



Team development

Project: Team and Leadership Development

Organisation: OAC Leadership Academy

Project date: 2013 - ongoing

Semann & Slattery were awarded a competitive tender to deliver the inaugural leadership development program for the OAC Leadership Academy. This included delivering leadership development to four tiers of the organisation including:

1. Senior leaders
2. Second in charge
3. Emerging leaders
4. Customer service team

Full day course modules included:

Strong Leadership

- Setting and maintaining the vision
- Motivation
- Role modeling
- Technical and professional knowledge
- Goal setting
- Delegating tasks

Leading effective teams

- Effective team work
- Managing a team
- Building respectful relationships
- Accountability and reaching goals

Conflict management and effective communication

- Stress management
- Effective communication
- Effective conflict management within a team
- Effective communication and conflict management with clients

Coaching for the performance



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- Purpose of coaching
 - Building performance relationships
 - Staff appraisals
 - Professionalism and confidentiality

Organisational management

- Customer service
- Time management and organisational skills
- Business acumen & “ strategy and planning
- Accountability and ownership

Managing Change

- Mapping change
- Assessing readiness to change
- Developing change goals
- Developing a change management plan
- Managing self and others through change