



**CIVIL
SOCIETY
ACADEMY**

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 and Team Management 23 - 26 Jan 2018 | Cooperation and Communication Skills 29 Jan - 1 Feb 2018

An initiative of



In collaboration with



Leadership and Team Management

Develop yourself and a high-performing team
23 - 26 Jan 2018

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.

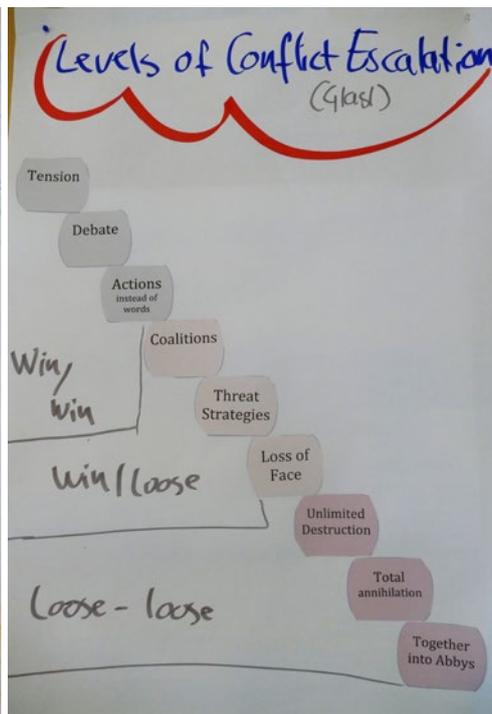
- Reflect on your own vision, strategies, and values
- Develop your self, team, and organisational leadership
- Connect tasks and people, ignite ideas and inspire action

For Whom

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

Programme Overview

Day 1 23 January 2018	Day 2 24 January 2018	Day 3 25 January 2018	Day 4 26 January 2018
<p>I. Welcome</p> <ul style="list-style-type: none"> • Welcome & participants intro • Expectations, agenda & logistics <p>II. Organisational Leadership</p> <ul style="list-style-type: none"> • Organisational, Team, Self-leadership • The Helix Model • Vision, policies, strategies, people • Structure, processes, resources <p>III. Self-leadership</p> <ul style="list-style-type: none"> • Introduction to Self-leadership • Tasks versus people • Develop your values • Self-management - Stressors, resources, resilience • Develop tagline 	<p>IV. Team Leadership</p> <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 <p>V. 4 Types of Managing People</p> <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 	<p>VI. Attitudes: The Human Dimension</p> <ul style="list-style-type: none"> • Solist or team player? • Process oriented or structured? • Empathy, Antipathy, Sympathy <p>VII. Decision Making Process in Teams</p> <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 <p>VIII. Tools to improve staff performance</p> <ul style="list-style-type: none"> • Role clarity • Key performance indicators • Peer coaching 	<p>IX. The Exceptional Leader</p> <ul style="list-style-type: none"> • Credo for Exceptional Leaders <p>X. Life Cycle: The Way Ahead</p> <ul style="list-style-type: none"> • Life cycle models • 5 years back, now, and in 5 years? • Feed Forward <p>XI. Summary, Evaluation & Certificates</p>



Cooperation and Communication Skills

Establish trust, be more empathetic and understand conflict

29 Jan - 1 Feb 2018



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

Programme Overview

Day 1 29 January 2018	Day 2 30 January 2018	Day 3 31 January 2018	Day 4 1 February 2018
<p>I. Welcome</p> <ul style="list-style-type: none"> • Welcome & participants intro • Expectations, agenda, logistics <p>II. Leadership & Communication</p> <p>III. Empathy</p> <p>IV. How to be a Good Speaker?</p> <ul style="list-style-type: none"> • What to consider during a speech? • Preparation for the practice session <p>V. Public Speaking</p> <ul style="list-style-type: none"> • How to be a good speaker? • Speaking practise • Individual feedback <p>VI. Empowering Language & Using Powerful Questions</p> <ul style="list-style-type: none"> • How to phrase empowering language? • Leading conversations with questions 	<p>VII. Giving & Receiving Feedback</p> <ul style="list-style-type: none"> • Giving feedback and understanding values • What is communication, learning cycle, feedback rules • Feedback exercise <p>VIII. Coaching Tools</p> <ul style="list-style-type: none"> • Championing • Challenging • Making SMART agreements • Guaranteeing to follow up and managing accountability <p>IX. Coaching Pathways</p> <ul style="list-style-type: none"> • What is coaching? • GROW • Peer coaching exercise • How to overcome challenges and become the leader you want to be 	<p>X. Conflict Moderation</p> <ul style="list-style-type: none"> • 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 <p>XI. 5 steps of conflict moderation</p> <p>Step 1: Getting the mandate</p> <ul style="list-style-type: none"> • When do we step in and how <p>Step 2: Making contact between human beings</p> <ul style="list-style-type: none"> • The benefits of seeing people as human beings and how to make genuine contact in difficult times <p>Step 3: Agreeing on issues & procedures</p> <ul style="list-style-type: none"> • Conflict levels • Getting people to agree on issues & procedures <p>Step 4: Understanding the views of the conflict sides</p> <ul style="list-style-type: none"> • Hot & cold conflicts • Creative exercise • How to use empathy to mediate 	<ul style="list-style-type: none"> • Step 5: Negotiating in conflict • How can a compromise be reached? • What is possible with conflict moderation and what not? <p>XII. Debriefing</p> <ul style="list-style-type: none"> • Using conflict to grow together without fear, increasing resilience and creativity • What is out vision & approach <p>XIII. Making your own action plan</p> <ul style="list-style-type: none"> • What do you want to improve and how? • Feed forward <p>XIV, Summary, Evaluation & Certificates</p>

What our trainee says...



"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



STEFAN BANNACH is a Bangkok based consultant, trainer and coach with more than 10 years' experience in Germany, South Asia and Southeast Asia. He is very experienced in moderating and facilitating multi-stakeholder processes as well as setting up training modules in the fields of communication, team development, conflict management, participatory planning and moderation. Stefan will Facilitate the training on Cooperation and Communication Skills.

MARITA ISHWARAN has been working 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 both trainings: Leadership and Team Management, Cooperation and Communication Skills.



SOHINI PAUL has worked in the development sector for 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 will facilitate the training on Leadership and Team Management.



Registration

Regular: before 9 January 2018

Early bird: before 22 December 2017

Contact: aldo@civilsocietyacademy.org

Fees

Regular: 35,000 INR/ training (incl. all taxes)

Complete series: 52,000 INR (incl. all taxes)

Early birds and groups

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

Please note:

Fees include coffee breaks, lunch, and materials

Training is NOT residential

Language: English

10%
OFF

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