



Institute of Banking and Finance of Trinidad and Tobago

LEADING AT EVERY LEVEL- LEADERSHIP PROGRAM
FOR MANAGERS AND SUPERVISORS
Two (2) Day Training Workshop

Workshop Outline

OVERVIEW

The 21st century leader is required to operate in turbulent times, manage diverse, multi-generational teams, lead with emotional intelligence and deliver superior results to all stakeholders. IBF's leading at every level – leadership program for managers and supervisors is premised on a model that recognizes that the leader is required to operate in three (3) dimensions: Self-Management - Personal Mastery; Managing and Leading Others and Optimizing the Resources Available. Participants will be encouraged to build solutions and construct new realities for action in their own environments and with key stakeholders.

LEARNING OBJECTIVES

Participants will be required to achieve the following learning objectives:

1. Understand their responsibilities for leadership in the 21st century
2. Understand their unique style and leverage their strengths for optimum results
3. Understand team members and how to optimize their performance
4. Understand what strategies should be used to optimize performance and results
5. Understand how to minimize conflict and distraction for optimal results
6. Understand how to build and maintain a productive and engaging work environment



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Areas which will be covered during the course of the program include the following:

DAY 1

❖ **Self-Leadership**

- Understanding your leadership style
- Understanding your supervisory and management function
- Principles of Emotional Intelligence
- Leveraging strengths and managing weaknesses
- Understanding your role as Leader

❖ **Leading the Team**

- Inspiring and Motivating others

DAY 2

❖ **Leading the Team cont'd**

- Managing communications and conflict
- Optimizing Team Performance
- Creating a Winning Environment

❖ **Optimizing Resources**

- Managing Diversity
- Coaching and delegating for success
- Creating a winning plan

Methodology

This training workshop utilizes an andragogical approach to reinforce concepts through conceptualization, action learning, critical questioning and reflection exercises. Media and technology will support the development process by ensuring all sensory and learning considerations are applied to engage all learners. Discussions and question and answer sessions play an integral part in this interactive workshop.