

LEADERSHIP FOR QUALITY TRAINING

Leadership capacity

Leadership for quality training will build your team's knowledge of:

Leading Organisational Learning

- the information era
- change and the learning organisation
- assessing personal responses to change
- managing change
- workplace learning

Leading Strategy & Planning

- organisational systems
- improvement cycles and processes
- systemic thinking
- quality tools and techniques
- process improvement

Leading Teams

- leadership and management styles
- supervision
- team leadership
- assertive communication

Leading Service Quality

- the concept of quality
- customer service
- quality culture
- quality-focused organisations

Leading Quality Systems

- business excellence
- quality standards
- internal audit