

A background image showing silhouettes of various business professionals in a modern office setting, with a city skyline visible through large windows in the background.

## **Leadership Masterclasses**

**Core Leadership skills for the 21<sup>st</sup> Century**

A series of masterclasses targeting the key skills that give leaders the confidence and impact needed to succeed. The intangible “soft” skills demystified. Delivered in bite sized chunks that fit in with the busiest schedules. Experienced and new leaders can take their people skills to new levels.

## Context and Objectives

*The Leadership Masterclass Series is designed to be a set of highly practical, hands on and skills based workshops focusing on techniques to build influence and credibility as a leader, both internally and externally.*

*The modules are designed to stand alone but maximum value will come from attending all sessions. They integrate into a total package to bring rounded and extensive leadership soft skills.*

Masterclasses are normally 1.5 - 2 hours duration.

The masterclasses will include:

- a short introduction to the topic and skills
- a demonstration of the skills
- a range of examples and places where the skills could be used
- participants experiencing using the skills directly in a practical and relevant situation
- participants practicing for a situation in the next few days where they can use these ideas and techniques
- opportunity for Q&A

### Session descriptions:

#### 1. “How Not to Get Shot”

Can you think of a time when you've had to tell a boss or a client something they don't want to hear? Even if you are simply the messenger you still risk being in the firing line for the blame. Giving negative information can be bad news! Many of us try to avoid it – sometimes leading to more trouble in the long-run.

This session covers the way to present negative or potentially volatile news so that the recipient can hear it, and discuss it, without blaming you. Specific changes in your voice, body position and focus make a very significant difference to how the recipient reacts. You will learn how to enable yourself and the recipient to stay calm, focussed and resourceful.

As a result, you will be able to:

- approach difficult conversations with greater confidence
- remain in better relationship with clients and colleagues while still stating your position clearly e.g. telling them the price for services
- have more open, honest and realistic discussions with colleagues and direct reports e.g. when giving performance feedback
- be more assertive in confronting situations quickly and effectively
- successfully handle more difficult situations



## 2. **“How to Get Heard”**

If asked, how would your colleagues see you? Are you “Credible”? Are you “Approachable”? When you say something important, do people always listen? Alternatively, when you are seeking information, are people always willing to give it?

Most people are taught that around 70% of communication is through body language and voice tone. Although that is understood most training then focuses on the remaining 30%. In this session we look at how voice and body language patterns affect the message other people get from us – regardless of what we actually said!

You will learn to read the body language signals of others and choose the appropriate voice and body movements to send the right message yourself. As a result you will be able to:

- recognise which type of body language/voice patterns you currently use most
- when to use the different patterns to influence most effectively
- switch between styles to suit the situation and the outcome you want
- get noticed and have more influence in a wider range of situations
- build respectful and effective relationships

## 3. **Effective Group Leadership**

Charismatic leadership – what does it look like? To be a leader that a group will respect and follow takes more than building good relationships with direct reports. You must be able to communicate with and influence a group as a whole. At the same time you must have credibility and the respect of other leaders

In this master-class we will look at how to manage relationships and interactions in order to become an accepted and respected leader and an inspiring boss. Using simple models of human behaviour and your own instinctive knowledge you will quickly learn strategies to deal with a range of different people and situations.

As a result you will increase your leadership capability through:

- reading key motivators in yourself and others
- increasing your ability to build effective relationships with people you find difficult
- increasing your credibility with other leaders
- understanding and managing group dynamics more successfully

## 4. *Get Heard in Meetings*

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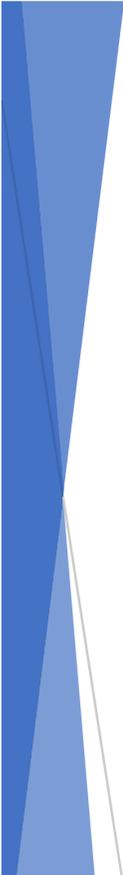
Ever put forward an idea in a meeting only to find that someone else says it ten minutes later and they get the credit for it? Or do you find it hard to get the space to say your thoughts at all?

We all spend time in meetings and, as a leader, you want to influence the outcomes effectively. In this session we will cover the subtle dynamics of meetings and how certain behaviours greatly increase your chance of influencing the outcome. We will also look at how to create space to be heard and how to chair meetings to get better results.

As a result you will increase your effectiveness in meetings by:

- Timing your own interventions wisely
- Understanding and choosing the role you want to play
- Breaking into discussions more effectively and be heard
- Chairing meetings more successfully

## 5. *Building Rapport and Trust*

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How much easier is it to work with someone who's "on the same wavelength as me!"? When you are in rapport with someone, communication becomes easier, faster and more productive. Many experts in communications and sales will tell you if there's no rapport there's no basis for moving forward. Research shows that the number one reason clients choose one service provider over another is because they feel they could work with them – they have rapport.

Many people think rapport is something that either happens or it doesn't – there's nothing they can do about it. In reality there is much you can do to increase the rapport you generate and with whom. In this session we look at how rapport is created (and broken) and what you can do to increase rapport with a wide range of people.

As a result you will be able to:

- Engage with clients and colleagues faster making them more willing to choose your product/service/idea
- Build positive working relationships faster – allowing you to be more productive with your time and feel more in tune with your colleagues
- Be able to disagree with someone without losing relationship
- Work effectively with a more diverse range of people



## 6. **Questions that Get Real Answers**

Ever been in the situation of thinking you were perfectly clear what you asked but you can't seem to get the information or result you need? Or do people react differently to what you expected when you ask them things? Are you a "Why" person or a "What" person and does that make a difference?

Powerful questions are a very valuable tool in leadership. They affect not just what information you get back but also what the other person takes on board too. In this session we look at different questioning techniques and their impact on the recipient. We look at how powerful questioning can create change and motivation in others.

As a result you will be able to:

- formulate questions that more effectively lead to the outcome you want
- get richer information from people in less aggressive ways
- understand when questions will be more powerful than statements
- use questions to increase creativity  
enable people to solve their own problems

## 7. **Staying cool when all eyes are on you**

When you present or speak are you connecting with the audience? Do they accept your recommendations or ideas? Are you confident being the centre of focus or do you get apprehensive?

This is a masterclass for up to four people. Whatever your level of capability and comfort with speaking and presenting, we'll give you tools and techniques to construct the emotional and logical arguments that convince. We'll deal with the practical delivery – the physical actions and body language that make you look and feel confident. We'll give effective, scientifically proven tools to manage performance nerves.

This masterclass will use real time video feedback for rapid learning and skills development.

As a result you will be able to:

- Build communications that incorporate facts and emotional appeal to have real impact.
- Become comfortable with using body language to amplify the message and make it convincing
- Manage nerves and regulate your emotions  
Make a step change in your speaking and presenting confidence



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