

# Operational Leadership

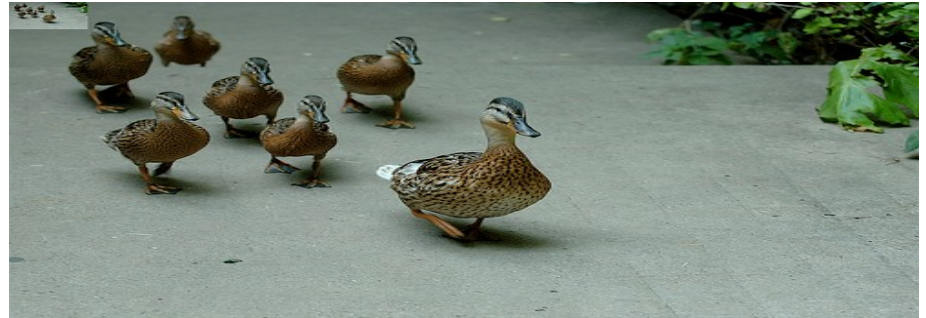
Leadership by design

## Objectives

### Participants will:

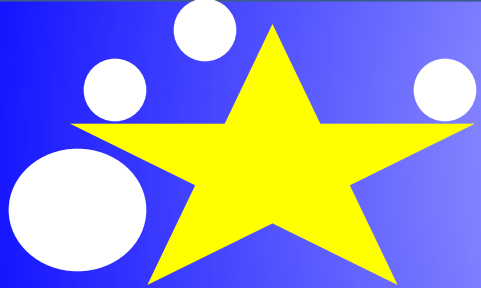
- Understand roles and responsibilities of line management
- Practice instruction, coaching and delegating
- Know factors that motivate
- Understand the process of giving effective feedback
- Enhance ability to communicate with others
- Refresh their assertive behaviours
- Apply techniques for creative problem solving

“A good leader inspires people to have confidence in the leader, a great leader inspires people to have confidence in themselves”



## Benefits

- Increased communications skills
- Decisive leadership
- Empowerment of staff
- Stronger, more able work force
- Time saved on decision making
- Improved standards



# Stellar Learning

