



# The Complete Leadership Development Training Course

02 - 13 Sep 2024  
Milan



# The Complete Leadership Development Training Course

**Ref.:** 36292\_259757 **Date:** 02 - 13 Sep 2024 **Location:** Milan **Fees:** 9000 **Euro**

## Course Overview:

This course is designed by Agile Leaders Training Center to enhance leadership skills across all organizational levels. This ten-day program offers a comprehensive approach to leading oneself, superiors, followers, and peers, with a strong emphasis on emotional intelligence, persuasion, influence, coaching, negotiation, decision-making, and conflict resolution. Aimed at senior executives, office managers, supervisors, and professionals, the program provides practical strategies and insights for effective leadership in diverse and dynamic environments.

## Target Audience:

- Senior Executives and Managers
- Office Managers and Supervisors
- Project Managers and Team Leaders
- HR and Organizational Development Specialists

## Targeted Organizational Departments:

- Executive Leadership Teams
- Human Resources and Organizational Development
- Project Management Offices PMOs
- Training and Development Departments
- Office Management

## Targeted Industries:

- Corporate Sector and Business Enterprises
- Government and Public Sector Organizations
- Non-Profit Organizations

## Course Offerings:

By the end of this course, participants will be able to:

- Lead themselves effectively, setting personal goals and maintaining self-discipline.
- Manage relationships with superiors, followers, and peers to drive organizational success.



- Utilize emotional intelligence to enhance interpersonal interactions and leadership effectiveness.
- Employ persuasion and influence techniques to achieve strategic objectives.
- Apply coaching methods to develop and support team members.
- Implement advanced negotiation strategies and make informed decisions.
- Resolve conflicts constructively and maintain a positive work environment.

## Training Methodology:

This course uses a blend of theoretical instruction and practical application. Participants will engage in:

- Interactive Lectures
- Case Studies and Role-Playing
- Group Discussions
- Hands-On Workshops

## Course Toolbox:

- Leadership Development Guides and Self-Assessment Tools
- Emotional Intelligence and Coaching Frameworks
- Persuasion and Influence Techniques Manuals
- Negotiation and Conflict Resolution Strategies
- Decision-Making Process Templates

## Course Agenda:

### Day 1: Leading Self

- **Topic 1:** Personal Leadership and Self-Awareness
- **Topic 2:** Goal Setting and Self-Discipline
- **Topic 3:** Stress Management and Building Resilience
- **Topic 4:** 16 Personalities Assessment - Understanding Personal Traits
- **Reflection & Review:** Enhancing Personal Leadership

### Day 2: Leading Superiors

- **Topic 1:** Building Effective Relationships with Superiors
- **Topic 2:** Managing Up: Influencing and Supporting Higher Management
- **Topic 3:** Navigating Organizational Hierarchies
- **Reflection & Review:** Leading Up with Confidence



## Day 3: Leading Followers

- **Topic 1:** Motivating and Inspiring Team Members
- **Topic 2:** Providing Constructive Feedback and Recognition
- **Topic 3:** Developing and Coaching Employees
- **Reflection & Review:** Effective Leadership of Followers

## Day 4: Leading Peers

- **Topic 1:** Collaborating and Building Partnerships with Peers
- **Topic 2:** Influencing and Persuading Colleagues
- **Topic 3:** Navigating Peer Relationships and Team Dynamics
- **Reflection & Review:** Peer Leadership and Collaboration

## Day 5: Emotional Intelligence in Leadership

- **Topic 1:** Understanding and Applying Emotional Intelligence Daniel Goleman
- **Topic 2:** Enhancing Empathy and Interpersonal Skills
- **Topic 3:** Managing Emotions and Building Resilience
- **Reflection & Review:** Leveraging Emotional Intelligence

## Day 6: Persuasion and Influence

- **Topic 1:** Techniques for Effective Persuasion
- **Topic 2:** Influencing Organizational Outcomes
- **Topic 3:** Ethical Considerations in Influence
- **Reflection & Review:** Mastering Persuasion and Influence

## Day 7: Coaching and Development

- **Topic 1:** Coaching Techniques and Best Practices
- **Topic 2:** Creating Development Plans and Growth Opportunities
- **Topic 3:** Measuring Coaching Effectiveness
- **Topic 4: Ask-Tell Matrix** - Effective Coaching Conversations
- **Reflection & Review:** Enhancing Coaching Skills

## Day 8: Negotiation Skills

- **Topic 1:** Advanced Negotiation Strategies and Tactics
- **Topic 2:** Thomas-Kilmann Conflict Mode Instrument TKI Negotiation Styles
- **Topic 3:** Preparing for and Conducting Negotiations
- **Topic 4:** Achieving Win-Win Outcomes



- **Reflection & Review:** Negotiation Mastery

## **Day 9: Decision-Making and Problem-Solving**

- **Topic 1:** Strategic Decision-Making Processes
- **Topic 2:** Problem-Solving Techniques
- **Topic 3:** Ishikawa Fishbone Diagram, Pareto Rule, Root Cause Analysis
- **Topic 4:** Edward de Bono's 6 Thinking Hats, Daniel Kahneman's Thinking, Fast and Slow, Divergent vs. Convergent Thinking
- **Reflection & Review:** Effective Decision-Making

## **Day 10: Conflict Resolution and Integration**

- **Topic 1:** Conflict Resolution Strategies
- **Topic 2:** Mediating and Managing Workplace Conflicts
- **Topic 3:** Integrating Leadership Skills for Organizational Success
- **Topic 4:** Final Review and Action Planning
- **Reflection & Review:** Comprehensive Leadership Integration

## **How This Course is Different from Other Leadership Courses:**

This course stands out by offering a well-rounded approach to leadership that spans personal, superior, follower, and peer management. This course integrates advanced skills in emotional intelligence, persuasion, influence, coaching, negotiation, and conflict resolution. Unlike other programs, it provides a comprehensive perspective on leadership effectiveness, ensuring participants are equipped to handle diverse leadership challenges and drive success across various organizational contexts. Through expert instruction, real-world case studies, and interactive learning, participants will gain the tools to make a significant impact in their organizations and careers.

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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## Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.



## Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

- Branding, Marketing, Customer Relations, & Sales Programs
- Finance and Accounting Programs
- Human Resources Management Programs
- Management & Leadership Programs
- Political & Public Relations Programs
- Project Management Programs
- Quality & Process Management
- Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.



## Where to Find Us

You can join our training programs at our centers located in



We also offer online training sessions through the Zoom platform.

- Malaysia** Kuala Lumpur
- Morocco** Casablanca
- Spain** Barcelona
- France** Paris
- UK** London
- Italy** Rome
- Egypt** Cairo, Sharm El-Sheikh
- Turkey** Istanbul
- Georgia** Tbilisi
- Azerbaijan** Baku
- UAE** Dubai



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