



# LEADERSHIP IN ACTION

Today's organization requires strong leadership for survival. The ability to lead and the traits and behaviours associated with leadership are the central focus of this training module.

**Within this training module participants will learn:**

**What Leadership is:**

- ✓ **Leadership Defined**  
Understanding Leadership  
What Makes an Effective Leader
- ✓ **Leadership vs. Management**
- ✓ **Leadership Styles:**
  - Traditional
  - Negotiating
  - Charismatic
- ✓ **Leading a Team**
- ✓ **Expectancy and Conflict:**
  - Managing Expectations
  - Conflict Development
  - Dealing with Conflict
- ✓ **Lateral Leadership**
- ✓ **When Leadership Goes Wrong!**

THE ART OF  
**COMMUNICATION**

**This is a 2 day interactive workshop.  
The course is designed for 6-15 delegates per session.**