



- 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**

20 - 23 Mar 2018



BANGKOK

Thailand

**COOPERATION &
COMMUNICATION SKILLS**

27 - 30 Mar 2018

20 - 23
MARCH

Leadership and Team Management

Develop yourself and a high-performing team

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

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



Expand your network with leaders and peers.

CONTENT

Day 1 20 Mar 2018	Day 2 21 Mar 2018	Day 3 22 Mar 2018	Day 4 23 Mar 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>

CONTENT

Day 1 | 27 Mar 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 | 28 Mar 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 | 29 Mar 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 | 30 Mar 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 out vision & approach

XIII. Making your own action plan

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

XIV, Summary, Evaluation & Certificates

27 - 30
MARCH

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



Put your career in high gear with skills most in-demand today.

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 both trainings.

BUNRITHY LAV has worked in the development sector with both national and international non-governmental organisations for almost 20 years. Bunrithy has extensive experience in moderating and facilitating trainings and workshops, from the grassroots to the national level, and is now reaching out to the international arena. He will facilitate the training Leadership and Team Management.



SUKUMAL SURICHAMORN works as an integrated product designer and a training in creative workshops. She supports civil society organisations, business and international organisations since 9 years. She holds degrees in product design from Thailand and the UK. Her projects have an impact on democracy education, and she won several design awards in Thailand and the UK. Sukumal will facilitate the training Cooperation and Communication Skills.

Bangkok



Registration

Regular: before 6 March 2018

Early bird: before 20 February 2018

Contact: soeurth@civilsocietyacademy.org

Fees

Regular: EUR 460

Complete series: 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

10%
OFF

Get in touch