

Before we can lead and expect people to follow, we must be able to understand and connect. As John Maxwell quips: "If you're leading, and no one's following- you're just out for a walk."

Our latest research shows that the ideal manager of the emerging generations is one who values communication and creates an environment of transparency and respect for staff. Their preferred leadership style is simply one that is more consensus than command, more participative than autocratic, and more flexible and organic than structured and hierarchical.

This session provides practical tools, and proven strategies that can be applied in the workplace. It is based on research into the emerging generations in the workplace and gives insights and skills concerning leadership styles, values and vision, emerging trends, new management techniques, empowering employees, and developing leaders. The key issues include:

- **Values-Based, Vision-driven Leadership:** Understanding ethical, character based leadership and the importance of leading by core values. Leading with purpose and outlining goals and the importance of communicating the vision to the team.
- **Leadership Styles & Leadership Skills:** Analysing the different forms of leadership, finding your natural style, and applying tips to effectively influence and lead others. Refine the art of resolving conflict, delegating, leading a discussion, and creative problem solving.
- **Managing and Leading Diverse Generations:** The changing face of the workplace: the latest trends. Attracting and recruiting the Under 30's. HR strategies to deal with the intergenerational workforce. Their ideal managers: what works best today. Gen X and Y friendly workplaces- creating the right structures and environments. The biggest mistakes made in dealing with the new generations.
- **Motivating and Inspiring in 21st Century times:** Dealing with work/life balance, workplace priorities and relational needs. New attitudes to work: aspirations and motivations. Maximising retention: what will keep them engaged. The role of mentoring and leadership development.
- **Training and Communicating in Today's Workplace:** Understanding the new learning styles, and key influences on the Under 30's. 21st Century presentation styles and structures that work. Dealing with declining attention spans. Multi-modal communication. Creative training styles that cut through. Impacting the post-literate generation with effective visual and kinesthetic methods.



- This practical course is designed to train staff in workplace communication.
- It is a 1-day course and consists of 4 sessions, each of 90 minutes in duration.
- It will be fast paced in delivery with at least a third of each session comprising activities to apply the principles.
- Participants will be provided with session notes.

Course Outline

Session 1: Understanding Workplace Presentations:

- Characteristics of great communicators
- The elements of effective communication
- Understanding your audience
- Seating structures and room setup
- Starting well: the critical minute
- Overcoming nerves
- Steps to effectiveness

Practical activities:

- The walk-on
- Body language check
- Reading for clarity

Session 2: Preparing your Presentation:

- Clarifying your purpose
- The anatomy of a message
- Choosing the right structure
- Balancing information & application
- Preparing and using notes
- Finding and using illustrations
- Reinforcing your point

Practical activities:

- The intro
- Utilising props
- Visual communication