



ELICIT

Effective Leadership & International Communication In Teams

Developing yourself to develop your team

with John Holmes
of
Frontline Training Solutions

Effective Leadership & International Communication In Teams (ELICIT)

Developing yourself to develop your team

Course description

The ELICIT course takes the you on a journey of personal development through which you will understand the part effective communication has in effective leadership of international teams. Before looking at developing others in your team, you identify personal needs and preferences and how this can produce unconscious bias. You learn to overcome that bias by using simple, tried and tested communication tools. You engage in simulations and role-plays bringing to life both commonly reported challenges for team leaders and the your own real challenge you have faced or expect to face.

We use individual interview and coaching sessions before the course to help you apply the tools to your working life and make the role-plays as pertinent and realistic as possible.

Course structure

The course is 4-day's duration, with timings each day of 9am to 5pm, including a one hour lunch break and a mid-morning and mid-afternoon break of 30 minutes. Courses are limited to 6 participants.

There is an option to run 2 x 2 days with different conditions and where appropriate to do so.

Pre-course interview

After a you has been accepted onto the course there will be a private online session providing a chance for the trainer to get to know you and understand what you are looking for from the course. The session will also be an opportunity for the trainer to go through your live issue with you, clarify details and write a short script about the person you have an issue with.

Course content

Day 1 – Tools

- Building trust - Rapport
- The Three Is – Inform, Instruct, Inspire
- The IRIS - the intervention, recognition and inclusion tool to get the team listening to you and to each other
- The Three Rs – Reflect, Re-iterate, Recognise

Day 2 – Style & Image

- Goleman Leadership Styles
- SWAG personality styles and how others see you
- MENTOR & Leadership Choices
- Role-plays
- Reflection

Day 3 – Eliciting

- Forum Theatre – ‘When things go wrong’
- Gear-change questioning
- The Three Es – Establish, Explore, Eliminate
- Case study – Unconscious Bias
- Personal and organisational narratives
- Reflection

Day 4 – Live Issues

- Role-play an issue affecting your working life or which has challenged you in the past
- Participate in the coaching and development of fellow participants on the course through their live issue
- Creation of personal learning and development goals

Learning methods

Small group learning - The course will be highly interactive. The course only recruits small numbers of participants for maximum personal attention and practise time. The course has a maximum intake of six participants.

Highly interactive - By highly interactive we mean that not only do you get a chance to try out the tools for yourself, you also get deeply involved in giving positive feedback to your colleagues on the course. This combination of practising, observing and coaching/mentoring really reinforces the lessons most relevant to you and ensures you will continue to remember those lessons when they become relevant in your working life.

Role-play & simulations - The key learning method is role-play. The trainer is also a professional actor who is a specialist in role-play in training. Please be prepared to use role-play to help increase your understanding of the tools and how to apply them in a number of generic situations under the guidance of the trainer. L&D research shows that we behave and respond in role-plays the same as in real life. We can only exercise conscious control of ourselves for short periods before we are forced back to our unconscious usual behaviour. Hence role-play is the ideal medium for exploring unconscious bias, breaking habits and holding a mirror up to ourselves for us to learn how other people see us.

Awareness and skills the training will help you acquire

- Identification of the personal and unconscious values that shape your choices and those of others and how they impact on your leadership
- Awareness of agreement and dissent in a diverse working environment
- How to develop a team culture (proactive/reactive) with reference to Frontline's MENTOR model; build a team that thinks for itself yet learns together
- How to support issues of diversity, sensitivity and offence while maintaining a focus on the task
- How to establish expectations and hold team members to account
- Manage discipline, broken preferences and provide corrective feedback
- Explore personal case studies and challenges as a team leader

Why these skills are important for your job

- Helps you plan, guide and train your team towards your preferred style of performance towards the work and each other
- Save time and avoid the effort of retrieving goodwill by becoming sensitised to your unconscious bias and how that reveals itself in your responses; recognise the impression that makes on others and the impact it can have on team performance
- You will become more collaborative by seeing a bigger picture in issues such as co-operation with other teams, instructions from senior management, delegation and potential leverage; by developing your appraisal of opportunities and threats you will increase your credibility, efficiency and trustworthiness

Target population for course

Primarily aimed at team leaders and those competing or aspiring to that role, effective leadership and communication in teams are competencies that improve the professional performance of anyone engaged in today's style of team-working. The course is open to all grades but we tend to put similar grades together, i.e. team leads and aspiring team leads in one seminar and section leaders, deputy HODs and HODs in another.

Taking a leading role in your team and communicating productively is not confined solely to the role of Team Leader, and management will find it beneficial to check on their style, what they intend and how they come across to others. The role-plays covering current working issues are great discussion points for teams and for raising awareness of the impact we can on others, often unwittingly.

This course is for anyone who works with others and wishes to make life more engaging and easier for themselves.

Dates and timings of the training

Dates are always an issue for training. The dates stated below are intended but are also open to discussion to find the best fit for all. Where possible, we will alter dates to meet the greatest preference. Generally, the courses are four consecutive days in length. We also offer a split course of 2 x 2 days and a further personal interim online meeting each. This version comes with a slightly higher fee.

