

SUCCESSFUL LEADERSHIP IS OUR ONLY OPTION

At Fastfwd we strive to develop exceptional leaders: leaders that know who they are and what they stand for; leaders that are authentic and act in an ethical manner; leaders that can inspire people with a shared vision and leaders with a well-developed EQ.

Over the past decade Fastfwd Consulting has assisted a host of organizations, through successful training and development courses as well as employee wellness solutions that are specifically designed to create, support and develop extraordinary leaders and remarkably unique individuals as part of a team



Value Based Leadership Programme

for South African Leaders

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Module 1 Leading yourself First!	Part 1: Introduction to Leadership	Part 2: Leading yourself First	Part 3: EQ: Self Awareness
Module 2 6 Q's of Leadership	Part 1: 6 Q's of Leadership	Part 2: EQ: Self-Management	
Module 3 The Value of Values	Part 1: Personal Value Based Leadership	Part 2: EQ: Self-Management (cont.)	
Module 4 Creating the Future	Part 1: Organisational Value Based Leadership	Part 2: EQ: Social Awareness	
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Module 6 Ownership & Belief Systems	Part 1: Leadership Styles driving Ownership	Part 2: Cognitive Distortions & Emotional Reasoning	

Duration: 1 day per Module = 1 day per month over 6 month's

MODULE 1: Leading yourself First!

<u>PART 1:</u> <u>Introduction to Leadership</u>	<u>PART 2:</u> <u>Leading yourself First!</u>	<u>PART 3:</u> <u>EQ: Self Awareness</u>
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Part 1 - Introduction to Leadership

Objectives:

It has become increasingly clear that, South Africa is in need of a paradigm shift in terms of Leadership. Companies need to re-build trust and confidence in staff as well as to re-focus and align strategy on successful human capital. People are the heart of all businesses and they are the ones who determine success or failure. Lessons are learnt from the past and insight is given into Leadership in a VUCA World (*Volatile, Uncertain, Complex and Ambiguous*).

Outline:

- Modern Day Crisis in SA Leadership
- The Need for a New Paradigm in SA
- Leadership attitude in difficult times
- Leading Millennials the New Workforce
- Universal lessons from leadership in SA.
- The new demand VUCA Generation of Leadership, what does it look like
- Humanising the Work place
- The Psychology of Good Leadership

Part 2 - Leading Yourself First!

Objective:

"The strongest leaders are those who are lifelong students."

Individuals may think they know and understand themselves, however, they are generally surprised to discover how little they *actually* know about themselves. This course is an invitation to go on a journey of self-awareness and to develop essential and professional interpersonal skills. Start your personal leadership journey into self-discovery and get to know yourself first.

Outline:

- Assessing Your Personality Type
- Assessing your Leadership Style
- Creating your Own Performance Card
- Developing your Own Leadership Brand

Outcomes:

- Psychometric used to assess your Personality Style
- A narrative approach to leadership and self-discovery
- Personal time lines and stepping into Leadership
- Understanding key turning points that shaped your Leadership Style
- Building a powerful Leadership Brand
- Brand Accelerators: charisma and gravitas

Part 3 - Emotional Intelligence: Self Awareness

Objective

To appreciate and develop EQ (Emotional Intelligence) and the ability to engage in sophisticated information processing about one's own and others' emotions and the ability to use this information as a guide to thinking and behaviour. Individuals with high levels of Emotional Intelligence pay attention to, use, understand and manage emotions. These skills serve adaptive functions that has proved to be the key predictor of success.

Outline:

- EQ Assessment and Feedback
- Understanding Emotions – “Do you control them or do they control you?”
- Conscious and Unconscious Beliefs
- Self-Expression: Getting comfortable talking about emotions
- Self-Exploration and Deepening Self-Awareness – The journey begins
- Emotional SWOT Analyses
- Emotions in Judgement and making Decision
- Dissociated Self and setting Boundaries – “Not taking yourself so seriously”
- Locus of Control

Outcomes:

- Individual Psychometric Assessment on EQ
- The Iceberg model – the Enneagram compulsions
- Stephen Covey's Habit 5 – Seek first to Understand and them to be Understood
- The 5 parts of Emotions in action: Cognitive appraisal, Bodily symptoms, Action tendencies, Expression and Feelings
- Emotional Strengths & Weaknesses, Emotional Opportunities & Threats
- Dealing with how beliefs and perceptions impact on emotions
- Understanding the role of emotions and beliefs in the decision making process
- How to talk about emotions in a non-threatening, comfortable way
- Practical Tools on, how not to take things too personally
- Internal and external experiences and factors to which you attributes success or failure

MODULE 2: 6 Q's of Leadership

PART 1: 6 Q's of Leadership

PART 2: EQ: Self-Management

Part 1 - 6 Q's of Leadership

Objective:

The Blue Print for enduring success at the top. Understanding the six major building blocks in managers and for executive's success. The Theory and Practice of the 6Q's in leadership are explained.

