



“LEADERSHIP IN THE WORKPLACE” (8 HOURS OR 2 X 4 HOURS)

Audience: Designed for managers, supervisors and team leaders.
Recommended Minimum: 6, Maximum: 20.

Venue: Preferably in an external training venue.

Often we are appointed to leadership positions because we are the primary financial stakeholder or we are very good at what we do. But we may not have had the opportunity to learn what leadership IS and how to do it. Most of us learn about effective leadership by trial and error, which can be a very stressful (and unproductive) way of running an organisation.

"**Leadership in the Workplace**" provides a thorough grounding in the principles of effective leadership in the workplace, the key responsibilities of managers – and the difference between the two. It is based on the Frontline Managers Course so as to support managers and supervisors who wish to seek a qualification in this field. It provides information and strategies for every day use in the workplace – practical techniques and approaches that deliver results for you as a manager.

Topics Include:

- Principles for Strong Leadership
- Situational Leadership
- Leading versus Managing
- Planning
- Standards, Values and Culture
- Giving Work Instructions
- Delegating
- Motivating People
- Problem Solving
- Decision Making

Participation in this module as a 'one-off' is a very valuable learning experience that is significantly enhanced if participants are able to complete the whole Leadership and Management Program Series. This series is run in capital cities and various regions for pharmacy proprietors, managers and senior staff.