

- FOCUS TRAINING -

## LEADERSHIP AND MANAGEMENT SERIES

**PRACTICAL, REFLECTIVE, AND INSPIRING**

Fostering deep understanding beyond conflict, expressing what needs to be said within teams and empowering staff through coaching and delegation



**LEADERSHIP &  
TEAM MANAGEMENT**  
27 - 30 November 2018

  
**CAMBODIA**  
Phnom Penh

**COOPERATION &  
COMMUNICATION SKILLS**  
4 - 7 December 2018

27 - 30  
NOVEMBER

# Leadership and Team Management

*Develop yourself and  
a high-performing team*



*"The training provided a variety of good tools and it has given me new insights and instruments to apply to my everyday work as a leader. I particularly enjoyed the exercise on deriving our own core values."*

**Sofia Olsson**

Regional Director South Asia  
IM, Individuell Manniskohjälp  
Swedish Development Partner

## Outline

You will learn fundamental concepts of leadership and team management. This will enable you to lead and manage your team better, stimulate team spirit, decrease conflicts and enhance team performance.

- Reflect on your own vision, strategies, and values
- Develop your self, team, and organisational leadership
- Connect tasks and people, ignite ideas and inspire action

## For whom

- Everyone in leadership position and young emerging leaders
- Everyone who leads a team or aspires to become a team leader



*Expand your network with leaders and peers.*

## CONTENT

### Day 1 | 27.11.2018

#### I. Welcome

- Welcome & participants intro
- Expectations, agenda & logistics

#### II. Organisational Leadership

- Organisational, Team, Self-leadership
- The Helix Model
- Vision, policies, strategies, people
- Structure, processes, resources

#### III. Self-leadership

- Introduction to Self-leadership
- Tasks versus people
- Develop your values
- Self-management - Stressors, resources, resilience
- Develop tagline

### Day 2 | 28.11.2018

#### IV. Team Leadership

- Your personal tagline as a leader
- Introduction to Team Leadership
- Contribution, trust, engagement, respect
- Phases of group development
- Day to day tasks of a team leader

#### V. 4 Types of Managing People

- Introduction to 4 types of managing people
- Management by Delegation
- Management by Objective
- Management by Exception
- Introduction to the concentric circles

### Day 3 | 29.11.2018

#### VI. Attitudes: The Human Dimension

- Solist or team player?
- Process oriented or structured?
- Empathy, Antipathy, Sympathy

#### VII. Decision Making Process in Teams

- Reflection on worst and best meetings
- Four colours and self-reflection
- Propose the group process according to the four colours
- Simulation

#### VIII. Tools to improve staff performance

- Role clarity
- Key performance indicators
- Peer coaching

### Day 4 | 30.11.2018

#### IX. The Exceptional Leader

- Credo for Exceptional Leaders

#### X. Life Cycle: The Way Ahead

- Life cycle models
- 5 years back, now, and in 5 years?
- Feed Forward

#### XI. Summary, Evaluation & Certificates

## CONTENT

### Day 1 | 04.12.2018

#### I. Welcome

- Welcome & participants intro
- Expectations, agenda, logistics

#### II. What is conflict?

- ABC conflict (game)
- Picture of conflict perspective
- Social conflict
- Positive aspects

#### III. Construction of reality

- Function of our soul
- Construction of reality to see the world
- Ladder of observation

#### IV. Four sides of communication

- Active listening game
- Sender and receiver message

### Day 2 | 05.12.2018

#### V. How does the conflict go downhill?

- Balance video show
- Reflection on the video
- The Balance

#### VI. Escalation steps

- Step 1 - 4

#### VII. Escalation steps (Cont.)

- Step 5 - 9

#### VIII. Self-reflection on escalation steps

- Group 1
- Group 2
- Group 3

#### IX. Conflict temperature

- Hot vs. Cold

### Day 3 | 06.12.2018

#### X. Conflict temperature (Cont.)

- Hot vs. cold reflection
- Feelings in conflict
- Self-reflection on feelings in conflict

