# Virtual Effectiveness - Leadership

## Overview

The term VUCA is used to reference the challenges facing current and emerging work environments across the world. The acronym VUCA is used to describe volatility, uncertainty, complexity, and ambiguity. In an unstable VUCA environment, we are forced to change the way we do things. Managing teams who are dispersed due to COVID 19 is a new challenge for organisations across all sectors. The overall aim of this workshop is to empower managers and team leads to make considered decisions and to communicate key messages that are clear, influential, and timely. They will learn how to adapt and respond quickly using the best coaching and communication tools. In refining their communication style participants will increase the impact and effectiveness of their communications to meet the high expectations of the VUCA environment. The ability to motivate and influence others to take action is a fundamental component of effective leadership. To influence effectively, the leader must be adept at getting his/her opinions and ideas heard, recognised and considered by others. Influencing behaviour is a continuous process that is dependent on keen emotional intelligence, excellent communication, and people skills. This training programme provides the opportunity to sharpen and refine key communication and coaching skills that will benefit both participants and their direct reports.

## By the end of this One-Day workshop participants will:

- Use the VUCA (Volatile, Uncertain, Complex, Ambiguous) model to frame the challenges of remote working
- Use proven communication skills/tools/insights to ensure that key processes and procedures are used and maintained in an accurate timely manner
- Develop their confidence to communicate effectively and empathetically with their team members and colleagues.
- Use the conversational Intelligence dashboard to maximise business conversations.
- Hold reports fully accountable for the delivery of KPIs
- Explore the challenges of home working for remote staff e.g. shared spaces/internet issues /families abroad.
- Use active listening & calibrated questions to nourish and maintain good working relationships
- Facilitate discussions using the GROW model to identify joint solutions to difficult issues arising

**Course Resources:** all course resources will be shared electronically in Moodle



## New Links Training Solutions Ltd

**W:** www.newlinkstraining.com      **E:** info@newlinkstraining.com