

MANAGING AND LEADING

In-Council Training

LGMA'S extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of the individuals and teams within council.



Overview

In many large organisations, people are promoted to management positions based on their technical abilities. They are then expected to lead and manage staff. Many fail because they do not have the skills to take on what is often a very different role to the one they have left.

This leading and managing training is designed to assist officers in making the transition from team player to team leader. The programme addresses the key challenges officers face and troubleshoots common mistakes and assumptions.

Discover how to

- ✓ Improve leadership capability across council
- ✓ Develop skills and confidence to manage conflict, build relationships and address issues promptly and consistency
- ✓ Gain a collective understanding of organisational culture and associated behaviours
- ✓ Bring the best out of your people through coaching, consistent performance management and shared purpose
- ✓ Improve cross-departmental relationships, communication, understanding, accountability and culture through shared learning

Content

- 1 Self-awareness as a leader
- 2 Performance management
- 3 Effective delegation
- 4 Giving and receiving feedback
- 5 Stages of team development
- 6 Communication for managers

Programme format

To ensure that the extensive content delivered in this programme leads to behaviour change, the programme is developed in a spaced learning format. Participants attend one or two days of workshop with 4-weeks between workshop sessions.

This maximises the volume of content participants retain from each workshop and gives opportunity for them to practise and test the learnings in the workplace. The programme facilitator will then provide opportunity to reflect on application and troubleshoot any issues which have arisen.

Spaced learning also allows for improved team building and gives time to build trust, leading to better exploration of issues and challenges

Key Details

- Course duration: 6 Days (recommended)
Delivery mode: Face-to-face, Group Training
No. Participants: up to 24 people
Enquiries: training@lgmaql.org.au



Each programme can be tailored to the needs of your team and the time available. All programmes include the above content. Recommended (optional) content includes:

- Adult learning preferences
- Active listening
- Creating learning environments
- Personalities in the workplace (MBTI)
 - Emotional intelligence
- Understanding individual values
 - Identifying team values
- Organisational value alignment
 - Building the right culture
- Accountability as a manager
- Responsibilities of a manager
 - Leadership aspirations
 - Effective teamwork
- Dealing with dysfunction in teams
- Conflict resolution and I-Statements
- Reinforcing and redirecting behaviours
 - Threat and reward responses
 - Will/Skill assessments
 - Testing assumptions
 - Limiting beliefs
- Reframing and rethinking
- Improving communication
 - Managing upwards
- Cross council responsibilities
 - Building a leadership team
 - Managing change
- Time management for managers

Enhanced delivery options

All leadership and management programmes can include individual coaching of participants and/or 360° feedback surveys and result analysis. These processes enhance individual learning and improve the effectiveness of your leadership team.

Coaching provides participants with an opportunity to discuss and troubleshoot issues they may be facing in their teams with an independent person. Our facilitators can 'tell it like it is' and, being independent, engender greater freedom of discussion.

The survey process allows participants to receive anonymous feedback on their performance from colleagues, management and direct reports. This process helps participants understand how their actions are viewed and interpreted and hone their communication and approach for better results.