

**Training Title**

**LEADERSHIP, MOTIVATION & QUALITY MANAGEMENT**

**Training Duration**

**5 days**

**Training Venue and Dates**

REF	Leadership, Motivation & Quality		28 Apr - 02		
ML025	Management	5	May 2025	\$5,500	Dubai

In any of the 4 or 5-star hotels. The exact venue will be intimated once finalized.

**Training Fees**

- \$6,000 per participant includes Training Materials/Handouts, Tea/Coffee breaks, Refreshments and Lunch.

**Training Certificate**

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

**TRAINING OVERVIEW**

**TRAINING DESCRIPTION**

Leadership means the ability to influence a group toward the achievement of a particular goal. A dynamic leader motivates and influences the group to achieve Quality Management.

**TRAINING OBJECTIVES:**

The aim of this training program is to create an awareness, appreciation, and application of this multi-disciplinary approach.

**BENEFITS:**

All Participants will gain theoretical knowledge and practical exposure to competency in giving effective presentations.

**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 to 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 the multiple-choice type will be made available on a daily basis to examine the effectiveness of delivering the course. The most up to date training methodology is used to present this workshop. The workshop is carefully designed to address practical style of learning and to fully engage participants. Tutorials are used through individual exercises and group discussions. These discussions provide opportunities for personal participation in simulated real situations. During these discussions the participants will discover what they might

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do and what they can do out of what they are learning. This process makes the training fun filled, fast-paced, challenging and empowering.

Very useful Course Materials will be given.

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

### WHO SHOULD ATTEND?

The participants may be Supervisory personnel, Managers / Sr. Managers

### DAILY COURSE OUTLINE

#### Day 1

- Introduction
- Human Resources and Leadership development (Productivity, Profitability, and Quality management)
- Human resources management
- Human resource Development
- "Leadership is the art of accomplishing more than what the Science of management says is possible."
- 3 Dimensions of Leadership - Concern for People, Production, and Effectiveness
- 3 Essential Leadership Results

#### Day 2

- Leadership Theories
- Leadership Attributes
- Leadership Skills
- Transactional Analysis
- Leadership Styles
- Leadership Framework
- Dynamically Effective Leadership

#### Day 3

### **MOTIVATION**

Motivation is derived through orienting individuals towards outcomes that energizes, guides, and maintains behavior.

- Motivation creates acceleration in every individual intrinsically. Motivation is the key to continued fruitfulness.
- Introduction
- Behavioral Science
- Abraham Maslow's Theory
- Douglas Mc Gregor's Theory
- Herzberg Theory

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- Leadership Styles and Motivation
- Leadership types
- Motivation for achieving efficiency & Effectiveness.
- Motivation Process
- Innovate
- Involve
- Stimulate
- Co-operate
- Co-ordinate
- Implement
- Lead
- Evaluate
- Reward
- Effective Motivation

**Day 4**

- Quality Management is doing the Right Things Right
- Introduction
- Definition – Quality, Management, Quality Management
- 8 Quality Management Principles
- ISO 9001 QMS – Process Approach
- Documentation
- Quality Policy
- Objectives setting
- Quality Planning
- Quality Control
- Training
- Quality Management

**Day 5**

- Implementation
- Internal Audit
- Management Review
- Leadership and Motivation for QMS effectiveness & efficiency
- Continual Improvement

**NOTE:**

**Pre & Post Tests will be conducted.**

**Post tests will be with minimum pass marks.**

**Case Studies, Individual & Group Exercises, Project works (making into groups), Role plays, Group Discussions, Last Day Review & Assessments will be carried out as applicable.**

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