
"If your actions inspire others to dream more, learn more, do more and become more, you are a leader." - John Quincy Adams



Program Objectives

- ❖ Identify and outline leadership goals and objectives
- ❖ Understand and apply a variety of leadership styles
- ❖ Learn and improve key inspirational leadership skills
- ❖ Focus on leadership at different levels of employees' development
- ❖ Foster teamwork and communication within the company

Learning Modalities

- ❖ Suitably engaging sessions of questions and answers
- ❖ Introduction to various creativity and innovation concepts
- ❖ Pragmatic Case studies from a selection of industries
- ❖ Application of the frameworks and tools

Learning outcomes

- ❖ Apply leadership and practice decision-making in action
- ❖ Implications of leadership impact on team's performance
- ❖ Identify and critically assess assumptions that influence decisions
- ❖ Receive and integrate feedback on decision-making practices
- ❖ Evaluate self-leadership capacity using an action learning approach

Who should participate

- ❖ Professionals at all levels who offer Customer Service or Support
- ❖ People managers at all levels
- ❖ Managers and Supervisors responsible for team outcomes
- ❖ Executives and Senior Executives dealing with high-level decisions