Outline:

- IQ: Intelligence
- TQ: Operational Skills
- MQ: Motivation
- XQ: Experience
- PQ: People – from command and control to listening and guiding
- LQ : Learning
- Why do Leader Fail?
- Myths Of Leadership
- Management vs Leadership

Outcome:

- Why do Leaders Fail? Five Fatal Flaws
- Management vs Leadership
- The Psychology of Good Leadership
- Characteristics of Good Leadership
- Understanding that sometimes, being smart is not enough
- How able you are to get things done
- How driven you are to achieve and grow
- How many of the requisite kinds of experiences you have had
- How well do you handle yourself and work with others
- How smartly do you adopt new skills, behaviors and beliefs
- Understanding what mistakes leaders make

- Understanding the difference between Leadership and Management

Part 2 - Emotional Intelligence: Self-Management I

Objective

Unlocking your Emotional Intelligence with Self-Management Skills will help you to understanding how to manage and self-regulate emotions, thoughts and behaviour. This will ultimately determine your success in relationships. This module also focusses on Ager and Conflict Management that are some of the most important Leadership skills to lead people and teams successfully.

Outline:

- Anger Management
 - Understanding Types of Anger
 - De-escalating Techniques
- Conflict Management
 - Understanding Types of Conflict
 - Organisational Conflict
 - Defusing Techniques

Outcome:

- Types and Cycles of Anger and how to manage them
- Separating People from the Problem
- De-escalating and Defusing Techniques
- The Triple A- Approach (Alter, Avoid, Accept)
- The Psychological Symptoms of Stress
- Work Life Balance vs Work Life Integration
- Organisational Stress and managing Stress in the Workplace
- The Psychology of Navigating through Conflict Management
- Sources of Conflict in Organisations
- Addressing Bullying in the Workplace
- The 5 Model Approach: Confronting, Avoiding, Accommodating, Collaborating, Forcing
- Techniques for Mediating and Defusing real and potential Conflict

MODULE 3: The Value of Values

PART 1:
Personal Value Based
Leadership

PART 2:
EQ: Self-Management
(cont.)

Part 1 - Personal Value Based Leadership

Objectives

- To build on our understanding of values based leadership
- To explore current models & thinking around value based leadership

Outline:

- Value Based Leadership and Behaviour
- 4 Step Authentic Leadership Model
- Leading by Example
- Visionary Motivator in Leadership
- Your Personal Value Statement
- 21st Century Values
- Professional reputation trust, reliability, dependability, and authenticity

Outcome:

- Leadership and Value based choices
- The 10 Point Values activity & reflection exercise
- Know your power and perform within your power
- Authentic Leadership - 'It is not about who you are, it is about what you do'
- Model the way & inspire a Vision
- Value guided decision making

Part 2 - Emotional Intelligence: Self-Management II (Continue)

Outline

- Stress Management
- Self-Control for Leadership
- Self-Motivation
 - Goal Setting for Results
- Self-Confidence & Self Esteem
- Assertiveness within Leadership

Outcome

- Understanding Work life-Integration
- Reframing stress for positive outcomes
- Use realistic and sustainable techniques to manage Stress
- Realistic progress, not perfection
- Integrate your work and your life
- Instant gratification, Impulsiveness and taking Control
- Healthy Assertiveness Techniques vs. Aggressiveness and Submissiveness
- The Psychology of Motivation and Drivers
- Fear and Failure Reframed
- Goal Setting
- The Psychology of Ego and Self-Esteem
- Developing a Healthy Self-Regard
- Dealing with Social and Performance Anxiety

MODULE 4: Creating the Future

PART 1:
Organisational Value
Based Leadership

PART 2:
EQ: Social Awareness

Part 1 - Organisational Value Based Leadership

Objective

To apply current and future thinking to our own leadership development plans and understand how we are building future leaders in South Africa.

Outline

- Value Based Leadership in SA
- Value Based Business Strategy
- Alignment with Company Values
- Combining Success and Leadership
- Living Values, Morals and Ethics

Part 2 - Emotional Intelligence: Social Awareness

Objective:

People are not always as rational as they think they are. Emotions can be conscious and unconscious, rational or irrational. These emotions inform our thinking and behaviour at all levels of our life and work. Low emotional Intelligence can be counter-productive to your organisations and negatively impacts on motivation, productivity and your bottom line. Emotional Intelligence and soft skills taught when growing up are not always enough to cope in the business and stressful environments. The good news is that these skills can be taught. This course takes employees on a journey of self-discovery, learning soft skills to improve productivity and interpersonal relationships.

