

Communication, Coordination & Leadership

7 – 10 March 2022

Overview:

Superior communication skills have long been associated with leadership. In this training course, we look at both of these ingredients of success and bring them together in a comprehensive and practical manner. From preparing and organizing your thoughts to analysing the practical reality of what you want to accomplish, this course will cover it all. You will get the opportunity to discover your hidden talents and practice what you learn before going back to your workplace and influence people, events, and your own future. In addition, you will learn how a great leader enhances communication flow within his organization, wins the hearts and minds of his followers, builds consensus, and gets results even when faced with resistance or difficulty.

Ursulla Frank

Certified business & leadership coach.

PhD in Psychology from a leading UK University



In her work as, professional trainer, she acts as an intermediary liaison between clients, consultants, experts, and executive teams, and she is responsible for the whole life cycle of projects, meeting with clients, performing needs analysis, interviewing, and assessing external consultants, and matching them with clients in different geographical jurisdictions. Before her coaching career she was an Executive Assistant to C level executive at a top high fashion brand.

EVENT DETAILS

- When: 7 – 10 March 2022
- Where: Online
- Contact: training@kfas.org.kw

The program

Day 1

7th March - 10 AM – 02 PM

Organizing and delivering thoughts and messages

- Understanding your leadership role and its relation to communication
- Organizing your ideas using mind mapping
- Presenting vs. Public Speaking
- Importance of communication to any leader
- Essentials of public speaking
- Communicating tasks and assignments effectively
- Communicating performance issues

Day 2

8th March - 10 AM – 02 PM

Earning credibility as a leader

- Identifying the characteristics of a credible leader
- Establishing your credibility firmly
- Five main sources of power of any leader
- Maximizing the leader's effectiveness with emotional intelligence
- Understanding the ingredients of emotional intelligence
- Creating a positive professional image within the organization
- Changing communication style depending on team member and condition
- Motivating through communication
- Creating an environment of engagement

Day 3

9th March - 10 AM – 02 PM

Winning the hearts and minds of people

- Knowing your employees
- Managing your employees' expectations
- 'Selling' your ideas to an audience
- Creating a persuasive message that evokes the right emotions
- Reframing a message from negative to positive
- Reframing a message from subjective to objective
- Adjusting your message to accommodate the audience's needs, wants, and style
- Communicating difficult news or unpopular messages
- Leading and communicating during a crisis

Day 4

10th March - 10 AM – 02 PM

Leading organizational communication

- Controlling and managing rumors
- Dealing and managing office politics
- The four types of grapevine chain
- Leading cultural change
- Transparency in an organization: how far should we go?
- Choosing the right channel for communicating your message
- Communicating and leading your organizational vision, mission and values