

Leadership, Culture, Communications

Our framework for training and development provides people with the knowledge, skills and attitudes to:

Lead by

- Setting direction and identifying what is required of others
- Considering a variety of options before making an objective decision
- Challenging existing practices and using initiative to take action
- Taking personal responsibility for making things happen
- Involving people in consensus decision making where appropriate.

Influence culture by

- Demonstrating honesty, integrity and fairness
- Setting good examples to others and earning respect
- Understanding the culture and working conditions and acting to work within it or influence it
- Being approachable and making themselves available
- Respecting people's values & beliefs

Communicate by

- Listening actively and asking questions, clarifying points, checking mutual understanding
- Adopting communication styles appropriate to listeners and situations, including appropriate time and place
- Providing feedback designed to improve future performance, both business & individual
- Being concise and informative orally and in writing
- Choosing the method of communication most likely to achieve effective results

'I've got to follow, them, I'm their leader.'

Alexandre Ledru-rollin

framework