



## MGT-105 - Leadership: A Potential to Develop

### Description

*\*This course is also available as a live distance learning course\** 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

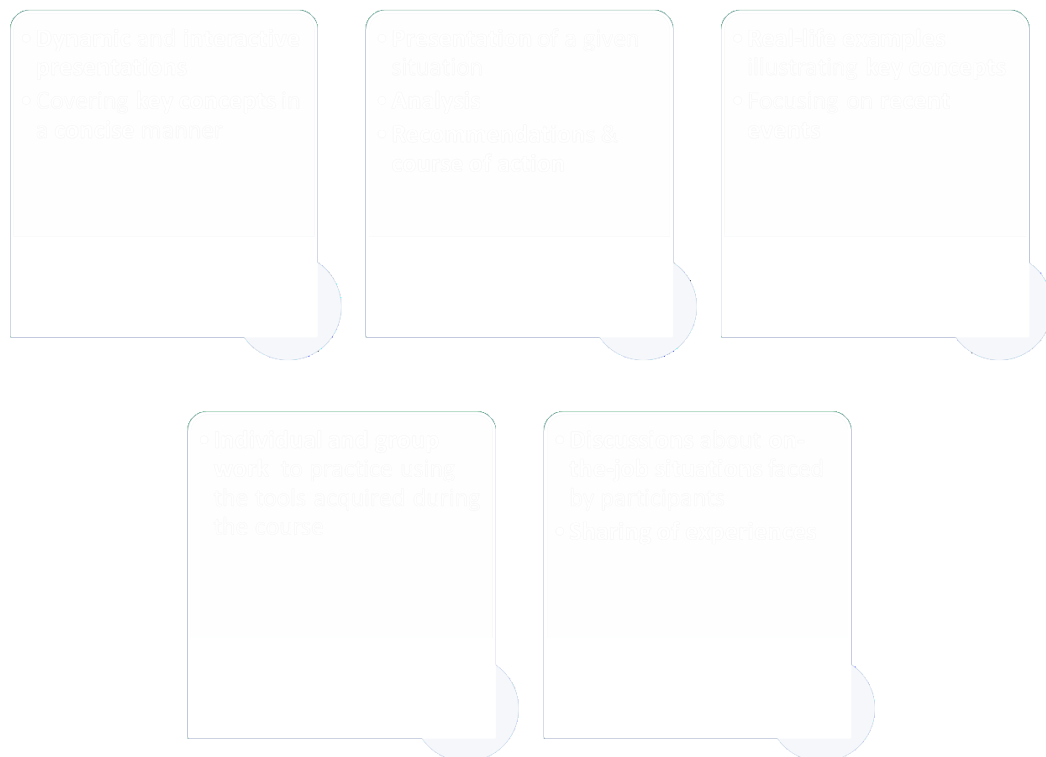
Workshop: Leadership skills plan

## Target Audience

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

## Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



# Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for more information and a Proposal.

# About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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