

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