

# Leadership in service-oriented organizations

## Learning objectives

At the end of this course the participants should be able to:

- Understand the concept of leadership;
- Distinguish between the different types of leadership;
- Distinguish between leadership activities and management activities;
- Understand the importance of leadership in all phases of giving service in the organization;
- Understand the relationships between leadership and teamwork;
- Understand how a lack of leadership or inappropriate leadership can have negative effects on the productivity of employees and team members;
- Understand the interrelationships between leadership and people's individual styles;
- Discover the best way for each to provide leadership in a constructive way.

## Content

The content of this course can vary in response to the different needs of clients. The course may include:

- What is leadership?  
To be explored as the capacity to influence people in such a way that they accomplish their tasks by doing things in ways that enhance the services rendered to clients.
- The types of leadership :  
An overview of the principal types of leadership and the behaviour and attitudes associated with each.
- Leadership and work:  
How leadership must be manifested in all aspects of work and ultimately in the bottom line of the organization.
- Leadership and teamwork:  
Notions of teamwork and how leadership is essential for the development of this type of work organization. The problems associated with the lack of leadership and with bad leadership.
- Individual styles – a direct link with leadership:  
Notions concerning styles and the relationships between individual styles and types of leadership that an individual can provide.

## Course participants and duration

This one day course is normally given to groups of 8 to 12 participants from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.