

# EMERGING LEADERS



By **SGS**

2 DAYS



## LEARNING OUTCOMES

- Uncover your leadership strengths and areas for development
- Explore the four key elements of Emotional Intelligence and work towards building greater self-awareness
- Develop effective communication skills that have a positive impact on the people you work with and the results you aim to achieve
- Examine the topic of trust and how to build greater trust in your team
- Deliver positive and constructive feedback to help your team members develop, grow and succeed in their roles
- Increase your understanding of diversity in the workplace and identify strategies for leading diverse teams
- Consider different ways to manage conflict more effectively
- Identify the six leadership styles of emotional intelligence and when they should be used to build relationships and to achieve results

## BEHAVIOURAL PROFILE



### LEADERSHIP POTENTIAL INDICATOR

Drawing on elements of modern leadership theory, the Leadership Potential Indicator (LPI) Questionnaire assesses 20 dimensions of leadership effectiveness.

These measure your leadership level, style and competencies in four key areas: developing the vision, sharing the goals, gaining support and delivering success.

## COURSE OVERVIEW

Becoming a leader is an exciting milestone—but it brings a shift in responsibilities, expectations and mindset. This program is designed to strengthen leadership capability, equipping emerging leaders with the skills and self-awareness required to thrive in their roles. This dynamic training experience focuses on key development areas, guiding participants through the transition from individual contributor to confident leader.

This entry-level leadership program is ideal for emerging, and newly appointed managers. It's designed to build confidence, capability and a strong foundation for success in leadership roles.

## TOPICS COVERED IN THIS COURSE

### Emotional intelligence framework

Explore the core competencies of emotional intelligence, especially the foundational role of self-awareness as an essential driver of effective leadership and a powerful predictor of both personal and professional success.

### Communication

Your communication has a direct impact on the outcomes you achieve. Clear, intentional, and considered communication strengthens performance, builds relationships and leads to better results.

### Feedback and difficult conversations

Effective feedback should be an ongoing dialogue. Uncover the essential qualities of impactful feedback, to foster open communication, build trust and meet the needs of your team, even when the topic is tough.

### Leadership power and personal influence

Gain insight into the seven distinct sources of power and influence. Each offering unique strategies for inspiring action, shaping outcomes and achieving results.

### Developing relationships

Discover how to cultivate trust

and demonstrate trustworthy behaviours to build relationships, enhance team effectiveness and create cohesion.

### Our diverse workforce

Explore workplace diversity and inclusive practices, with a focus on managing multigenerational teams, culturally diverse groups and people from varied backgrounds, empowering leaders to foster collaboration, respect and belonging.

### Conflict management

Conflict may be uncomfortable but can lead to growth and positive outcomes when handled well. Navigate challenging situations with confidence, turning tension into constructive dialogue and stronger working relationships.

### Leadership style

Your leadership style isn't defined by personality - it's a strategic choice. The most effective leaders adapt their approach to suit the situation, intentionally shaping their style to drive optimal outcomes and lasting impact.

### Personal action plan

Take ownership of your development by strengthening the triad of knowledge, skills and attitude - key elements on your path to becoming a great leader.

Practical, relevant training  
developed for the Australian  
workplace.

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