



Mercuri International

# EFFECTIVE LEADERSHIP



# PROGRAM OVERVIEW

Mercuri International

## WHY EFFECTIVE LEADERSHIP?

Leading a team effectively means keeping people focused and motivated - which positively affects their productivity. But how do we achieve it? In this path, participants discover how to lead and coach their team effectively, both in person and remotely.

### AUDIENCE

All leaders who want to manage a team effectively, even when operating remotely.

### DURATION

Digital contents: **7 hours**

### DELIVERY FORMAT

100% digital or in combination with face-to-face or virtual classroom.

Interactive content, videos, exercises, questionnaires, downloadable documents and open forums to connect with the community. All material is supported on laptops, tablets and smartphones.



# CONTENT DESCRIPTION

## 1 INTRODUCTION TO EFFECTIVE LEADERSHIP

Understand the ever-increasing flexibility required for an up-to-date leader that has to deal with scenarios that include remote working.

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## 2 UNDERSTANDING COMMUNICATION

Explore the communication patterns that affect the way messages are sent and interpreted - and why they're key for effective communication.

## 3 ACTIVE COMMUNICATION

Discover active communication, a technique that enables the speaker to verbally, and non-verbally, communicate in a way that makes them agreeable and easy to understand.

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## 4 MASTERING VIRTUAL MEETINGS

Understand the numerous advantages and the unique challenges that virtual meetings present, in order to lead people effectively.

## 5 ADAPTIVE LEADERSHIP

Respond properly to a team's needs by being aware of the factors that influence the competence level of its people and adapt the leadership style accordingly.

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## 6 THE BASICS OF COACHING

Create a positive, exciting and productive environment. Empower people on the job by coaching them, setting clear objectives and constantly motivating them.

## 7 MANAGING YOUR TEAM REMOTELY

Handle every aspect of a remote working environment: from setting up the team to keeping everyone motivated; from staying aligned and updated, to choosing the best support.

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## 8 OVERCOMING DIVERSITY HURDLES

Explore cultural preferences so as to get verbal messages across while avoiding misunderstandings within multicultural teams.

# CONTENT OVERVIEW

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## INTRODUCTION TO EFFECTIVE LEADERSHIP

- The risks and opportunities of remote working

2

## UNDERSTANDING COMMUNICATION

- The many facets of a message
- Discover your style! (4P Test)
- Understanding personality types
- Effective virtual communication

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## ACTIVE COMMUNICATION

- Learning to listen
- Managing challenging communication

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## MASTERING VIRTUAL MEETINGS

- Differences between face-to-face and virtual meetings
- Effective use of web meetings
- Effective use of web meetings checklist

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## ADAPTIVE LEADERSHIP

- Adaptive Leadership 1
- Adaptive Leadership 2
- Competence assessment test
- Competence assessment: matrix

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## THE BASICS OF COACHING

- GROW coaching model
- Setting SMART objectives
- Enhancing motivation
- Motivation test

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## MANAGING YOUR TEAM REMOTELY

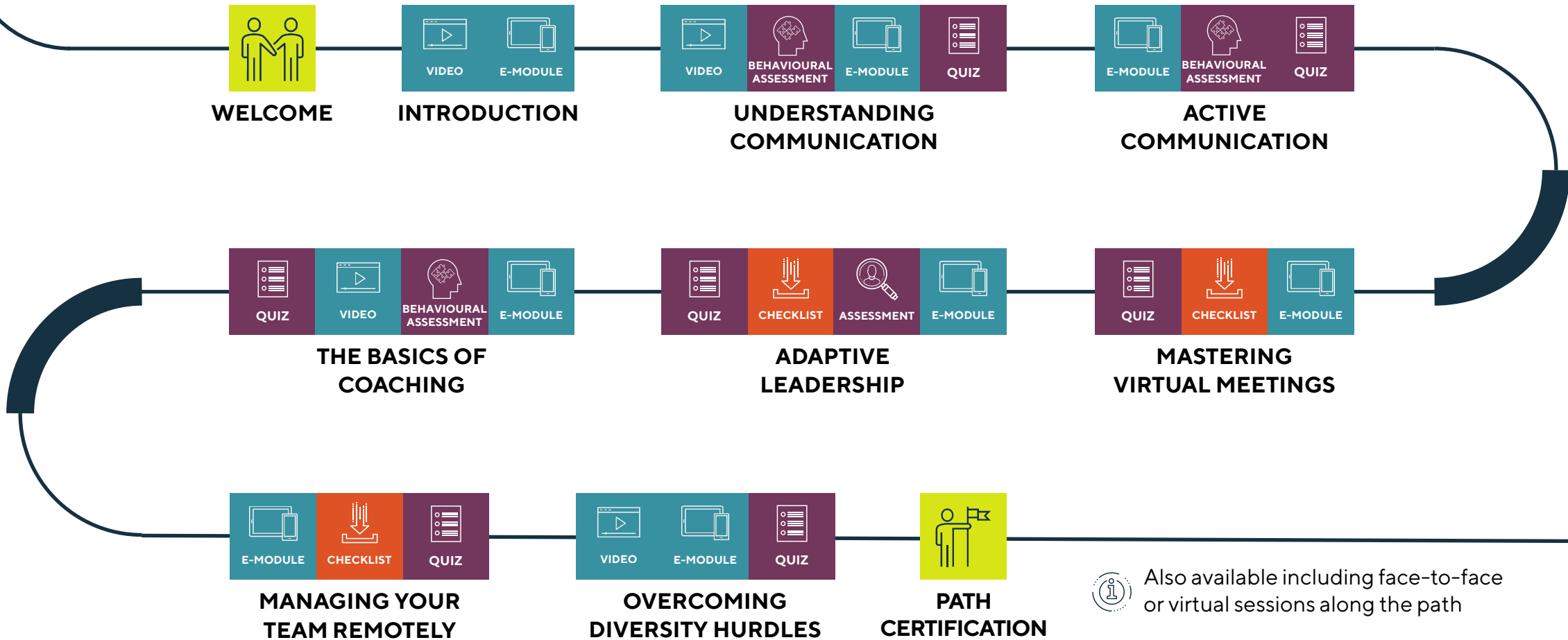
- Setting up a geographically dispersed team
- One-on-one support and motivation for remote staff
- Uniting and motivating a geographically dispersed team
- Project management checklist


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## OVERCOMING DIVERSITY HURDLES

- Being a culture-neutral leader
- Diversity – remote communication
- Diversity – 6 key competencies

# LEARNING PATH



 Also available including face-to-face or virtual sessions along the path



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GROW YOUR PEOPLE,  
GROW YOUR BUSINESS

