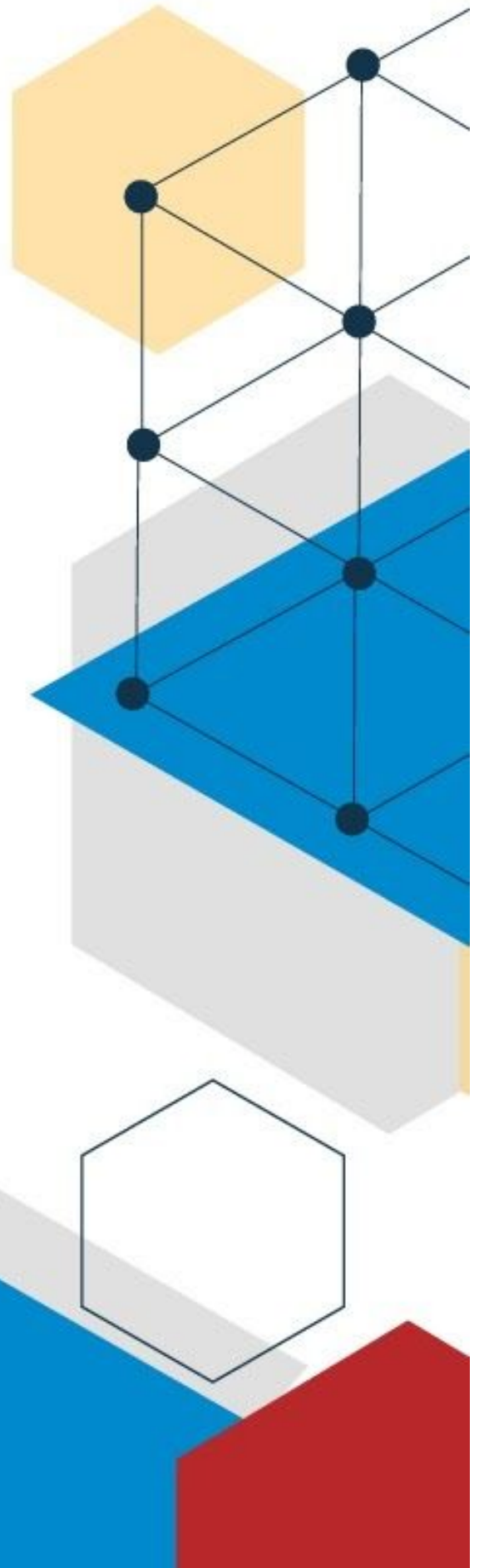


Leadership Development



Leadership Development Coaching Programs

Developed by Coach Arshad

Overview

I believe that prioritizing the **Leadership Development** of your Team Leaders, Managers and Executives will give you the edge in your industry because:

- Leaders bring out the best in their team. They drive high performance & engagement. They develop their team and instill in them the proper attitudes and values in order to create winning teams.
- Leaders inspire trust, collaboration & support from their superiors, co-workers, clients and partners in their interaction and communication with them. This allow them to build strong work relationships in order to serve Clients at a higher level and gain more business from them.
- Leaders can overcome interpersonal conflicts and persuade effectively.
- Leaders help your company grow faster and become more profitable while attracting and retaining highly talented individuals.

This is why I believe, that one of the greatest strategic advantage you can have is by developing leaders across the organization faster than the competition.

The following is an overview of our Leadership Development Coaching program that has been specifically designed to turn your Seniors, Team Leaders, Managers and Executives into highly effective Leaders.

Modules Overview

Programs & Outcomes

Modules	Program Name	Outcome Summary
Module 1	<i>“The Leader In You”</i>	<p>Develop key leadership mindset and habits.</p> <p>Embrace your leadership role and articulate your vision and purpose.</p> <p>Develop your Emotional Intelligence.</p> <p>Build key skills to inspire others, bring out the best in them and drive engagement.</p>
Module 2	<i>“People Skills For Leaders”</i>	<p>Develop the skills and attitude for</p> <p>[1] Building trust and rapport; [2] Gaining the support and collaboration of others; [3] Building strong relationships (with clients, partners and co-workers); [4] Listening, Communicating & relating effectively with co-workers and clients.</p>
Module 3	<i>“Speak With Impact”</i>	<p>Develop key speaking & body language skills to</p> <p>[1] Project executive presence [2] Command more attention and respect.</p>

