

## Successful Senior Leadership in Government Organizations

**Length:** 2 Days

**The participants will be able to:**

- Define what leadership is and how it is applied at all levels of organizational management
- Understand the basics of leadership and motivation
- Determine what is necessary to lead teams and organizations
- Develop skills in communicating, influencing and negotiating with peers, subordinates and senior managers
- Become adept at assessing leadership traits and qualities in ourselves and others
- Learn how to develop leadership in ourselves and others
- Appreciate the importance of organization culture and the leader's role in establishing it
- Understand key success factors for successful rollout of Management of Change

**Method of Delivery:** This is a highly interactive course based on the application of theoretical concepts of leadership to practical situations. Participants will work in small groups throughout the course to apply the learning to real issues and leadership challenges. Practical exercises and case studies will be used extensively during the course.

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## COURSE CONTENT

### 1. LEADERSHIP – ROLE, SKILLS AND STYLES

- Collaborative Leadership
- Transitional Leadership
- Visionary Leadership
- Situational Leadership

### 2. LEADERSHIP AND COMMUNICATION

- Barriers To Communications
- Verbal & Non-Verbal Communication
- The Art Of Listening
- Conducting Effective Meetings

### 3. LEADERSHIP AND PROBLEM-SOLVING WITHIN A GOVERNMENT ORGANIZATION

- Problem Solving Steps
- Identifying The Problem
- Techniques For Developing Alternatives
- The Leader As A Problem Solver

### 4. LEADERSHIP AND MANAGEMENT

- Authority Vs. Responsibility
- Delegation And Acceptance
- Roles And Relationships
- The Manager As A Leader
- Being A Leader: Bridging The Gap

### 5. LEADERSHIP AND COACHING

- The Coaching Cycle
- Coaching For Performance
- The Leader's Role In Coaching
- Managing People Issues

### 6. LEADERSHIP AND TEAM BUILDING

- Team Building Process
- Essential Building Blocks For Teams
- The Fundamentals For Effective Teams
  - Purpose, Organization, Process, Culture & Influence
- Dealing With Internal And External Politics
- The Team Leader As A Facilitator, Mediator & Negotiator

**7. LEADERSHIP AND MOTIVATION**

- Principles Of Motivation
- Motivation Through Goal Setting

**8. LEADERSHIP AND MANAGEMENT OF CHANGE**

- The Need For Change
- Psychology Of Resistance To Change Within A Government Organization
- Communicating For Change

**9. LEADERSHIP AND DECISION-MAKING**

- Common Pitfalls In Decision-Making
- Thinking And Decision-Making Processes
- Dealing With People Inside And Outside Of Your Government Organization

**10. LEADERSHIP AND ETHICS**

- Character And Integrity
- Ethics And Values
- Building Excellence
- Emotional Intelligence
- Influencing Team/Organizational Culture Within A Government Organization