

# EVERYDAY LEADERSHIP SKILLS

## Your Daily Leadership Toolkit

This two-day course equips leaders with practical skills and tools they can use every day. Sometimes, leaders forget to lead. It might sound silly, but it's true. With competing priorities and daily demands, it's easy to get caught up in managing tasks rather than leading people. This course covers leadership styles, communication, delegation, and feedback. It also explores reluctant and positive leadership. Best of all, the proven tools are simple, practical and easy to implement.

### Key Course Content:

- Explore the DNA of the ideal leader
- Distinguish between leading people and managing people
- Apply adaptive leadership and communication to engage diverse team members.
- Recognise behavioural traits across different personality types
- Strengthen team resilience
- Recognise and reduce workplace stress
- De-escalate workplace conflict and tensions
- Clarify roles and set clear expectations
- Use time-management and prioritisation tools to plan under competing demands.
- Navigate difficult conversations with confidence
- Plan a practical action step to integrate people and task leadership for sustained results.
- Discuss what "unlearning" you need to do as a leader
- Lead with a positive demeanour

### Target Audience:

Existing and upcoming frontline leaders & managers.

### Duration:

This course is available as a 2-day course.

### Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.

### Group Size:

We recommend a group size of 4-10 people.

### Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.

**GET IN TOUCH:** 1300 323 752 | mail@preftrain.com | preftrain.com.au

## Day 1

| MODULE 1 | LEARNING OUTCOMES |
|---|---|
| The Ideal leader | • How do you show up to work?<br>• Reflect on your motivation – Are you heading north or south?<br>• How do you find space to be a leader?<br>• Chasing chickens, herding cats or leading? |
| **MODULE 2** | **LEARNING OUTCOMES** |
| Leadership Styles & Self-Awareness | • Recognise different leadership styles and when to apply them<br>• Identify personal strengths and development areas<br>• Understand behavioural styles at work<br>• Balance task and relationship focus to improve results |
| **MODULE 3** | **LEARNING OUTCOMES** |
| Critical Conversations and Keeping People accountable | • Apply the 4-Stage Model for managing difficult conversations<br>• Having critical conversations<br>• Costs of avoiding these conversations<br>• Getting a behavioural change (instead of a nod)<br>• Communicate assertively and maintain professionalism under pressure |
| **MODULE 4** | **LEARNING OUTCOMES** |
| Workplace Resilience | • Understand the Kamin Performance Curve and personal stress responses<br>• Promote resilience and recovery within teams<br>• Bouncing back after disappointment<br>• Build unity through shared problem-solving and mutual support |

## Day 2

| MODULE 1 | LEARNING OUTCOMES |
|---|---|
| Juggling Planning, Prioritising & Leading | • Distinguish between urgent and important tasks<br>• Use planning tools to manage time and competing priorities<br>• Limit interruptions<br>• Apply logical and creative thinking to decisions<br>• Maintain focus when priorities shift or resources change |
| **MODULE 2** | **LEARNING OUTCOMES** |
| Keeping People Accountable & Delegating Tasks | • Apply the NEWS Delegation model to share workload effectively<br>• Micromanagement and/or empowerment<br>• Email clatter<br>• Clarify roles<br>• Keep people accountable<br>• Build accountability and trust through follow-up practices |
| **MODULE 3** | **LEARNING OUTCOMES** |
| Values, Behaviour & Motivation | • Recognise how personal values influence workplace behaviour<br>• Understand differences in team value systems<br>• Encourage motivation through fairness and inclusion<br>• Listening and questioning skills<br>• Foster trust, recognition, and ownership within the team |
| **MODULE 4** | **LEARNING OUTCOMES** |
| Strategic Thinking & Leadership Action Plan | • Define practical strategic thinking for frontline roles<br>• Link day-to-day leadership to organisational objectives<br>• Leaving your legacy behind and Unlearning<br>• Change management 101<br>• Set measurable goals that integrate people and performance outcomes<br>• Create a personal leadership action plan to embed key learning |