

**Training Title**



**LEADERSHIP & MANAGEMENT SKILLS (ILM Recognised Certification Training)**

**Training Duration**

5days

Program hours:- 5 days X 6 hours per day

Total hours – 30 Hours

Ref (ILM001)

**Training Date (Options)**

REF					
ILM001	Leadership & Management Skills	5	06-10 May	\$4,250	Dubai, UAE

In any of the 5 star hotel. Exact venue will be informed later.

**Training Fees**

- 4250US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

**Training Certificate**



Institute of Leadership Management (ILM) Recognised Certificate will be issued to all participants who successfully attend and pass the Post Assessment Tests.

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**Outline**

[www.definetraining.com](http://www.definetraining.com)

**COURSE OBJECTIVES**

**Training Objectives:**

- Recognize the difference between managing and leading
- Develop their skills of managing and leading
- Devise a strategy to help “manage” their boss
- Discover a variety of communication styles to effectively cope with different situations
- Study the art of motivating employees
- Consider methods for conducting effective performance appraisals with their staff

**TRAINING METHODOLOGY:**

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

**COURSE TOPICS**

**The Role and Responsibility of a Manager**

- What is management about?
- The roles of management
- Characteristics of an ideal manager
- Barriers to effective management
- Making effective decisions
- Managing the relationship with your boss

**Communicating and Active Listening**

- Examining the different ways we communicate
- Identifying obstacles to communication
- Devising a strategy for effective communication
- Active Listening-what is it?
- Developing active listening skills
- Using the right questions to get the right answers

**Motivating and coaching your staff**

- Theories of Motivation-Maslow, Taylor, Hertzberg
- The manager's role in motivating others
- Achieving the balance in reward vs. punishment
- Developing your coaching skills
- Strengthening you assets
- Dealing with poor performers

**Delegating and Empowering your people**

- Obtaining the benefits of delegation
- Overcoming the barriers to delegation
- Delegation as opposed to abdication
- Skills of effective delegation
- Managing authority and responsibility
- Developing a delegation action plan

**The Performance Review**

- Setting goals and objectives for your staff
- Conducting the performance review
- Obtaining the benefits of effective appraisal
- Dealing with objective and subjective criteria
- Managing disciplinary action
- Appraising yourself for advancement

**Case Studies, Discussion, Last Day Review & Assessments will be carried out**



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