

# Leading Edge LEADERSHIP

*making leadership easy*

The “Making Leadership Easy” Series  
of



# 40

## “HOW TO”

### BITE-SIZED Leadership Workshops

90 MINUTES EACH  
HIGHLY FOCUSED  
COVERS THE  
ESSENTIALS

GREATER  
CHOICE  
GREATER  
FLEXIBILITY

UP TO  
25 DELEGATES  
CAN ATTEND EACH  
WORKSHOP  
UP TO 3 WORKSHOPS  
IN A DAY

*... for all your leadership training needs*

# The “How To” Series of Bite-Sized Leadership Workshops



Our 90-minute bite-sized leadership workshops are designed to make a powerful impact on what your people do and how they do it.

Finding time for training in today's busy world isn't easy. Leading Edge Leadership's 90-minute bite-sized workshops provide your people with the flexibility to attend highly focused learning workshops that will fit in easily around their hectic work schedules.

- Each workshop is completed in 90 minutes – no longer than the average meeting – and is held at your site, anytime, anywhere.
- Every workshop is highly focused and contains the essentials of the topic it covers.

- Up to three workshops can be held in any one day.
- You can choose any combination of workshops and have up to 25 people in attendance at each workshop – so you can provide training for up to 75 delegates per day.

The “How To” bite-sized workshops are designed using accelerated learning techniques to ensure maximum learning in minimum time. Each bite-sized workshop allows your people to learn new skills to put into effect as soon as they walk out of the room. Incredibly time and cost efficient (working out at less than £20 per delegate) this “How To” series of workshops reflects the realities of today's business environment.

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## How To Be Assertive

Learn how to be assertive without being aggressive.

- ✓ How assertive are you?  
A self-evaluation.
- ✓ What stops you from being assertive?
- ✓ The effects of being unassertive.
- ✓ How to express your ideas without feeling guilty or intimidated.

*“ Assertiveness is a form of behaving in a mature way in a difficult situation. ”*

## How To Motivate

Learn how to make people feel good about themselves.

- ✓ The true definition of motivation
- ✓ Why people become unhappy and underperform at work
- ✓ Maslow's hierarchy of motivational needs as applied to business
- ✓ The most important words and phrases to use in the workplace.

*“ We didn't lose – we just ran out of time - Alex Ferguson. ”*

## How To Negotiate

Learn how to negotiate effective outcomes with others.

- ✓ The 2 key factors in successful negotiations.
- ✓ Your preferred negotiation style: a self-evaluation.
- ✓ 10 key interpersonal skills for negotiating successfully
- ✓ The “games” negotiators play.

*“ The ability to negotiate is crucial to business success today. ”*

## How To Delegate

Learn how to delegate effectively.

- ✓ How well do you delegate?  
A self-evaluation
- ✓ The true purpose of delegation
- ✓ The difference between delegation and work allocation
- ✓ The 5 steps for effective delegation.

*“ If you are doing something that someone who reports to you (and makes less money than you do) could be doing, you are wasting your organisation's resources. ”*

# How To Manage Conflict

Learn how to recognise and handle conflict.

- ✓ The different types of conflict
- ✓ Your preferred conflict-handling style: a self-evaluation
- ✓ A simple step-by-step process for resolving conflict
- ✓ Interpersonal skills for resolving conflict

“ *Conflict cannot survive without your participation.* ”  
– Wayne Dyer



## Typical One-Day Workshop Timetable

9.30 am – 11.00 am Workshop 1  
11.30 am – 1.00 pm Workshop 2  
2.00 pm – 3.30 pm Workshop 3

# How To Facilitate

Learn how to confidently facilitate a group discussion.

- ✓ What is facilitation? How and when do we facilitate?
- ✓ The 3 key principles of facilitation.
- ✓ The skills of a great facilitator.
- ✓ Asking the “right” questions.

“ *Good facilitators ask the right questions, at the right time, to the right people.* ”

# How To Develop Your Personal Brand

Learn how to market yourself.

- ✓ Acknowledging that you are a “brand”
- ✓ How you “want” to market yourself
- ✓ How you “actually” market yourself
- ✓ Projecting your personal brand in 6 simple steps.

“ *If you think you are too small to make an impact, try going to bed with a mosquito in the room –* Anita Roddick.

# How To Communicate Better

Learn how to communicate effectively with others.

- ✓ How well do you communicate?  
A self-evaluation
- ✓ The 3 things all great communicators do
- ✓ The importance of verbal and non-verbal messages
- ✓ The 5 levels of listening
- ✓ The most powerful words and phrases to use in the workplace.

