



Learning & Development

# Leading Across Boundaries

Inspire. Influence. Impact.



## How You'll Learn



Real-life case discussions



Role plays & simulations



Self-assessments



Group activities & debriefs



Duration: 1 Day



Location: In House Training



Certificate Provided  
HRDF Claimable

Secure Your  
Seat Here!



+6016-5402138 (Susan)  
+6011-31052138 (Farina)  
susan@junzo.my  
farina@junzo.my



Grace

Psychology, NLP, NeuroScience

# Leading Across Boundaries

## INTRODUCTION

In today's day and age, having a good leader in an organization is not just an advantage, it's an imperative. Organizations that are filled with progressive leaders will create more harmonic and competitive environment and will always be there to motivate each other and their team to be better each day. It is not an overstatement that a leader wears a thousand hats. Skills such as communication, stakeholder engagement, and conflict resolution are all vital to ensure the proper functioning of the organization. Additionally, leaders need to create a positive work environment that encourages teamwork, innovation, and growth.

This course is ideal for leaders at all levels who aspire to elevate their leadership skills and create a positive, cohesive team culture. By the end of this program, you will be equipped with the tools to not only lead effectively but also to inspire and uplift those around you. Join us and embark on a journey towards becoming a more empathetic, communicative, and effective leader.

## Key Learning Outcomes

Upon completion of this workshop, participants should be able to:

1. **Learn effective leadership strategies** to build relationships and resolve conflicts
2. **Employ tactical empathy** in communicate to foster more positive dialogue
3. **Nurture positive interpersonal relationship** through "Rapport Building" to inspire and engage team members

## Workshop Methodology

This program will be delivered through a dynamic mix of interactive and experiential learning methods, including:

1. **Concept Introduction Through Group Activities:** Key concepts and background information are presented using group exercises, discussions, and interactive activities that promote active participation and accelerated learning.
2. **Real-World Issue Integration:** The trainer will guide discussions around actual challenges faced by participants in their work and personal lives, making the learning highly relevant and practical.
3. **Experience-Based Learning Environment:** A hands-on, participative approach encourages reflection and application, ensuring deeper understanding and retention.
4. **Structured Debriefing Sessions:** Each activity includes a debrief to connect the learning outcomes to real-life situations, helping participants apply new insights effectively.

# Program Outline

## Module 1: Introduction to Leadership Skills

1. What is leadership
2. Current context of leadership
3. Leadership Guiding Principles

## Module 2: Fostering Dialogue

1. Seek First to Understand
2. Mindful Communication
3. PIA method of communicating

## Module 3: Tactical Empathy

1. Empathy & its role in communication
2. Perspective Taking

## Module 4: Inspire & Engage Through Rapport Building

1. Four steps to rapport building
2. The Rapport Dance
3. Matching, Pacing & Leading
4. From Resistance to Compliance