



- FOCUS TRAINING -

LEADERSHIP AND MANAGEMENT SERIES

PRACTICAL, REFLECTIVE, AND INSPIRING

Fostering deep understanding beyond conflict, expressing what needs to be said within teams and empowering staff through coaching and delegation



LEADERSHIP &
TEAM MANAGEMENT
31 July - 3 August 2018

INDIA
New Delhi

COOPERATION &
COMMUNICATION SKILLS
7 - 10 August 2018

31 - 3
JULY AUGUST

Leadership and Team Management

Develop yourself and a high-performing team



"The training provided a variety of good tools and it has given me new insights and instruments to apply to my everyday work as a leader. I particularly enjoyed the exercise on deriving our own core values."

Sofia Olsson

Regional Director South Asia
IM, Individuell Manniskohjälp
Swedish Development Partner

Outline

You will learn fundamental concepts of leadership and team management. This will enable you to lead and manage your team better, stimulate team spirit, decrease conflicts and enhance team performance.

- Reflect on your own vision, strategies, and values
- Develop your self, team, and organisational leadership
- Connect tasks and people, ignite ideas and inspire action

For whom

- Everyone in leadership position and young emerging leaders
- Everyone who leads a team or aspires to become a team leader



Expand your network with leaders and peers.

CONTENT

Day 1 31 July 2018	Day 2 1 August 2018	Day 3 2 August 2018	Day 4 3 August 2018
I. Welcome <ul style="list-style-type: none">• Welcome & participants intro• Expectations, agenda & logistics	IV. Team Leadership <ul style="list-style-type: none">• Your personal tagline as a leader• Introduction to Team Leadership• Contribution, trust, engagement, respect• Phases of group development• Day to day tasks of a team leader	VI. Attitudes: The Human Dimension <ul style="list-style-type: none">• Solist or team player?• Process oriented or structured?• Empathy, Antipathy, Sympathy VII. Decision Making Process in Teams <ul style="list-style-type: none">• Reflection on worst and best meetings• Four colours and self-reflection• Propose the group process according to the four colours• Simulation	IX. The Exceptional Leader <ul style="list-style-type: none">• Credo for Exceptional Leaders X. Life Cycle: The Way Ahead <ul style="list-style-type: none">• Life cycle models• 5 years back, now, and in 5 years?• Feed Forward
II. Organisational Leadership <ul style="list-style-type: none">• Organisational, Team, Self-leadership• The Helix Model• Vision, policies, strategies, people• Structure, processes, resources	V. 4 Types of Managing People <ul style="list-style-type: none">• Introduction to 4 types of managing people• Management by Delegation• Management by Objective• Management by Exception• Introduction to the concentric circles	VIII. Tools to improve staff performance <ul style="list-style-type: none">• Role clarity• Key performance indicators• Peer coaching	XI. Summary, Evaluation & Certificates
III. Self-leadership <ul style="list-style-type: none">• Introduction to Self-leadership• Tasks versus people• Develop your values• Self-management - Stressors, resources, resilience• Develop tagline			

CONTENT

Day 1 | 7 August 2018

I. Welcome

- Welcome & participants intro
- Expectations, agenda, logistics

II. Leadership & Communication

III. Empathy

IV. How to be a Good Speaker?

- What to consider during a speech?
- Preparation for the practice session

V. Public Speaking

- How to be a good speaker?
- Speaking practise
- Individual feedback

VI. Empowering Language & Using Powerful Questions

- How to phrase empowering language?
- Leading conversations with questions

Day 2 | 8 August 2018

VII. Giving & Receiving Feedback

- Giving feedback and understanding values
- What is communication, learning cycle, feedback rules
- Feedback exercise

VIII. Coaching Tools

- Championing
- Challenging
- Making SMART agreements
- Guaranteeing to follow up and managing accountability

IX. Coaching Pathways

- What is coaching?
- GROW
- Peer coaching exercise
- How to overcome challenges and become the leader you want to be

Day 3 | 9 August 2018

X. Conflict Moderation

- Self-assessment: How good are you with perceiving, addressing, dealing with conflicts and finding solutions?
- What is a conflict and how to use it for improvement
- Ground rules for conflict moderation

XI. 5 steps of conflict moderation

Step 1: Getting the mandate

- When do we step in and how

Step 2: Making contact between human beings

- The benefits of seeing people as human beings and how to make genuine contact in difficult times

Step 3: Agreeing on issues & procedures

- Conflict levels
- Getting people to agree on issues & procedures

Step 4: Understanding the views of the conflict sides

- Hot & cold conflicts
- Creative exercise
- How to use empathy to mediate

Day 4 | 10 August 2018

Step 5: Negotiating in conflict

- How can a compromise be reached?
- What is possible with conflict moderation and what not?

