Mercuri International

EFFECTIVE LEADERSHIP

WHY EFFECTIVE LEADERSHIP?

Leading effectively your team means keeping you people focused, motivated and happy to work, so that their productivity matches the company's needs. How to achieve that? Follow this path to discover how to lead your team effectively, even if you're all working in remote!

AUDIENCE

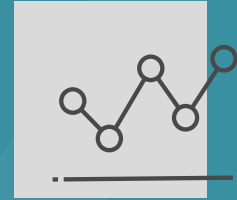All leaders who would like to manage a team effectively, even in remote.

DURATION

7 hours

FURTHER INFORMATION

100% asynchronous online learning.
This virtual path contains interactive content, videos, exercises, questionnaires and downloadable documents.
All material is designed for laptops, tablets and smartphones.

TRAINING COURSE OVERVIEW

Chapter 1: Introduction to effective leadership

Chapter 2: Understanding communication

Chapter 3: Active communication

Chapter 4: Mastering virtual meetings

Chapter 5: Adaptive leadership

Chapter 6: The basics of coaching

Chapter 7: Managing your team in remote

Chapter 8: Overcoming diversity hurdles

CHAPTER 1: INTRODUCTION TO EFFECTIVE LEADERSHIP

The modern workplace involves an ongoing, growing flexibility, which requires an up-to-date leader and sometimes even a shift to remote working.

What does it mean for you, as a leader? How can you develop your leadership skills? How can you adapt them to a remote team, if needed?

CONTENTS

- Video 1: The challenges of remote leadership (YouTube)
- Module 1: The risks and opportunities of remote working

CHAPTER 2: UNDERSTANDING COMMUNICATION

Communication is the exchange of information between a sender and a recipient (at least one). Both the sender and the recipient have their own pattern to communicate and it affects the way we send our messages and how we interpret them in different situations.
Being aware of these patterns is key for effective communication.

CONTENTS

- Video 2: The many facets of a message

- Test 1: Discover your style! (4P test)

- Module 2: Understanding personality types

- Module 3: Effective virtual communication

CHAPTER 3: ACTIVE COMMUNICATION

Active communication is a technique that enables you to verbally and non-verbally communicate in a way that makes you agreeable and easy to understand.

A leader should always aim to communicate actively in order to enhance the exchange of information within their team.

CONTENTS

- Module 4: Learning to listen
- Module 5: Managing challenging communication

CHAPTER 4: MASTERING VIRTUAL MEETINGS

When you need to manage a team remotely, virtual meetings play a key role: they are the main asset you can use to coach and motivate.

When you understand the numerous advantages and the unique challenges they present, you can lead your people effectively.

CONTENTS

- Module 6: Differences between face-to-face and virtual meetings
- Module 7: Effective use of web meetings
- Tool: Effective use of web meetings checklist

CHAPTER 5: ADAPTIVE LEADERSHIP

So to respond properly to their team's needs, a leader needs to be aware of the factors that influence the competence level of their people and adapt the leadership style accordingly.

CONTENTS

- Module 8: Adaptive leadership 1
- Module 9: Adaptive leadership 2
- Test 2: Competence assessment test
- Tool: Competence assessment: matrix

CHAPTER 6: THE BASICS OF COACHING

In order to create a positive, exciting and productive environment, leaders should be able to empower their people on the job by coaching them, setting clear objectives during the coaching sessions and constantly motivating them to do their best.

CONTENTS

- Module 10: GROW Coaching Model
- Module 11: Setting SMART objectives
- Module 12: Enhancing Motivation
- Test 3: Motivation test
- Video 3: The 3 features of motivation

CHAPTER 7: MANAGING YOUR TEAM IN REMOTE

In a remote working environment, leaders need to know how to handle every aspect of it: from setting up the team to keeping each of its members motivated, regardless of the physical distance; from making sure that everybody stays aligned and updated, to analyzing the best technology to use as a support.

CONTENTS

- Module 13: Setting up a geographically dispersed team
- Module 14: One-on-one support and motivation for remote staff
- Module 15: Unite and motivate a geographically dispersed team
- Tool: Project management checklist

CHAPTER 8: OVERCOMING DIVERSITY HURDLES

Today, leading people increasingly involves dealing with resources with different cultures: it could sometimes be hard to get verbal messages across, when cultural values and behaviour influence our way of giving and receiving information.

Not being aware of cultural preferences can lead to misunderstandings and even breakdowns in communication.

CONTENTS

- Video 4: Be a culture-neutral leader
- Module 16: Diversity – Remote communication
- Module 17: Diversity – Six key competencies