Effective Leadership in a Matrix Environment

Target Audience: Team Leaders and Managers of teams that are geographically distributed and need to collaborate in a matrix organisation structure – whether nationally or globally. The course outline and content is tailored to the level of management and leadership of the group, and the nature of their roles in the organisation.

Learning Outcomes: By attending this course, participants should be able to:

• **Understand and harness the benefits** of working in a matrix environment;
• **Create** goal and role clarity for the individuals they manage and those they need to influence in the matrix;
• **Improve** their relationships with their stakeholders through improved communication, trust and rapport;
• **Stay current** with best practices on how to collaborate and lead in a matrix environment;
• **Build their confidence and ability** to influencing without authority and stay in control of tasks that span integrated process teams; and
• **Learn** how to use tools, templates and techniques to help them in their role as a leader in the matrix.

Typical 2-Day Course Agenda

**Future Focus, Present Purpose Teams**
- Advantages of matrix structures
- Key challenges working in a matrix
- Ingredients of a “purposeful” team
- Factors that impede purposeful matrix teams
- Setting clear objectives in context
- Applying boundary management
- The matrix mindset - living with ambiguity

**Addressing Ad-Hoc and Planned Communication Challenges**
- Information updates: getting the balance right
- Information ownership and custodianship
- Decision-making, problem-solving and escalation in matrix teams
- Reviewing your meetings

**Leadership Qualities and Practices**
- Leadership Effectiveness Self Assessment
- Essential leadership qualities for matrix leaders
- Creating a motivational environment and being a motivational leader

**Situational Leadership in the Matrix**
- The “situational” concept
- Practicing leadership style flexibility
- Leading from the front, or leading from behind?
- Collaborative matrix leadership

**Leading with Emotional Intelligence (EI)**
- The business case for EI
- Understanding the EI competencies
- Assessing your EI strengths as a matrix leader
- Prioritising EI competencies for your personal development

**Matrix Leadership Practices**
- Effective Matrix Leadership Skills Inventory
- Summary of best practices and personal action planning

Max number of course participants: 12