

# Leadership Development Level 3: Lead Units

**Strategy. Possibility. Credibility.**

## Synopsis

This one-day workshop, Level 3-Lead Teams, is the pinnacle session of our 3 Levels of Communication series.

In this workshop, team leaders and managers will gain skills in mediation, confidently providing feedback, accountability not blame; how to inspire their teams and the art of saying no.

## Course Topics

- Mediating outcomes around values
- Providing feedback that inspires and grows
- Flexible MOW's
- Understanding diversity in conflict
- Accountability not blame
- Discovering hidden language
- Strategic impact
- Inspiring teams
- Your role as an observer
- Effectively holding teams to account
- Technology as a marketing strategy
- The art of saying 'no'.

## Who should Attend?

This program is suited to team leaders, supervisors and managers who need to gain increased team management skills.

## Course Content

**Delivery:** Inhouse

**Structure:** Workshop/Interactive

**Time:** Full day (6 hour)

**Class Size:** Max 15

**Cost:** On request

## About the Trainer

Since 1994 Sue-Ellen Kusher has been helping people find ways of accessing, learning, and testing and perfecting techniques that work for them. Sue-Ellen specialises in environments requiring complex communication – presentation, conflict, motivation, performance management, team productivity and especially Leadership.