Outline:

- Social IQ and Social Sensitivity
- Organisational Awareness
- Perceptions: How do others see Me
- The Art of Reading People
- Change Management
- How to get Employee Buy-in
- Social Awareness and Social Perspectives
- The Impact of Social Media and Technology
- Empathy, Sympathy and Compassion
- Social Conformity
- Change Management and introducing change
- Employee Wellness in the Workplace

Outcomes:

- Social Intelligence and Social Sensitivity explained
- Social Insight and Social Communication explained
- Psychological Perspectives on Organisational Dynamics
- Work Ethics and Cultural Awareness raising
- Company Politics, how this affects people and productivity
- Social media and Respecting Peers: the New Authority
- The Human Experience vs. Technology
- Advanced Verbal and Nonverbal IQ
- Reading and Sensing Emotions Energies
- Cultural and Diversity Awareness – Forming Baselines
- Authentic Caring in the Workplace
- Over-owning and Healthy Boundaries in the Workplace
- A Psychological Insight into Social Conformity
- Social Lubrication – “Going with the Flow”
- The Bystander Effect
- The Information Cascade Phenomena
- Working with People’s natural tendency to Resist Change
- How to get Employee Buy-In

MODULE 5: Leading Teams

PART 1:
Team Building & The
Ideal Team Player

PART 2:
EQ: Social Management

Part 1 - Team Building & The Ideal Team Player

Objective:

Long term improvements in team cohesiveness, increased communication, understanding and productivity which ultimately results in greater success for both teams, individuals and organisations.

Outline:

- Bringing others on the Journey
- VUCA, the New Operational Reality
- People-Orientated Leadership
- Building High Performance Teams
- Leadership Styles for Effective Teams
- Transformational & Situational Styles

Part 2 - Emotional Intelligence: Social Management

Outline:

- Communication & Deep Listening Skills
- The Art of Influencing and Persuasion
- Building Relationships at Work
- Customer Service, Care & Excellence
- Team Building & Team Motivation
- Coaching & Developing Teams
- Employee Wellness & Incapacity

Outcomes:

- Barriers to Effective Communication
- Deep Listening Skills, Acknowledgement and Understanding in Communication
- Networking and Communication Skills with Stakeholders, Peers and Direct Reports
- Transactional Analyses and Communication Styles
- The Difference between Persuasion, Influence and Manipulation
- The Psychology of Persuasion
- 6 principles of Persuasion - Dr Cialdini's

- Develop a Strategy through a Consultative Process
- Giving and receiving Feedback
- Building Trust and Mutual Respect
- Customer Care vs. Customer Service – “The Customers Experience”
- The Psychology of Customer’s Needs, Expectations and Loyalty
- Dealing with Difficult Customers
- Appreciation, Acknowledgement and Recognition
- The Psychology of Team Dynamics and Productive Team Work
- Creating Mutual Accountability for the overall Performance
- Shared Values and Principles in Uniting the Team
- Motivating High Performance Teams – “From dreams to goals and objectives”
- Coaching and Developing Team Members
- Employee Wellbeing
- Understanding Incapacity and Risk Management
- Dealing with stress, burnout and depression

MODULE 6: Ownership and Belief Systems

<p><u>PART 1:</u> <u>Leadership Styles driving</u> <u>Ownership</u></p>	<p><u>PART 2:</u> <u>EQ:</u> <u>Cognitive Distortions &</u> <u>Emotional Reasoning</u></p>
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Part 1 - Leadership Styles driving Ownership

Objective:

Driving a culture of personal accountability and ownership and understanding how belief systems could impact the process.

Outline:

- Leadership Attitude of Our Times
- Driving Accountability & Ownership in the Organisation
- The Tenacious Implementer
- The Thoughtful Architect
- The Measured Connector

Part 2 - Cognitive Distortions & Emotional Reasoning

Objective:

This Important part of the course deals with recognising faulty patterns of thinking, assumptions and beliefs that have developed over our life time. Practical tools are provided on how to identify, deal and reconstruct cognitive distortions.

Outline:

- Rational & Irrational Beliefs
- Mental Filtering; All-or-Nothing Beliefs
- Generalisations; Assumptions
- Blaming; Ownership; Accountability
- Facts or Opinions; Should Statements
- Personalisation: Don't take it personally

Outcomes:

- Cognitive Distortions and how they impact our decisions, behaviour and emotions?
- Most common Cognitive Distortions explained
- Changing Your Thinking: Techniques to Combat Cognitive Distortions
- Understanding rational and irrational decision making process
- Mental Filtering, Polarized Thinking (All-or-Nothing),
- Overgeneralization, Jumping to Conclusions (Mind Reading/Fortune Telling),
- Catastrophizing (Maximizing and Minimizing), Personalization,
- Control Fallacies, Fallacy of Fairness, Blaming, Should Statements,
- Emotional Reasoning (I feel it, therefore it must be real), Fallacy of Change,
- Labeling and Mislabelling, Always Being Right, Heaven's Reward Fallacy.
- Unhelpful Thinking Styles, CBT Thought Record,
- De-catastrophizing, Modifying Rules and Assumptions,
- Fact or Opinion, Putting Thoughts on Trial