#### XI. Conflict temperature (Cont.)

- Needs in conflict
- Self-reflection on needs in conflict

#### XII. Conflict behaviour

- Iceberg model

#### XIII. Conflict handling style

- The 5 conflict handling styles
- Self-reflection on conflict handling style (individual)

#### XIV. Conflict management style

- Thomas - Kilman model

### Day 4 | 07.12.2018

#### XV. Active Listening

- Active listening exercise ( re-connect to the emotional cake)
- What is our vision & approach

#### XVI. Active Listening (Cont.)

- Self-reflection and inputs
- The power of listening

#### XVII. Closing

- Evaluation of the training
- Certificate

#### Closing remarks and Goodbye

4 - 7  
DECEMBER

## Cooperation and Communication Skills

*Establish trust, be more empathetic and understand conflict*

### Outline

You will learn key concepts of communication and improve your understanding of conflict management which will help you perform better as a leader.

- Reflect on escalation levels, on hot and cold people and conflicts
- Learn how to establish trust and accountability through effective communication
- Learn active listening, powerful questioning and how to be more empathetic

### For Whom

- Everyone in leadership position
- Everyone who feels concerned by conflicts, and more so if you have a professional role that includes managing conflicts in your organisation



*"The most interesting part in this training series is that the knowledge of each day reflects on some parts of your daily work, After attending the trainings, I feel much better equipped and confident at work."*

**Fared Bajai**

Finance Manager  
Welthungerhilfe Afghanistan

## Facilitators



**DIRK REBER** will facilitate the training Leadership and Team Management. With a professional background in economics, sociology, and rural development, Dirk is committed to the civil society sector for over 20 years. Being with Welthungerhilfe since 2003, he has worked in consultancy and leadership positions throughout Asia: Afghanistan, Cambodia, India, Indonesia, Laos, and North Korea. He has extensive experience in planning, management, and leadership.

**EAINDRAY SOE** will facilitate the training Leadership and Team Management. She has worked in various programmes on Children, Youth and Women Empowerment. At present, Eaindray is as facilitator in Capacity Building Initiative (CBI) in Myanmar. To date she has supported over sixty civil society organizations and thousands of individual staff through facilitations, organizational capacity assessment, strategic workshop planning, personal coaching and mentoring.

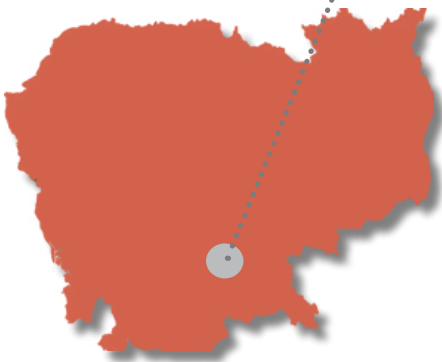


**BUNRITHY LAV** will facilitate the training Cooperation and Communication Skills. He has worked in the development sector with both national and international non-governmental organizations for almost 20 years. He has extensive experience in moderating and facilitating trainings and workshops, from the grassroots to the national level, and is now reaching out to the international arena.

**CLAUDIA ZEHL** will facilitate the training Cooperation and Communication Skills. Claudia has an academic background in intercultural conflict management and is a certified mediator. Since 2010, she has worked in various positions for Johanniter International Assistance, both in humanitarian and development settings. Currently, she is running the office of Johanniter in Southeast Asia, supporting programmes in cooperation with Cambodian Civil Society Organisations on community health, WASH, and livelihood.



## Phnom Penh



*Are you interested?  
Hurry up and reserve  
your seat(s) now!*

## Registration

**Regular:** before 13 November 2018

**Early bird:** before 30 October 2018

**Contact:** [soeurth@civilsocietyacademy.org](mailto:soeurth@civilsocietyacademy.org)

## Fees

**Regular:** EUR 460

**Complete series:** EUR 690

**Early birds and groups:** 10% discount

### Please note:

Fees include coffee breaks, lunch, and materials

Training is NOT residential. Language: English

**Cancellation fee:** 50% if you cancel 2 weeks prior the training

**Get in touch**

**Please  
register  
online**