“ *Confidence in an organisation comes from knowing and understanding what is happening within it.* ”

## Leadership Coaching



We can offer one-to-one coaching for any of the bite-sized topics in this brochure. Our coaching approach is practical and results-oriented. The coaching sessions can be face-to-face or online.

We can provide one-off individual coaching sessions or a longer term coaching programme. Generally the coaching sessions are one hour, two hour or three hour duration.

Contact us today for details.

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# How To Build A High Performing Team

Learn how to build a high performance culture.

- ✓ Your team management style: a self-evaluation
- ✓ The 7 characteristics of great team leaders
- ✓ How to recruit, develop and grow your team
- ✓ The 4 questions every team needs to ask of itself

“ *Talent wins games; teamwork wins championships.* ”

# How To Influence And Persuade

Learn how to develop your personal influence.

- ✓ The difference between influencing and persuading
- ✓ Your influencing style: a self-evaluation
- ✓ The 3 secrets of all great influencers
- ✓ 10 interpersonal skills for influencing

“ *People will forget what you said, people will forget how you said it, but people will never forget how you made them feel – Maya Angelou.* ”

# How To Be Engaging

Learn how to be engaging, appealing and liked.

- ✓ What makes someone engaging?
- ✓ How well do you know yourself? A self-evaluation
- ✓ How to be interested rather than trying to be interesting
- ✓ The 10 principles for being engaging.

“ *Be interested rather than trying to be interesting if you want to be thought of as an interesting person.* ”

# How To Manage Performance

Learn how to create a high-performing culture.

- ✓ The key factor that motivates people at work
- ✓ The “right” way to write SMART objectives
- ✓ How to monitor performance through informal conversations
- ✓ The one golden rule for an effective appraisal review meeting: the 20:80 rule.

“ *The secret to performance management is writing good objectives – and good objectives are SMART objectives.* ”

# How To Make The Perfect Presentation

Learn how to confidently deliver a presentation with impact.

- ✓ A simple 3-step template for preparing your presentation
- ✓ A very powerful 3-step template for delivering your presentation
- ✓ The 3 things all great presenters do
- ✓ Designing PowerPoint slides; handling a Q&A session effectively.

“ *90% of the success of your presentation is determined before you stand up in front of your audience* ”

# How To Manage Change

Learn how to lead successful change.

- ✓ How well do you embrace change? A self-evaluation
- ✓ The one thing that needs to happen for successful change to happen
- ✓ A simple step-by-step process for managing successful change
- ✓ Dealing with resistance to change – the change curve.

“ *The biggest impediment to business success is inherited thinking* ”

# How To Manage Your Time Better

Learn how to plan, prioritise and delegate.

- ✓ How well do you manage yourself to manage your time? A self-evaluation
- ✓ How to write an effective “To Do” list
- ✓ The secret to prioritising properly
- ✓ A simple step-by-step approach for effective delegation.

“ We live in a world where we have more of everything – except time. ”

# How To Hold An Effective Performance Review Meeting

Learn the key secrets for holding an effective performance review meeting.

- ✓ The performance management cycle
- ✓ Structuring the performance review meeting
- ✓ 8 golden rules for an effective performance review meeting
- ✓ Participate in a performance review role play.

“ There are three questions every employee is entitled to ask – what is expected of me, how am I doing, how can I do better? ”

# How To Write An Effective Report

Learn how to write reports for maximum impact.

- ✓ What makes a great report?
- ✓ The 1-2-3 of great report writing
- ✓ The key questions you need to ask yourself when writing a report
- ✓ Writing an executive summary

“ It is the function of art to renew our perception. What we are familiar with we cease to see. The writer shakes up the familiar, and, as if by magic, we see a new meaning in it. – Anais Nin. ”

# How To Hold An Effective Meeting

Learn how to hold effective and productive meetings.

- ✓ Preparing for the meeting
- ✓ The role of the chairperson.
- ✓ Keeping everyone engaged – questioning and listening techniques
- ✓ Assigning actions to be carried out post-meeting

“ No matter what time it is, wake me, even if it's in the middle of a cabinet meeting – Ronald Reagan. ”



## How To Manage Stress

Learn how to recognise and deal with stress.

- ✓ What is stress?
- ✓ The top 10 causes of workplace stress
- ✓ Two techniques for managing stress
- ✓ 10 tips for reducing stress

“ *The new life skill today is the ability to deal with uncertainty.* ”

## How To Improve Your Listening Skills

Learn how to listen more effectively.

- ✓ Why we need good listening skills
- ✓ The 5 levels of listening
- ✓ The 10 principles of listening
- ✓ How to become an active listener
- ✓ A listening skills activity to practice and embed listening techniques.

