</b> Performance appraisals – do's and don'ts Avoiding escalating problems. Setting achievable goals and expectations. Supporting other people's development. Praising, motivating, nurturing.	<b>Meetings</b> The language of meetings. Interrupting. Agreeing and disagreeing. Mediating. Influencing outcomes.	<b>Time management</b> How much time do you spend doing things that don't contribute to your success? Useful tools to minimize and evaluate low value activities.
11:00 - 12:30	<b>The principles of leadership</b> Theories and beliefs. Leading self, leading others and leading performance.	<b>Feedback</b> 360° feedback: what does it mean? Being constructive. Accepting feedback. Guiding and counseling.	<b>Negotiating</b> Expanding your sphere of influence. Compensation rather than compromise. Knowing what to give away. Making "weaknesses" work for you.	<b>Kecha Pucha</b> Presentations. Feedback and action planning. End of course certificates.
14:00 - 15:30	<b>Leadership styles</b> Top down, bottom up, horizontal; does one style fit all? When and where is 'what' effective.	<b>Effective listening skills</b> Six categories of listening. Understanding the use of 'minimal encouragers'. Learning to paraphrase & restate for clarification.	<b>Presenting</b> Language and style. Using the voice. Body language. Story telling. Facilitating and motivating the audience. Techniques and tricks to win over the audience.	
15:30 - 16:00	Break	Break	Break	
16:00 - 17:30	<b>Workshop</b> Situation roleplays.	<b>Workshop</b> Active listening. Questioning and guiding.	<b>Workshop</b> Dynamic presentations	