



Springboard  
Caribbean



# PROFESSIONAL LEADERSHIP SKILLS PROGRAMME

## COHORT 2

### 1 WHY ATTEND?

Participants will receive underpinning knowledge, tools and techniques that will enable them to have a clearer understanding of their role and responsibilities as leaders, and help them to develop a strategic mindset to improve overall performance standards

### 2 WHO SHOULD ATTEND?

- Senior Managers
- Supervisors
- Executives from the public and private sectors

#### Reviews from the previous cohort:

“This was a well put together programme. Overall, the delivery was very interactive.”



“Thank you for this opportunity. This course was well thought out as we strive to improve the work environment.”



“I loved it overall. Job well done!”

**REGISTRATION**  
**\$300 USD**  
Scan for Full Programme and Registration Form



#### UNLOCKING YOUR LEADERSHIP POTENTIAL TO DRIVE BUSINESS PERFORMANCE

**29 & 30 May 2024**  
**9:30am - 12:30pm AST**

Provides the knowledge, tools and techniques that will enable you to be an effective leader. You will learn about motivation, the difference between management and leadership and how to improve your own leadership style to engage your team and drive business performance.



#### USING STRATEGY EXECUTION METHODS TO EFFECTIVELY DELIVER YOUR BUSINESS GOALS

**12 & 13 June 2024**  
**9:30am - 12:30pm AST**

Designed to develop the strategic thinking and build the organizational alignment of your management team. Provides leaders with the knowledge and tools to develop the organization's strategic goals and to drive those goals into departmental and individual priorities and objectives.



#### DEVELOPING A CARING CUSTOMER SERVICE CULTURE TO CREATE EMPLOYEE EMPOWERMENT & ORGANIZATIONAL GROWTH

**11 July 2024**  
**10:00am - 1:00pm AST**

Designed to provide the knowledge and understanding of the importance of organizational culture and its impact on individual and organizational performance. You will learn about the psychology of customers and teams, the role of vision, values and behaviour in shaping culture, drivers of change and how to effectively manage the change process.