

Curriculum Outline

Module 1: Foundations of Leadership

Session 1: Transitioning from Peer to Leader

Learn what changes when you're no longer "one of the team" and how to step confidently into a leadership role without losing trust or respect.

- Understand how responsibilities change when moving into a leadership role
- Learn how to lead former peers without creating tension
- Build early credibility with your team and managers

Session 2: Communication for Leadership

Discover how to communicate clearly, listen actively, and give feedback that motivates people instead of shutting them down.

- Practice clear, direct communication to avoid confusion
- Learn to listen effectively and respond thoughtfully
- Give feedback that builds trust and improves performance

Module 2: Continuous Improvement Mindset

Session 3: Introduction to Continuous Improvement

Get introduced to simple techniques that help you spot inefficiencies and fix problems before they become costly.

- Learn how to recognize time-wasters and inefficiencies
- Explore simple improvement techniques you can apply right away
- Build a habit of looking for better ways to do everyday work

Session 4: Mapping and Improving Processes

Learn how to break down everyday tasks into clear steps, identify bottlenecks, and make things run smoother and faster.

- Visualize how work is done so you can find what's slowing it down
 - Identify steps that cause delays, confusion, or mistakes
 - Make tasks easier and more efficient for the whole team
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Module 3: Performance and Accountability

Session 5: Problem Solving and Root Cause Analysis

Gain practical tools to solve recurring problems by finding what's really causing them - not just treating the symptoms.

- Get to the bottom of issues using proven problem-solving techniques
- Avoid quick fixes that don't last
- Work through real examples to practice your skills

Session 6: Ownership and Accountability

Understand how to create a team culture where people take responsibility for their work and follow through on commitments.

- Set clear expectations and follow up consistently
 - Learn how to hold team members accountable without micromanaging
 - Encourage responsibility and initiative
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Module 4: Leading Teams Effectively

Session 7: Delegation and Time Management

Learn how to prioritize your time, stop doing everything yourself, and delegate the right tasks to the right people.

- Recognize which tasks you should delegate
- Learn to trust your team and assign work effectively

- Manage your time better to focus on what matters most

Session 8: Running Effective Meetings and Huddles

Master the skill of leading quick, focused meetings that align your team and get everyone on the same page.

- Run daily or weekly check-ins that actually help your team
- Keep meetings short, focused, and useful
- Build team alignment through consistent communication

Session 9: Managing Difficult Conversations

Practice how to handle tough situations with calm and confidence - whether it's correcting mistakes or dealing with conflict.

- Prepare for conversations about performance or behaviour
- Stay calm and professional under pressure
- Resolve problems before they grow

Module 5: Data, Metrics & Decision Making

Session 10: Using Data to Lead

Learn how to read simple performance reports, spot trends, and make better decisions using facts - not just gut feelings.

- Understand what the numbers really mean
- Spot patterns and identify where action is needed
- Build confidence in your decision-making

Session 11: Monitoring and Improving Team Performance

Discover how to track what's working and what's not, set clear goals for your team, and improve results without micromanaging.

- Use simple tracking methods to improve team output

- Set goals that motivate and clarify expectations
 - Support your team without hovering
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Module 6: AI for Future Leaders

Session 12: Introduction to AI in Management

Understand what AI really is (and isn't), and explore how today's leaders use it to stay organized, save time, and work smarter.

- Learn the basics of how AI works in a business context
- Explore everyday tasks where AI can help you save time
- Understand what AI can do—and what it can't

Session 13: AI Tools for Everyday Leadership

Get hands-on with simple AI tools that can help with scheduling, communication, data analysis, and decision-making.

- Try out beginner-friendly AI tools
 - See how AI can help with tasks like follow-ups and reports
 - Choose tools that can support your role as a new leader
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Module 7: Building Culture and Trust

Session 14: Leading with Emotional Intelligence

Learn how to stay calm under pressure, read the room, and lead with empathy to earn your team's trust and respect.

- Understand your own leadership style and stress triggers
- Recognize how others are feeling and respond appropriately
- Lead in a way that builds strong team morale

Session 15: Creating a High-Trust Culture

Discover the building blocks of a positive team environment where people feel safe to speak up, contribute, and improve.

- Build trust by being consistent and fair
 - Encourage team members to share ideas and concerns
 - Create a space where people take pride in their work
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Module 8: Developing the Leader Within

This final module is focused on building confidence, emotional readiness, and the internal mindset required to lead effectively. It gives participants space to reflect on their leadership journey and identify what kind of leader they want to become, without formal presentations or capstone projects.

Session 16: Confidence, Values & Leadership Identity

Build confidence in your leadership abilities and clarify your personal values as a future leader.

- Reflect on how your leadership style has evolved
- Identify your core leadership values and strengths
- Learn how to stay grounded and confident through change