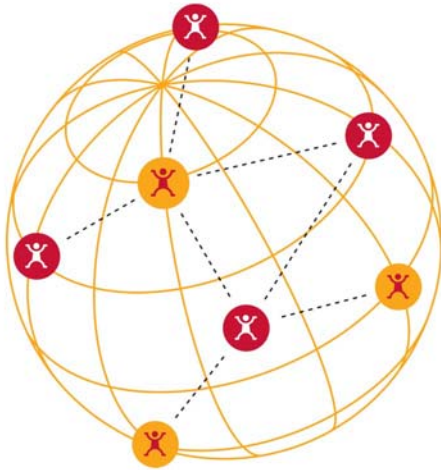


TRAINING PROGRAM OUTLINE



MGT-105E **LEADERSHIP: A POTENTIAL TO DEVELOP**

DESCRIPTION

A 5-day Training Program to provide participants with the tools and skills required to develop aptitudes and qualities inherent to all great leaders working in telecommunications organizations.

OBJECTIVES

- Define the characteristics of an effective leader
- Identify specific effective leadership actions and behaviours
- Analyze leadership styles and their impact on superiors, colleagues and subordinates
- Demonstrate how to adapt leadership styles based on situations and individuals
- Show how to reinforce leadership through appropriate communication strategies
- Present the leadership skills required to attain and maintain healthy and effective interpersonal relationships
- Show how to use leadership to reach corporate objectives



TOPICS

DAY 1

- Leadership and organizations
 - Importance of the leader in the organization
 - Distinction between the role of the manager and that of the leader
 - Definition of leadership
 - Leadership sources
- Workshop: Leaders to admire
- Workshop: Leadership and leaders in your organization

DAY 2

- Competencies of an effective leader
 - Leadership styles and their impacts
 - Analysis and diagnosis of leadership styles
 - Selection criteria for choosing an appropriate leadership style
 - Leadership roles
- Workshop & role-play: Leadership styles
- Workshop: Leader roles and key words
- Workshop: Leadership values

DAY 3

- Communication and leadership
 - Leadership and vision
 - Importance of communication
 - Communicating simply, precisely and with clarity
 - Communicating and listening
 - Mastering effective communication techniques

- Role-play: Leader as coach
- Workshop: Walking the talk

DAY 4

- Interpersonal relationships
 - Maintaining healthy and effective interpersonal relationships
 - Interpersonal relationships and problem-management skills
 - Communication styles
 - Improving relationships with problem employees
 - Creative methods for resolving operational or interpersonal problems
 - Using feedback to consolidate the organization's position
- Role-play: Fighting negativity
- Role-play: Solving problems

DAY 5

- Leadership in crisis
 - Challenges of leadership in a fast-changing telecom environment
 - Challenges of leadership in global organizations
 - Challenges of leadership with virtual work teams
- Role-play: Leadership challenged
- Workshop: Best practices in leadership
- Workshop: Leadership skills plan



TARGET AUDIENCE

Any person working in the field of telecommunications interested in developing his/her personal potential.

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