Location

Four consecutive days in Florence, Frankfurt, Vienna, London or any location that works best for the majority. We have two further dates planned for ELICIT in 2024 but more can be provided given sufficient interest. At the time of writing, both are planned for The Inside Hotel in Frankfurt but The British Institute in Florence is a popular choice and under consideration for late Autumn

Dates

- Tuesday 11th to Friday 14th June 2024 – Frankfurt
- Tuesday 12th to Friday 15th November 2024 - Frankfurt

Suggested accommodation

The Inside Hotel Frankfurt Ostend provides excellent accommodation where the training is held and close to the main building of the ECB.

The British Institute has kindly put together a helpful list of accommodation that has been found satisfactory by past visitors. Some locations are very close to the Institute itself.

<https://www.britishinstitute.it/en/your-florence/accommodation>

Booking and paying for accommodation is the responsibility of the participant. For those registering early we can share our preferences.

Location of training and hotel

The planned training in June and November will take place at the InnSide Hotel, Hanauer Landstrasse 81, Frankfurt. This venue has excellent public transport links and is on the No.11 tramline and close to the Ostend Metro. Our training room will be InnSpace.

Cost

Includes:

- 4 consecutive days of training
- Small group(s) up to six participants
- Two personal online sessions, before and after the course
- Extensive manual and guide book
- Share of training room

Not included:

- Travel to/from InnSide Hotel, Frankfurt
- Refreshments
- Lunch and evening dinner
- Evening excursions into the centre of Frankfurt
- Taxis to/from the airport/railway station

€3.995 per person

2 x 2 day option

All the above benefits and conditions but with the inclusion of a further online meeting in between sessions.

€4.495 per person



About John Holmes and Frontline Training Solutions Group

John is founder and director of Frontline Training Solutions Ltd (GB) and its Czech subsidiary, Frontline Training Solutions s.r.o. (CZ). For a quarter of a century the group has been offering leadership, meetings and communication skills training to national and international public sector bodies, specialising in the financial public sector.

Frontline Training Solutions Ltd (GB)

Frontline Training Solutions s.r.o. (CZ)

www.frontlinetrainingsolutions.com

john@frontlinetrainingsolutions.com

Office: +44 1376 570 982

Mobile: +44 7905 121 848

Testimonials

'I have never participated in such an interesting and practical training in soft skills.'

'Taking the course has been a great experience. John and Ben (the trainers) have been superb throughout. They have listened to all comments and always answered any questions enthusiastically and to the point. They provided concrete steps to deal with difficult situations and to build good relationships from the start. These steps are clearly described and explained and the role-playing provides a platform to practice and to observe others in order to understand what adjustments need to be made when applying these techniques.'

"I really feel the benefit of the practical application of the theory through the role plays, observations and discussion. It has provided me with a tool set to deal with challenging interviews and situations in my role. More importantly it has increased my confidence to deal with these challenges head-on!"

"I would like to thank you for organizing such a useful training. I am sure others will find it as interesting as I have."

"I have already given to the head of my department very positive feedback concerning the seminar and you for being a really nice personality. I suggested you to give a lecture to the whole department, as we would benefit by improving our communicating skills. We would be very glad to see you in person, talk and have fun in Athens!"

"I just wanted to say that the course was fantastic and I really mean it."

"I would like to thank again you and Ben for the excellent course - as I told several colleagues already, it is the best course on so-called "soft skills" I ever attended. I found it very useful and I am sure that this experience will be beneficial for my future professional life."

"I think this course is useful independently of whether a person has a team lead role. This course is really about developing effective ways to communicate with others, be they peers, superiors or team members. The main value added of this course is the training method. Other courses adopt a more traditional approach and one tends to forget the notions acquired after a short period of time. In this course, one learns by doing and by observing others, and this has a strong impact on how the notions are assimilated. This course challenges the participants and makes them actively participate in a series of activities which resemble daily life situations. Furthermore, through personalised sessions, the course is tailored to the needs of the participants and helps them reflect upon past situations and better ways to handle them. I already recommended it to colleagues and will be very happy to sponsor it further at *[our organisation]*!"

"The clarity and approach of the trainers was simply outstanding. I cannot think of anything that could have been explained better. Both John and Ben are very clear and catch the attention of the participants. I found the preparatory sessions extremely useful and that the information I provided was used to full extent during the sessions and the live issues."

"Many thanks also from my side for yet another wonderful course and great interaction, now we are officially alumni."

Registration Form

ELICIT training from Frontline Training Solutions

Please complete this registration form and send by e-mail to John Holmes at john@frontlinetrainingsolutions.com

- ELICIT 4: 11 June – 14 June 2024
- ELICIT 5: 12 November – 15 November 2024
- My organisation/directorate/division agrees to the cancellation policy below

Signed

Date

Name

Job title

Organisation & Division

E-mail address.....

Telephone number office

Telephone number mobile

Cancellation Policy

Policy if no replacement found for a cancellation

- Cancel 45 to 31 days prior to the workshop - **25% of the participant fee (€3.995)**
- Cancel 30 to 14 days prior to the training - **60% of the participant fee**
- Cancel 13 to 7 days prior to the workshop - **85% of the participant fee**
- Cancel 6 days or less prior to the workshop - **100% of the participant fee**
-