		<p>[2] Sound more credible [3] Assert yourself more effectively [4] Persuade others to take action [5] Leave a positive impact</p> <p>whenever you speak over the phone, participate in meetings, network at events and make presentations.</p>
Module 4	<i>“Sustaining High Performance”</i>	<p>Develop the habits of High Performance and Effectiveness, in order to</p> <p>[1] Be more productive while maintaining a high level of energy.</p> <p>[2] Organize & Prioritize work.</p> <p>[3] Delegate effectively.</p> <p>[4] Create a High Performing culture.</p>
Module 5	<i>“Power To Influence”</i>	<p>Develop advanced influence skills in order to:</p> <p>[1] Resolve interpersonal conflicts and disagreements.</p> <p>[2] Persuade others (including clients) and negotiate successfully.</p> <p>[3] Come to win-win arrangement with clients.</p> <p>[4] Get buy-in and agreement of others for your projects or change initiatives.</p>
Module 6	<i>“Coaching Skills For Leaders”</i>	<p>Develop the essential skills for coaching Team Members and helping them develop their potential,</p>

	(to be approved by MQA)	abandon bad behavior/attitude and adopt positive habits and mindsets.
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Scope & Duration

Each modules consists of **12** hours of Group Coaching.

The modules are delivered over 6 **fortnightly** sessions (2 hours each).

Participants also get access to **Innostra's Learning Platform** for **1 year** (for supporting training videos and support).

Capacity

To provide an **optimum** learning experience for the participants, **Innostra** is limiting the number of participants per coaching program to a maximum of **8 participants (min 5)**.

This is because the program has been designed to be developmental/transformational and highly interactive and to allow the participants to be effectively coached.

Terms & Conditions

Program Fees (for Internal Coaching/Training)

The program fees for **each module** is **Rs 10,000** per **participant**. This **excludes** the catering fees, location of training room & stationery fees. These will be discussed and agreed before the start of the training.

Certificate of Attendance

A Certificate of Attendance will be issued to all participants at the end of each workshop.

HRDC Refund

The workshop is **MQA** approved and the course fees will be eligible for **HRDC** refund.



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Payment

The Program fees are to be paid (by check or cash) at least 3 days before the start of each module. Checks can be drawn on the order of **Intellisource (Indian Ocean) Ltd.**

Innostra - Maximizing Your Personal & Business Potential

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*Leadership/Communication Modules **

*Module contents are subject to change before the start of the program. Your requirements will be taken into considerations.

Module 1 - Unleash The Leader In You

Developmental Goals

This module is the foundational Leadership Module. It will help participants develop the key habits to think and act like leaders. It will also equip them with the foundational tools to inspire their team, delegate effectively and influence their team to grow and adopt high performing attitude and habits.

Sessions	Duration (hrs)	Topic
#1	2	Self Leadership: <ul style="list-style-type: none"> Developing a personal mission and vision. Aligning values and goals. Self-Audit: Am I a Victim or a Leader? Developing awareness of our frames and internal maps and how these affect our perception of reality.
#2	2	Thinking Like Leaders: <ul style="list-style-type: none"> Identifying beliefs that are sabotaging your career success. Develop 6 key Mindset of Leaders
#3	2	Power of Habits: <ul style="list-style-type: none"> Appreciate the power of positive Habits and how to develop them. Develop 6 core Habits of Leaders
#4	2	Emotional Intelligence & Emotional States: <ul style="list-style-type: none"> The NLP Communication Model. How our Emotional States impact our behavior and performance.

		<ul style="list-style-type: none"> • Navigating our internal maps (beliefs, values, frames, identity, experiences, etc.) • Owing Your Power Zones.
#5	2	Team engagement: <ul style="list-style-type: none"> • Identify the ideal emotional state(s) for your Team to perform at their best. • Identify the emotional needs and drives of your Team Members. • How to communicate to align their emotional needs to their highest intentions and the Team's goals.
#6	2	Inspire & Motivate: <ul style="list-style-type: none"> • 6 Communication Strategies to Inspire & Motivate on a daily basis.

Module 2 - People Skills For Success

Developmental Goals

This Module builds on and develops further the skills acquired from Module 1 in order to equip Managers & Leaders with the People skills to easy connect with others, earn their trust, get the collaboration & support and create synergy among them. This Module will help Managers & Leaders bring their relationship with their colleagues & clients to the next level and will help them have more influence with them.

Sessions	Duration (hrs)	Topic
#1	2	Building rapport & connecting with anyone: <ul style="list-style-type: none"> • Self Awareness & Personal Values for interacting with others. • Beliefs for building rapport. • Pacing physiology, language and states to build rapport.

