



THE SCHOOL OF ETIQUETTE

LEADERSHIP DEVELOPMENT PROGRAMME

AFRICA'S PREMIER LEADERSHIP GROOMING INSTITUTE

The School of Etiquette's **Leadership Development Programme** is designed to enable your leaders to understand and shape the impact that their behaviour has on their environment and the people around them. Ideal for your current and future leaders and managers, this programme focuses on the vital soft skills and social skills that ensure credibility, trust and following. It develops techniques that allow attendees to speak, look and act in a way that instills trust in them, belief in the company brand and leads to greater organisational effectiveness.

The result?

- Their competence is built faster
- Every new leader becomes a steward for delivering better results through others.
- Established brand ambassadors that reflect the calibre of your organisation.
- Role models and mentors for the rest of the organisation.

Studies show that '58 percent of managers said they didn't receive any management training. Most managers in the workforce were promoted because they were good at what they did, and not necessarily good at making the people around them better.' - A recent study by [CareerBuilder.com](https://www.careerbuilder.com)



THE
OVERVIEW

Challenges you face:

The leaders in your organization play a pivotal role in shaping the culture, delivering results and inspiring loyalty and effectiveness from the people in your organisation.

A very distinct part of their role is their people intelligence: how they interact with others, how they make them feel and how they inspire others to deliver better results.

Many people tend to forget that excellent technical skills and a high IQ don't always translate into being a natural leader.

The effectiveness of a leader is lost if they cannot deliver their message in a compelling way, that makes people want to listen and follow them.

The Leadership Development Programme teaches your leaders how to act, look and speak in a compelling and competent manner.

Solution:

The **Leadership Development Programme runs** in four phases. They can be re-ordered, adjusted, and customised according to your training outcomes.

The sessions are run in virtual and/or face-to-face sessions according to your requirements.

The Phased Approach:

Phase 1: Executive Presence and Image

Phase 2: Conversational Intelligence

Phase 3: Public Speaking

Phase 4: Image



Phase 1: Executive Presence

The qualities of personal appeal
 Self-esteem
 Strategic body language
 Small talk
 Building rapport (Connection)
 Making an entrance
 Mingling & networking at events
 Choosing & joining groups
 Elevator pitches
 Preparing for meetings
 Boardroom behaviours
 Cultural Etiquette
 Telephone & Email communication
 Virtual Meetings - hosting & attending
 Remote relationship management
 Dress code Understanding
 Clothing selection for impression, event and body shape
 Power Dressing

Phase 2: Conversational Intelligence

Neuroscience behind good leadership
 Measure the impact of different conversations on the brains of others
 Reach desired outcomes through high quality conversations
 Discovery questions
 Listening to connect
 Transformational KPI's
 Manager/employee relationship restoration and building

Phase 2: Conversational Intelligence Cntd.

Understanding a good & bad conversation and what leads to them
 CIQ Techniques for building TRUST with clients, colleagues and subordinates
 CIQ Techniques for building a culture of mutual respect, understanding and transparency

Phase 3: Public Speaking

Confident speakers mindset
 Compelling openings and close-offs
 Storytelling to influence and persuade
 Keynote address structure
 Pitching structure
 Virtual presentation techniques
 Powerpoint philosophy

Phase 4: Business Entertainment & Dining

Restaurant selection
 Table placement
 Seating placement
 Ordering
 Handling the cheque
 Business talk at the dining table
 Dining Manners
 Cutlery Navigation
 Glass Understanding
 Wine Etiquette & Tasting
 Asian Dining
 Chopstick use





Adams & Adams



The Pan African Bank



NATIONAL LOTTERIES COMMISSION



CLIENTS & TESTIMONIALS

"Management can see who has attended your training and who hasn't. The key component that your training addresses is their (graduates) behaviour. Without receiving this type of training it becomes about their behaviour instead of their competency levels. M. Jacobs Regional Learning Manager | SAPPI

"You can tell the difference between the CA's who attended your course and those that didn't. We have received complaints from the partners about the CA's who have not attended your training." Z. Williams CA Development | Adams & Adams

"You can be the best technically proficient person but without these etiquette tools, all that skill amounts to nothing if you do not know how to carry yourself and interact professionally." B. Marambire

10/10 Because my life will never be the same! I loved everything! The confidence and the passion of the presenters, how non-judgemental they were. Every person alive should undergo something like this at least once and the earlier the better. N. Ngcobo

"11/10 This course exceeded my expectations. The business section was extremely valuable. I think all business people have to enrol on this course, and all young people! The delivery was interactive, energetic and humorous." C. Fourie

"A perfect 10 – my days of trembling hands and terrifying anxiety are finally over. A big thank you to both Courtenay and Kane for equipping me with the skills to take on every situation no matter how intimidating it may be, with poise and conviction." N. Coetzee



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KNOW MORE • DO MORE • BE MORE

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SETA ACCREDITED (PLEASE ENQUIRE)

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