“ *Great communicators are great listeners.* ”

## Motivational Leadership Talks

### TEN GREAT NEW TALKS

**A HIGHLY ENGAGING SPEAKER TO EXCITE AND ENGAGE YOUR AUDIENCE**

Call or email us today for our ten Great New Talks brochure or to discuss your needs.

# How To Keep Things Simple

Learn how to simplify everything you do.

- ✓ The power of simplicity
- ✓ Think clarity – less is more
- ✓ The power of “3”
- ✓ Understand and use the 10 Edward de Bono rules of simplicity

“ *If you can't explain it simply enough, you don't understand it well enough* ”

# How To Be Resilient

Learn how to withstand or recover from difficult situations.

- ✓ Building positive beliefs
- ✓ Take responsibility
- ✓ Seeing the bigger picture
- ✓ The 7 core principles for building your resilience

“ *I am not what happened to me. I am what I choose to become* ”

# How To Create A Happy, Productive Workplace

Learn how to build employee engagement.

- ✓ What makes people happy at work?
- ✓ A simple step-by-step approach for delivering high performance
- ✓ Your culture is everything
- ✓ The 10 secrets of employee engagement

“ *People work best when they feel good about themselves.* ”

# How To Innovate

Learn how to be more innovative in all you do.

- ✓ What is innovation?
- ✓ Look for ideas everywhere
- ✓ How to find your best innovative idea
- ✓ How to get “buy-in” for your innovation.

“ *There's always a way to do it better – find it* ”

# How To Organise Great Events

Learn how to run a well-organised event.

- ✓ What makes a great event?
- ✓ The 3 factors that influence every event
- ✓ The 4 W's of highly successful events
- ✓ Planning the event – the nitty-gritty.

“ *Your events shine a light on your organisation.* ”

# How To Excel As A Leader

Learn the real secrets of how to be a great leader.

- ✓ The difference between leading and managing
- ✓ The 7 features of great leadership
- ✓ The 3 things all great leaders do
- ✓ Identifying your preferred leadership style.

“ *The best leaders take a pride in doing the little things other leaders don't value as much – and do them well.* ”

# How To Interview Successfully

Learn how to conduct successful interviews.

- ✓ The 6 golden rules for interviewing successfully
- ✓ The 9 stages of the recruitment process
- ✓ The interview structure
- ✓ Asking the “right” questions; developing active listening
- ✓ How to make the right appointment.

“ *The ability to hire the right people is critical for the success of your organisation.* ”

# How To Succeed At An Assessment Centre

Learn the secrets for succeeding at an assessment centre.

- ✓ What assessment centres are all about
- ✓ A typical one-day assessment centre schedule
- ✓ Sample individual and group tasks
- ✓ Tips for succeeding at an assessment centre.

“ *Your attitude at the start of any venture is the biggest single factor in attaining success.* ”

## How To Excel As A Manager

Learn the real secrets of how to be a great manager.

- ✓ The 7 traits of a great manager
- ✓ How to grow yourself as a manager
- ✓ How to grow others as managers
- ✓ Identify your preferred management style.

“ If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception; it is a prevailing attitude. – Colin Powell.

## How To Manage Your Manager

Learn how to confidently “manage upwards”.

- ✓ How well do you know your manager?
- ✓ How do you view your manager?
- ✓ How does your manager view you?
- ✓ What to do when things get tricky?
- ✓ Techniques and strategies for developing your relationship with your manager.

“ You can't motivate someone you don't know and understand.

## How To Find Creative Solutions To Problems

Learn how to creatively solve problems using The 6-Step Creative Thinking Model.

- ✓ What is creativity?
- ✓ The 6-Step Creative Thinking Model – applying it to your problem.
- ✓ How creative are you?
- ✓ You – a left-brain or right-brain thinker?

“ We cannot solve our problems with the same level of thinking that created them. – Albert Einstein.

## How To Lead Difficult People

Learn how to positively handle those difficult people in your life.

- ✓ The 7 difficult people types
- ✓ Your preferred conflict-handling style: a self-evaluation
- ✓ Dealing with difficult customers
- ✓ The 6 steps for handling complaints.

“ You do not define people with your judgements; your judgements define you.

# How To Tell Stories To Inspire and Motivate

Learn how to inspire and motivate your team through the art of storytelling.

- ✓ What makes a great story?
- ✓ 3 great story-telling techniques
- ✓ What we can learn from the greatest story-teller on the world stage
- ✓ WHY your business must tell a story.

“ Every great story gives you the ending you want but in a way you least expected. ”

# How To Give Feedback

Learn how to give effective feedback to improve the situation or performance.

