

**LM
LEADERSHIP
DEVELOPMENT**

CUSTOMISED TRAINING

(Leadership Soft Skills)

Examples of customised training are listed below.

1. Conducting Difficult Conversations
2. Influencing and Mobilising Skills for Union Leaders
3. John Kotter's Create a Strong Buy-In
4. John Kotter's Leading Through Change
5. John Maxwell's 5 Strategies to Win with People
6. John Maxwell's Leader's Art of Influence

OTCi will exercise full flexibility for customised runs; in terms of venue, duration and mode of delivery. All fees are accurate as of 8 January 2024. All course duration listed is 1-day, unless otherwise stated.

For unions that do not have enough participants to form their own customised class, please contact us at otcinstitute@ntuc.org.sg and we will help to aggregate participants from other unions to form a class.

1. CONDUCTING DIFFICULT CONVERSATIONS

Often times, LM Leaders will have to engage in difficult conversations regarding members' personal grievances and performance related matters. Being able to handle such situations effectively will be key in helping members and management recognizes the root causes and hence leading to constructive resolution. The reverse outcome will just be as true if the conversation is unable to focus on the actual facts due to sensitivity and high emotions. This programme aims to equip participants with the skills and knowledge to confidently handle such situations by applying coaching principles and collaborative approach. .

This programme will cover the following:

- Coaching process of inquiry and discovery for evaluation, changes, and commitment to resolution
- Collaborative approach in helping members adopt a holistic perspectives of individual performance vs organisation needs
- SBIA (Situation-Behaviour-Impact-Assessment) framework for constructive conversation

Fees after subsidy: \$62.00 per participant



2. INFLUENCING AND MOBILISING SKILLS FOR UNION LEADERS

LM Leaders play a critical role in influencing, gaining strong buy-in and building positive interaction with management partners and key stakeholders to work towards outcomes that are beneficial for employees. Similarly, union leaders need to be able to connect with, persuade and mobilise members for mindset shifts, initiatives for the betterment of the employees, and for LM causes. This programme aims to strengthen the influencing and mobilising skills of participants to further the interests of employees and the LM.

This programme will cover the following:

- Assessing and strengthening one's ability to influence and mobilise
- Different styles of influencing and applications
- Strategies to build trust with members and key stakeholders
- Practical frameworks and tools to influence and mobilise

Fees after subsidy: \$62.00 per participant

3. JOHN KOTTER'S CREATE A STRONG BUY-IN

Getting support for ideas can be difficult in an organisation when natural obstacles exist in the structure or culture. A leader who wants to advance an initiative for the betterment of the union and its members knows that he must first lower people's intentional or unintentional resistance to new concepts. Backing from others is essential. The method for gaining buy-in taught in this module is counterintuitive. You learn the advantages of walking into the fray, showing respect for all, and applying well prepared tactics to build the support — even advocacy — necessary to launch and deliver on your innovation.

This programme will cover the following:

- Leadership competencies in influence, communication, collaboration, strategic thinking and decision making
- Evaluation on how much buy-in has already been achieved, how much more is needed and from whom for their initiatives
- Creation of a step-by-step plan for advancing initiatives through building the necessary support
- Application of tactics to increase buy-in and active support for their initiatives
- The experience needed to apply this blueprint to advancing future ideas or initiatives
- Tips, tools, and a plan to build success for their initiatives

Fees after subsidy: \$105.00 per participant



4. JOHN KOTTER'S LEADING THROUGH CHANGE

Today, we expect leaders at all levels to deliver results under conditions of increasing change and uncertainty. However, many feel unprepared and ill-equipped to lead change. In this programme, our leaders will first learn the components of Dr. Kotter's 8 Steps for Successful Change and 4 Critical Leadership Principles that must be in place to ensure successful change. Secondly, they will explore and practice how to get and keep people on board and supporting change: learn the definition of true urgency and how to build and maintain it in their own context.

This programme will cover the following:

- Core principles of effective change to own situation and identify ways to enhance its success
- Recognition of the behaviours that occur when people are on board, bought in and actively supporting a change
- Effective engagement of others in change by addressing their diverse needs
- Application of tactics to increase urgency and active support for a change
- The 8 Steps for successful change and related core leadership principles
- Tips, tools, and a plan to build success for change

Fees after subsidy: \$105.00 per participant

*** John Kotter is internationally regarded as one of the top experts on the topics of Leadership and Change.*

5. JOHN MAXWELL'S 5 STRATEGIES TO WIN WITH PEOPLE

With an increasingly diverse workforce, LM Leaders will need to be skilled in engaging workers of different ages, education profile and needs. In this programme, participants will learn more about collaborative techniques and practices that encourage win-win outcomes. This programme will also look at overcoming communication barriers and manage disagreement and confrontation constructively.

This programme will cover the following:

- Relational chemistry that affects organisation's effectiveness
- Self-assessment to healthy relationships
- Differences within organisation and how to connect with others effectively
- Manage conflicts and tensions that strengthen trust and build relationship
- Collaboration techniques and practices

Fees after subsidy: \$105.00 per participant



6. JOHN MAXWELL'S LEADER'S ART OF INFLUENCE

LM Leaders play important roles in influencing workplace stakeholders to gain their support for the betterment of workers. This programme equip participants with skills relating to those they lead or work with. Participants will also discover the components of the 5 Levels of Leadership and The Laws of Leadership that will guide them on how to adopt best behaviours to gain influence as a leader regardless of position in the organisation.

This programme will cover the following:

- The 5 Levels of Leadership
- Personal values impact the growth as a leader
- Application of The 5 Levels of Leadership to current relationships
- Assessing current relationship and discover ways to improve relational chemistry
- Strategies to maximise influence
- Develop and practice 360° leadership

Fees after subsidy: \$105.00 per participant

*** John Maxwell is a world-renowned author, coach and speaker in leadership. These programmes are based on proprietary concepts developed by him.*