#2	2	Earning Trust & Building relationships: <ul style="list-style-type: none"> ● Ways to earn trust. ● ‘Trust Busters’ ● Making the person feel important ● Adding value upfront
#3	2	Building and enhancing Relationships: <ul style="list-style-type: none"> ● Demonstrating care ● Bonding experiences ● Empowering others
#4	2	Listening Skills for Understanding others: <ul style="list-style-type: none"> ● Seek to understand first to get leverage. ● Active listening skills ● Clarity questions. ● Probing questions.
#5	2	Empathy & Support: <ul style="list-style-type: none"> ● Displaying Empathy ● Perceptual positioning ● Demonstrating support and care. ● Valuing others and helping them to succeed.
#6	2	Gaining the Support / Collaboration of others: <ul style="list-style-type: none"> ● Understanding what others value. ● Asking for collaboration. ● Holding others to higher standards and values. ● Challenging others to reach their full potential.

Module 3 - Speak With Impact

Developmental Goals

This Module will equip Managers & Leaders with the Body Language, Vocal Power and interaction skills that that will magnetize their presence, inspire trust, command respect, attract attention and empower them to persuade others more effectively. Whether they speak over the phone, participate in meetings, network at events or make presentations, they'll develop the skills to have more impact and achieve greater success.

Sessions	Duration (hrs)	Topic
#1	2	<p>Developing Charisma (Confidence, tonality & Presence).</p> <ul style="list-style-type: none"> ● Develop Charisma & Executive Presence. ● Use of Body Language to convey power & confidence. ● Appreciate the use of tonality project warmth and care. ● How to be fully present in interactions (energy, engagement, enthusiasm). <p>=> Introducing yourself at events.</p>
#2	2	<p>Vocal Power:</p> <p>Project the right emotions, meanings, energy and engage your listeners by making the most of your vocal characteristics:</p> <ul style="list-style-type: none"> ● Volume or Power ● Pitch ● Pace or Speed ● Pauses

		<ul style="list-style-type: none"> ● Proper Pronunciation & Words Emphasis <p>=> Speaking effectively on the phone</p>
#3	2	<p>Body Power</p> <p>Use of body language to grab attention, put emphasis and convey emotions:</p> <p>Emphasis is on the use of:</p> <ul style="list-style-type: none"> ● Eyes & Facial Expressions ● Hand Gestures; ● Head/Neck Movements ● Body Movements ● Demonstrations (Acting) <p>=> Projecting Authority and Confidence.</p>
#4	2	<p>Assertive & Impromptu speaking:</p> <ul style="list-style-type: none"> ● Expressing ideas, requests, refusals and opinions clearly and effectively. ● Use of compelling tone and Assertive non-verbals to display authority. ● Maintaining a calm posture. <p>=> Sharing your opinions at meetings</p>
#5	2	<p>Connect & Engage:</p> <p>Develop advanced skills and techniques that will allow you to:</p> <ul style="list-style-type: none"> ● Grab attention ● Create a great first impression; ● Engage people <p>=> Presenting to an audience</p>
#6	2	<p>Impact:</p> <ul style="list-style-type: none"> ● Persuade & inspire effectively

		<ul style="list-style-type: none"> ● Conclude with Impact <p>=>Getting the buy-in and support for others.</p>
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Module 4 - Sustaining High Performance

This Module helps Managers & Leaders build the key habits essential for sustaining High Performance in the workplace. This Module assumes the participants have foundational people skills for gaining the collaboration of others (**Module 2**). It will equip Managers with the positive habits and skills for performing above the norm over a sustained period of time, without burning out. This is essential training for Managers in highly competitive environment

Sessions	Duration (hrs)	Topic
#1	2	Continuously bringing Clarity & Attention to: <ul style="list-style-type: none"> ● Who you want to be? ● How you want to interact with others? ● What skills you need the most? ● Your Purpose & Mission (and how/where to make a difference) ● Your vital functions ● Your best emotional states for each situation/context. ● Aligning intentions with attention.
#2	2	Generating & Renewing Energy <ul style="list-style-type: none"> ● Optimize physical health and fitness ● Continuous energy expenditure-renewal habits. ● Develop emotional resilience ● Increase Mental focus & presence ● Tap into the power of purpose and contribution.
#3	2	Raising Standards:

