



**KNOWLEDGE**



**RECOGNITION**



**SKILLS**



**RETENTION**



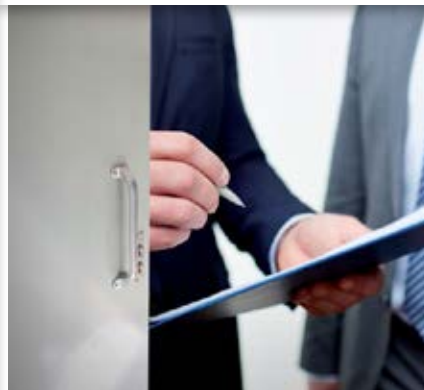
**FURTHER EXCELLENCE**



**BEHAVIOUR**



**ABILITY**



**COMPETENCE**



**QUALIFICATION**

# **EMPOWERING LEADERSHIP IN MANAGEMENT SYSTEMS AND STANDARDS**

# SGS ACADEMY – TRANSFORMING PEOPLE AND BUSINESSES

As the leader in professional training, we draw on our years of worldwide experience to provide effective learning and development opportunities. We make a difference to individuals, teams and businesses, nurturing talent and enabling continuous organisational progression. Our specialists partner with course participants, identifying improvement objectives and supporting the professional journey.

## WORKSHOP AIMS

This two day training workshop is specifically designed to address the required leadership skills of those operating in quality, environmental and health and safety roles for the forthcoming evolution of management systems standards within the Annex SL framework and their respective commercial impacts. Delegates will discuss approaches of putting the requirements into action dependent on the different needs of their roles and their organisation's expectations.

The event will develop the delegates techniques used to engage and influence the organisation's stakeholders, senior managers, operations functions and other interested parties to highlight the commercial success derived from best practice. Specific changes to the standards are NOT covered in this programme; delegates wishing to update their technical knowledge in these requirements should consider attending the introduction to Annex SL, DIS 9001, DIS 14001 and/or risk based thinking courses from SGS.

The workshop will utilise a relevant case study business throughout the two days from which delegates can draw examples, transferable to their specific situations.

## WORKSHOP OBJECTIVES

At the end of this two day event, participants will be able to:

- Identify the knowledge, skills and behaviours of effective leaders
- Recognise the key influencers of stakeholders and senior managers
- Present a sound business case to interested parties in order to meet their needs and expectations
- Measure the level of engagement and support of operational staff
- Motivate to adopt best practice in alignment with the strategic direction of the organisation
- Apply inspiring business scenarios to gain commitment and support from top management

## WORKSHOP AGENDA

### DAY ONE

- Welcome, logistics and domestics
- Workshop aims and objectives
- Introductions  
Workshop will start with an opportunity for each delegate to sell the management systems standards agenda in a brief introductory piece

- Leadership styles  
Brief facilitator-led input on the definition of leadership and the associated knowledge, skills and behaviours followed by a personal questionnaire to identify the existing leadership preferences which will demonstrate the competencies of effective leadership
- Identifying the varying needs of stakeholders and other interested parties  
A practical exercise to explore the characteristics of different stakeholder needs and expectations within an organisation's hierarchy
- Applying different techniques  
Case study activities for analysis of management systems and the impact on the strategic direction of the organisation – delegates identify the impacts
- Working with teams  
Understanding the dynamics present within teams and applying collaborative leadership. Input on the characteristics present within the workplace and a practical activity using team skills.

- Motivating for engagement  
Delegate will be introduced to motivational theory before considering the tools and techniques for motivating others to adopt best practices of a management system. Exploring the aspects which drive employee engagement to recognise and overcoming active disengagement.
- Summary of day one

## **DAY TWO**

- Welcome and recap of key learning points from day one
- Influencing others  
Facilitated input on the skills of influential leaders followed by an influencing activity to enable delegates to demonstrate the interpersonal skills required to present a winning argument
- Dealing with disagreement and handling resistance  
Participative team exercise to deal with common challenges
- Making recommendations  
Acting as a consultant to your business, benchmarking and providing business analysis. Dealing with risk and accountability. Providing advice and guidance to stakeholders on the adoption of quality management strategies as a commercial benefit
- Leading change programmes  
Reviewing the change process – facilitated input of the stages of change. Activity to highlight the signs and signals of reaction. A techniques exercise for helping others to accept the need for commitment to continual improvement
- Action planning  
Identifying areas for continuing professional development and setting key objectives for putting learning into practice
- Summary and evaluation of workshop

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## **SGS UNITED KINGDOM LTD**

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WHEN YOU NEED TO BE SURE

