

Training Title

**LEADERSHIP & MANAGEMENT SKILLS**

Training Duration

5 days

Training Date (Options)

REF					
ML001	Leadership & Management Skills	5	13-17 October 2019	\$4,250	Dubai

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

Training Fees

- 4,250 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

Training Certificate

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

**TRAINING DESCRIPTION**

Would you like some help to improve leadership and management skills in the team? Do you sometimes see managers struggle to cope with certain aspects of their role?

Now might be the perfect time to organise a training course for the team leaders and managers.

The purpose of this training course would help your key staff to get the best performance from themselves and the rest of the team.

This informative and inspiring two-day course is packed with new techniques and skills that will make your managers feel more confident, self-assured and motivated.

Anyone who attends this very informative course, will gain new insights relating to: Goal achievement, accurate communication, proper prioritising, how to give constructive feedback and; how to inspire yourself and others.

Do you think that you, or your colleagues, might benefit from such training? If yes, then please read the following details; confirm the quality of the course content, and then, get yourself involved in this popular two-day leadership and management training course.

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### 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

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- 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

**NOTE:**

**Pre & Post Tests will be conducted**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**

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