



12 module learning pathway  
**Becoming a New Leader**

10 minute videos with workbooks & 1 Minute support videos







**Module 72:**  
Being a new leader




**Module 64:**  
Employee engagement




**Module 53:**  
High performing teams




**Module 49:**  
Introduction to coaching




**Module 50:**  
Coaching for change




**Module 70:**  
Motivation by appreciation




**Module 8:**  
Giving instructions in the workplace




**Module 29:**  
Planning and holding meetings



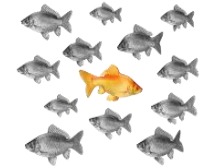
**Module 32:**  
Making a decision



**Module 67:**  
Delegation



**Module 19:**  
Problem solving



**Module 30:**  
Dealing with change

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	Managing 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