- ✓ The 2 secrets for giving effective feedback
- ✓ The one secret for receiving feedback
- ✓ The power of affirmation
- ✓ A powerful technique for giving difficult feedback.

“ There is no such thing as failure, only feedback. ”

# Facilitation of Away Days, Meetings, and Events

*We can provide a professional facilitator to facilitate your away day, your strategic or important meeting, or to act as Master of Ceremonies at your next important event or conference*

**Contact us today for details.**

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# How To Develop Excellent Customer Care

Learn how to deliver high quality customer service consistently.

- ✓ Creating the right first impression
- ✓ Understanding customer needs and expectations
- ✓ Asking the “right” questions
- ✓ How to remain calm when customers complain.

“ Customer arrives at 5.20 pm.  
“What time do you close?”  
“We close when you’re  
happy”.

# How To Coach One-To-One

Learn key coaching techniques to use in the workplace.

- ✓ The difference between coaching and mentoring
- ✓ The 4 key skills for effective coaching
- ✓ Using the GROW coaching model
- ✓ Preparing for, and participating in a real coaching session.

“ A mentor has some great  
answers to your questions.  
A coach asks you some  
great questions to help  
YOU find the answer.

# How To Develop Your Emotional Intelligence

Learn how to recognise and manage emotions in yourself and others.

- ✓ What is emotional intelligence?
- ✓ The 5 facets of emotional intelligence
- ✓ Your emotional intelligence profile: a self-evaluation
- ✓ Being emotionally intelligent – the 10 principles for success.

“If your emotional abilities aren’t  
in hand, if you don’t have self-  
awareness, if you are not able to  
manage your distressing emotions, if  
you can’t have empathy and effective  
relationships, then no matter how  
smart you are, you are not going to  
get very far. – Daniel Goleman

# How To Be The Best You Can Be

Learn what the best do, know, say, see, hear, and look like.

- ✓ Define your purpose in life
- ✓ Know your goals
- ✓ Know what you excel at – and do it!
- ✓ Always want to improve.

“ When we do the best we can,  
we never know what miracle is  
wrought in our life, or in the life  
of another. – Helen Keller.

## How To Improve Your Memory Skills

Learn how to remember people's names and have a powerful impact on others.

- ✓ A conversational technique to make a great first impression
- ✓ A strategy for remembering names – learn 30 names in 20 minutes
- ✓ The impact of having a great memory.

“ Memory.....is the diary that we all carry about with us. ”

## How To Think Strategically

Learn how to think like a leader and see the bigger picture.

- ✓ What is strategy?
- ✓ The one benefit of having a strategy
- ✓ A 5-Step Model for turning strategy from theory into practice
- ✓ The 2 secrets for communicating your strategy effectively.

“ An inspiring vision with strategy is the beginning of great leadership. ”



## “HOW TO” 90-Minute Bite-Sized Workshops

Train as many  
as **75** delegates in  
a single day for less  
than **£20**  
per delegate.

Contact us today for details  
telephone **01727 898 332**  
or email [info@leadingedgeleadership.com](mailto:info@leadingedgeleadership.com)

# COMPLIMENTARY

## 90-Minute Bite-Sized Workshop

Would you like the opportunity to see at first-hand Leading Edge Leadership's style of training delivery/facilitation - highly interactive, practical, fast-paced, engaging, and enhanced with the use of motivational multimedia and story-telling?

We will deliver a COMPLIMENTARY 90-minute bite-sized workshop at your premises as a way of introducing Leading Edge Leadership to you.

- 1. Choose any title from our 4 most popular workshop titles listed on the right.**
- 2. Have up to 25 delegates in attendance.**
- 3. All training materials for every delegate provided free of charge.**

**How To Manage  
Your Time Better**

**How To Make The  
Perfect Presentation**

**How To Excel As  
A Manager**

**How To Find Creative  
Solutions To Problems**

- A minimum of 8 delegates should attend the complimentary workshop, one of whom needs to be a key decision-maker in your organisation (for example: Managing Director, Head of HR or Head of L&D, HR Manager or L&D Manager).
- The workshop facilitator will have a short 15-minute meeting with the key decision-maker immediately following the workshop.
- There will be no travel costs incurred by you for any workshops delivered in London/Greater London; we will, however, have to charge travel costs (and accommodation costs if necessary) for workshops delivered outside of London/Greater London.

**Get in touch with us today – only a limited number of complimentary workshops are available.**

**You can contact us via  
telephone 01727 898 332  
or email [info@leadingedgeleadership.com](mailto:info@leadingedgeleadership.com)**

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