



“What the mind of man can conceive and believe. It can achieve” (Napoleon Hill)

Exactly 10 months ago we started the A+Leader training for managers and team leaders of the Hub. The last session of the programme was held on Mar 14, 2009.



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The Kick-Off Meeting of the A+ Leader Programme was held on June 14 2008. It was an integration event for all the employees participating in the Programme where we could learn more about the Programme itself.

Getting started

The A+ Leader Programme comprised two training modules – Management & Leadership and Communications & Conflict Management. However, before the trainings took place all participants had to perform “360 evaluation” –

survey - i.e. fill in a special form allowing for a comprehensive assessment of an individual performance. To complete this form properly everyone had to approach for feedback not only subordinates and supervisors but also his/her friends and family, what helped identify one's strengths and weaknesses and thus better prepare for the programme.

Two modules of the A+Leader

The first module – Management & Leadership took us 5 days to complete. We could learn how to properly set a balance between the private and the professional life, also share our thoughts on managing people or achieving goals. During

MBTI assessment is a psychometric questionnaire designed to measure psychological preferences in how people perceive the world and make decisions. The MBTI lists four personality types, or "dichotomies"; Extraversion – Introversion; Sensing – Intuition; Thinking – Feeling; Judging – Perceiving. As a result we can distinguish 16 psychological types of personalities

the sessions we gained knowledge on how to apply Myers-Briggs-Type Indicator (MBTI) theory. You can use it to get to know yourself and other types of personalities of people you deal with. This knowledge allows you to improve your management skills. The second module – Communications and Conflict Management took 2,5 days. During the training session we worked on advancing our communications skills in particular we had an opportunity to practice how to effectively manage conflict situations. We discussed conflict styles and how to apply conflict solving techniques.

Closing session

The Programme was closed with a 1-day Finish-Off module called Managing between the Margins where we directed our attention to the topics like



Viewing organisations as systems, Understanding dynamics of teams or challenging “this is not my problem” attitude. At the end of the event all participants received diplomas of successful completion of the A+Leader Programme.

My feedback

To sum up let me please evaluate the Programme from the perspective of the soft skill trainer with a 5 year experience. I perceive the whole programme as a success. It was an intensive training with a bulk of diverse emotions. Participants have been equipped with a solid set of

skills and knowledge. It was an excellent opportunity to exchange experience, meet people, discuss different topics & issues – simply to develop. Priceless in my opinion is this what has left deeply in our minds – in difficult moments you can always find people in our organization who are willing to help and provide support. This can not be achieved during regular training! Last but not least let me thank you all who made the training happen: colleges from the Hub, the Bank, all the trainers: Asia, Bill, Dirk, Jan, Karin, Karl, Katharina, Kerstin, Markus G., Markus S., Matthias, Nanette, Nedim, Patrycja, Petra, Ralf, Stefania, Sussan, Thorsten, Ute, Wiesiek. Hough..

