





# LEAD TODAY, SHAPE TOMORROW Leadership level

# THE CHALLENGE

Every day, leaders are making decisions and facing problems they've never encountered before.

The demands placed on today's managers of teams are intense. No matter how impeccable their technical skills, they are constantly asked to get more out of their teams, to do more with less and yet continue to lead a team and achieve extraordinary results.

The need to stay ahead of the curve and differentiate themselves and their team teams when so much is changing is overwhelming. What worked yesterday isn't working today and the pace of change is relentless. There is pressure not just to lead, but to shape the organisations of tomorrow.

Great leaders accomplish great results by setting direction, inspiring action and developing the capabilities of their team.

## **THE SOLUTION**

These sessions provide the opportunity to uncover concerns, fears, and challenges in our new world. It allows leaders to focus on getting high-quality work done; the best performance from themselves and their team by gaining new insights, skills and techniques to help them feel more confident, motivated and self-assured.

We will share proven strategies to help leaders shift their mindset from leading today to shaping tomorrow. We will focus on goal setting and achievement, readiness for change, building resilience, coaching potential, seeking feedback and inspiring self and others.

### WHO IS THIS FOR?

For senior-level managers, with a minimum of 5 years of experience in leading people and a desire to develop their leadership approach and personal effectiveness. Participants should be comfortable with tactical areas of leadership such as giving feedback, having difficult conversations and performance coaching. This is suitable for business owners, and those at Head of Department level.

# **Tourism and Hospitality Talent Development Programme**

#### YOU WILL LEARN TO:

- · Clarify what leadership means, to you and others
- Appreciate your own leadership style, qualities and strengths
- Define and communicate an inspiring vision
- Explore bias and create a culture where everyone thrives
- Build resilience and inspire trust in yourself and your team
- Hold crucial conversations
- Apply coaching techniques to develop and manage your people
- Embrace change and lead your team successfully through it



#### MODULES

#### 1 - On Leadership

What qualities or skills do you need to be a leader today? What kind of leader are you now? How can you shape tomorrow? Where are the gaps?

#### 2 - Trust & Resilience in Uncertain Times

Trust and resilience are widely recognised as vital competences in the workplace, and in today's increasingly complex working environment, the ability to build trust and resilience is critical for business success.

#### **3 - Exploring Unconscious Bias**

The reality is that all of us can – and probably do – harbour biases that can all too easily lead to discrimination and inequality. This module allows people to explore their own unconscious biases and gives them practical techniques for acting more consciously and making objective decisions.

#### 4 - A Culture of Conversation

This module gives you the skills to communicate effectively for improved relationships and results. You will learn how to have difficult conversations by using tried and tested methods, such as GROW, to drive performance.

#### 5 - Coaching Potential

This provides delegates with a coaching framework they can use to develop people and improve performance through coaching. It explores the benefits of coaching and when it is useful and how to hold great coaching conversations.

#### 6 - Readiness for Change

In this final module, you will identify how to adapt to change and embrace it positively. Then explore how to successfully lead others through change.