

# Topic Information

## Leadership Training

---

The list of topics shows a possible compilation of a course program. Every subject will be individually developed and specified according to the customer's requirements. All topics are enhanced by practical exercises as well as case analyses and are easy to transfer into daily business.

*Target group: All levels of personnel in leading positions.*

### **Leadership**

- The leader - effective, productive, expressive and also human
- Duties and roles of a leader
- Styles of leadership and their best applicability
- Different styles of leadership and their impact on people
- Determining the maturity level of people and promoting by delegation
- Situational leadership, how am I being perceived by others
- Motivating people and avoiding de-motivation
- Group dynamics and its influence on the team performance
- My team - individuals with weakness and strength
- Typology of people - (how) does it work?
- Placing people according to their personality and ability
- Transformational vs. transactional leadership
- Change Management: The process and how to take the team along the way

### **Leadership and Communication**

- Communication models for leaders and their applicability
- Active listening - the circle of a dialogue
- Subjectivity in communication
- Chain of argumentation and techniques of interrogation
- Feedback and criticism (for leaders)
- Delegation and mediation
- Situational communication with staff - a wide range from positive feedback to dismissal
- Holding structured staff appraisals
- Preparing, planning and post processing of talks and appraisals
- Meetings - efficient organization without meeting tourism

### **Leadership and Conflicts**

- Self-assessment vs. external assessment
- Detecting and defusing tension, aggression and conflicts
- Power, hierarchy and micro politics
- Types / levels of conflicts and how to approach and solve
- Making and getting a first impression
- Detecting and reducing stress and pressure
- The individual failure detection level
- Using conflicts in a positive way