		<ul style="list-style-type: none"> ● Connect to your ‘Why’; ● Contribute to (someone / a cause) beyond yourself. ● Develop an “Action Bias” and a healthy sense of urgency. ● Be highly ‘Action Oriented’ ● Reduce procrastination.
#4	2	Improving Productivity <ul style="list-style-type: none"> ● Minimize distractions & interruptions ● Focus on ‘Priorities’ & ‘Effectiveness’ ● 7 ways to increase productivity
#5	2	Leveraging: <ul style="list-style-type: none"> ● Delegating effectively ● Leveraging systems, tools, resources and. ● Collaborating with others effectively. ● Getting support from Mentors & Coaches.
#6	2	Improving competence & confidence: <ul style="list-style-type: none"> ● Develop the courage to expand your comfort zone and develop new competence. ● Identifying key improvement areas.

Module 5 - Power To Influence

Developmental Goals

This is an advanced module and should normally be taken after **modules 1, 2 & 3 have been successfully completed**, because it builds on the skills that have been developed in these modules. This Module will help Managers develop the power base and influence skills to influence/persuade others and to effectively handle interpersonal disagreements and conflicts.

Sessions	Duration (hrs)	Topic
#1	2	Your Power Source: <ul style="list-style-type: none"> ● Organizational sources of power ● Personal sources of power ● Will Power ● Auditing your power source.
#2	2	Techniques of Influence: <ul style="list-style-type: none"> ● The 10 techniques of influence. ● Auditing your influence skills.
#3	2	Developing Courage, Confidence & Emotional Resilience. <ul style="list-style-type: none"> ● Owning your 4 personal powers (and assuming full responsibility) ● Intentionally Leaning into power emotions. ● Getting clarity of your best emotional states. ● How to quickly and effectively change & manage your emotions.
#4	2	Persuade (using logic & emotion): <ul style="list-style-type: none"> ● Introduction to the Art of Persuasion ● Why your character & attitude is foundational to Influence Positively ● Understanding meta-programs (how people think, emote and make decisions) to persuade more effectively ● Appeal to values ● Develop the skills to effectively persuade others.
#5	2	Influencing others to take action (or change) <ul style="list-style-type: none"> ● Framing the conversation ● Focusing on the outcome and purpose. ● Asserting yourself ● Be tentative in your judgement. ● Inducing empowering emotional states. ● Allow the person to save face.

#6	2	Handling Interpersonal conflicts <ul style="list-style-type: none"> ● Diffusing Tensions ● Understanding the other's point of view ● Making the other person feel understood. ● Ways to overcome disagreements/objections. ● Identifying options and alternatives. ● Thinking win-win
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Module 6 - Coaching For Leaders

This is an advanced module and can only be taken by Managers & Leaders that have successfully developed the skills from Module 1 & 2.

This Module equips Managers & Leaders with the specific skills and models that will allow them to **coach** their Team Members to develop better **attitudes, mindsets & habits** and to increase their **competence & performance**.

The goal is to help Managers and Leaders develop a high performing independent team so that the Managers can focus on **higher leverage activities** such as **Business Development, Client Relationship, Service Enhancement** and **Process Optimization**.

Sessions	Duration (hrs)	Topic
#1	2	Coaching Essentials: <ul style="list-style-type: none"> ● Reviewing NLP Communication Model ● Reviewing Rapport Building, Listening, Questioning and Supporting Skills
#2	2	Coaching Model & State: <ul style="list-style-type: none"> ● Coaching Model ● Being fully Present. ● No-Judgement State.

		<ul style="list-style-type: none"> ● Perceptual Flexibility ● Re-visiting your power zones.
#3	2	Inducing & Experiencing States: <ul style="list-style-type: none"> ● Reviewing State Management ● Eliciting States ● Meta-Questions ● Accessing & Anchoring States
#4	2	Detecting Patterns: <ul style="list-style-type: none"> ● The Meta-Program Model ● 7 important metaprograms ● Understanding and Detecting Metaprograms. ● Expanding Metaprograms.
#5	2	The Coaching Conversation: <ul style="list-style-type: none"> ● The 4 types of coaching conversation ● The Meta-Model of Language ● The Well Formed Problem ● The Well Formed Outcome ● Tasking & Reviewing
#6	2	Facilitating The Change: <ul style="list-style-type: none"> ● Coaching as Facilitating Change. ● The 4-step Change Process (model) ● Navigating The Change Process ● Celebrating the Change.



Why will you accept less when you can get so much more out of yourself, your team & your business?

If you believe in maximizing & optimizing your potential, assets and resources, then do not hesitate to contact us. We'll be glad to help.

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