

Action-Centred Leadership

- Managing to Meet the Organisation's Requirements
- Managing the Team or Group
- Managing Individuals

The Positive Role Model

Adjusting Style to be a Model Leader

- Situational Leadership Model
- Your Leadership Style Adaptability
- KPIs and Performance Plans
- Employee Goals and KPIs
- Defining KPIs to Meet the Organisation's Goals and Objectives

Leaders – Enhancing the Organisation's Image

- Using the Organisation's Standards and Values in Conducting Business
- Authentic Leaders

Make Informed Decisions

- Problem Solving Skills
- Using the CATWOE Model to Gather and Organise information
- Generating Ideas – While Gaining Active Participation in Decision Making Processes

Implementing timely and well communicated solutions

Implementing an Operational Plan

- The Planning Process and Approach
- Collating, Analysing and Organising Resources

Implementing Key Performance Indicators

- Identifying and Using KPIs to Monitor Operational Performance
- Preparing your best response to the unexpected
- Planning To Manage Crises
- Developing and Presenting Proposals to Meet Resource Requirements

Implementing Resource Acquisition Strategy

- Recruiting and Inducting Employees

Monitoring Operational Performance

- Monitoring Performance Systems and Processes
- Preparing a Budget
- Providing Mentoring, Coaching and Supervision

Related Courses

Ron Pollak Training run programs that complement this qualification. Outlines are available from our consultants or on our web site www.ronpollak.com.au.

FLM1—Coaching, Team Effectiveness and Innovation	3 days
FLM3- Workplace Information	1 Day
Accounting for Non-Accountants	2 Days
Leadership	3 Days