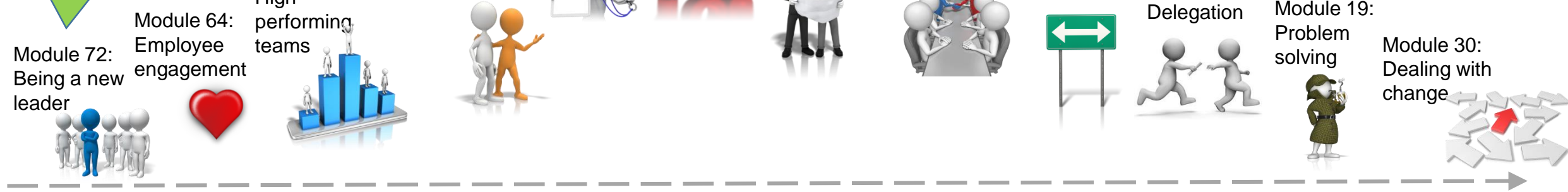


12 month learning pathway

Becoming a New Leader

Modules, 10 minute videos & workbooks



Being assertive	Giving feedback (DESCCO method)	How to say no nicely	Coaching the individual	Dealing with change
Dealing with a silent colleague or customer	Business cases and ROI	The GROW model for coaching	Delegation	Manging your boss
Courageous conversations	Employee engagement	Managing your response	Dealing with aggressive staff members	Problem solving
Managing interruptions	Decision making	4 Team stages	Forming teams	Storming teams
Norming teams	Performing teams	Delegation	Dealing with criticism	Employee engagement
Vision, mission and values	Motivation by appreciation	Managing conflict	Dealing with aggressive staff members	Walking meetings
Daily team huddle				

1 minute video refreshers & quick reinforcers

Months / Timeline for programme application