XII. Debriefing

- Using conflict to grow together without fear, increasing resilience and creativity
- What is our vision & approach

XIII. Making your own action plan

- What do you want to improve and how?
- Feed forward

XIV. Summary, Evaluation & Certificates

7 - 10
AUGUST

Cooperation and Communication Skills

Establish trust, be more empathetic and understand conflict

Outline

You will learn key concepts of communication and improve your understanding of conflict management which will help you perform better as a leader.

- Reflect on escalation levels, on hot and cold people and conflicts
- Learn how to establish trust and accountability through effective communication
- Learn active listening, powerful questioning and how to be more empathetic

For Whom

- Everyone in leadership position
- Everyone who feels concerned by conflicts, and more so if you have a professional role that includes managing conflicts in your organisation



"The most interesting part in this training series is that the knowledge of each day reflects on some parts of your daily work. After attending the trainings, I feel much better equipped and confident at work."

Fareed Bajai

Finance Manager
Welthungerhilfe Afghanistan

Facilitators



MARITA ISHMARAN has worked in the education and development sector for almost three decades and became a consultant in 2014. Her thematic experiences include community development, human rights and peace education, strategic planning and visioning, programme management, team and leadership building, and communication skills. Marita will facilitate the training Leadership and Team Management.

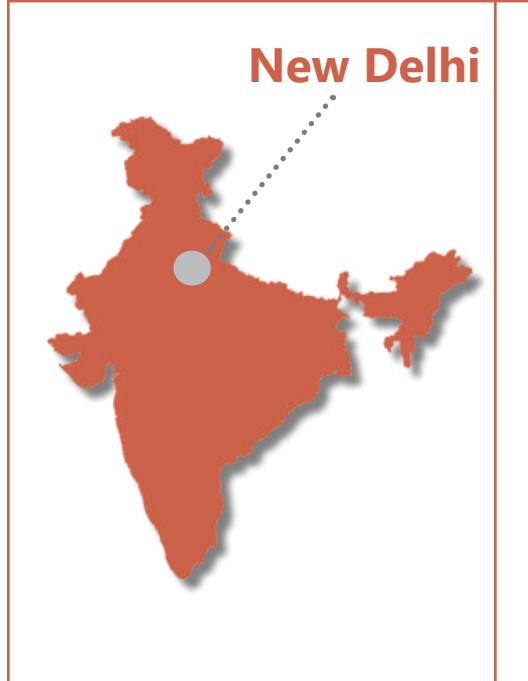


SOHINI PAUL has worked in the development sector for more than two decades, mostly on capacity building, governance and human rights in the South Asian context. She has wide experience in facilitating workshops on management and advocacy. Sohini is a full-time staff at Civil Society Academy since 2015. She will facilitate the training Leadership and Team Management.



STEFAN BANNACH is a Bangkok based consultant, trainer, and coach with more than 10 years of experience in Germany, South Asia, and Southeast Asia. He has extensive experience in moderating and facilitating multi-holder processes in a participative way as well as setting up training modules in the fields of communication, team development, conflict management, participative planning and moderation. Stefan will facilitate the training Cooperation and Communication Skills.

KAWTAR EL ALAOUI is a leadership coach and facilitator. In her work in the not-for-profit space, Kawtar supports changemakers to reach the highest level of impact through workshop facilitation and one-on-one coaching. Kawtar brings her legal background, her tools as a mediator, cross-cultural trainer and coach to create impactful workshops around the topics of conscious communication, advocacy, conflict transformation, and effective collaboration. She will facilitate the training Cooperation and Communication Skills.



Registration

Regular: before 17 July 2018

Early bird: before 03 July 2018

Contact: aldo@civilsocietyacademy.org

Fees

Regular: INR 35,000 (EUR 460) per training

Complete series: INR 55,000 (EUR 690)

Early birds and groups: 10% discount

Please note:

Fees include coffee breaks, lunch, and materials

Training is NOT residential

Language: English

Cancellation fee: 50% if you cancel 2 weeks prior the training

Get in touch



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