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المركز العالمي للتدريب والتطوير
International Centre For Training & Development



PROJECT LEADERSHIP,

Management and Communication

ISO 9001 | JAS-ANZ | ACTVET Abu Dhabi Centre for Technical and Vocational Education and Training | IAO International Accreditation Organization | Project Management Institute Registered Education Provider | University Of Rockhampton Making the Difference | ilm Recognised Provider

Course Introduction:

Managing Conflict, dealing with personal or organizational change and handling those difficult people at work, requires us to be proficient in a number of managerial competencies. This program explores and examines these competencies and enables participants to experience at first hand, many of the tried and tested techniques which world class managers and leaders are applying to minimize the negative effects of such potentially damaging issues. During this program you will learn how to:

- Understand how the variety human behaviors in teams can affect our likelihood of achieving business success
- Define & describe organizational conflict and the probable consequences of failing to address it
- Understanding the impact of change and examining methods to over the barriers to change
- Identify the signs of stress in yourself and others and work towards eliminating stress and maintaining 'Peak Performance'
- Examine the most common causes which result in employees demonstrating difficult behavior in the workplace

Course Objectives:

This is an interactive course designed to provide a solid foundation in key leadership competencies and to provide you with the opportunity for a truly transformational leadership experience. As a participant, you will complete a self-assessment of your leadership skills, then master the basics of these leadership competencies: setting direction, aligning people, motivating and inspiring, leading teams, communicating, building relationships, facilitating ethical conduct, negotiating, and leading change.

After you assess your skills, you'll create and refine a personal leadership vision and work on strengthening your leadership competencies as you develop your personal Leadership Development Plan. You'll learn how to empower yourself and other team members through more effective negotiation based on an understanding of the differences between competitive and collaborative negotiation approaches and you'll gain an appreciation of the importance of a collaborative "win/win" negotiation process.

You will gain a clear understanding of why communication is so important - regardless of how a project is organized. You will discover how business and personal ethics can influence your leadership style and personality, and how your individual leadership style and personality can influence the course a project will take.

Who Should Attend?

All those involved in business, managerial and other kinds of negotiations.

Course Outline:

Leadership and Management

- What is leadership?
- The difference between leadership and management
- Assess your leadership competencies and developmental needs
- Articulate your leadership vision, in light of the assessment, and consider the best way(s) to realize it
- Processes for establishing direction, aligning people and motivating people to follow your vision
- Identify different leadership styles
  - Tasking
  - Encouraging
  - Steering
  - Entrusting

Leading Effective Teams

- What is a team?
- The stages of team development
  - Forming
  - Storming
  - Norming
  - Performing
  - Adjourning
- Leading and maintaining effective, productive teams
- Evaluate team progress and coach team members as necessary

Building Relationships

- How individual differences affect your ability to lead
- Identify your motivational patterns using the strength deployment inventory (sdi®)
- How to be more influential by understanding motivational patterns
- Using an understanding of individual differences to help you manage conflict more effectively

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Ethics and Leadership

- Define ethics and the link between ethics and trust
- The role of ethical behavior and leadership
- The difference between personal and organizational ethics
- Discuss the effect of the triple constraint on ethics

Negotiating Conflict

- Major sources of conflict on project teams
- The five modes of handling conflict
  - Forcing
  - Smoothing
  - Withdrawing
  - Compromising
  - Problem solving
- The difference between competitive negotiation and collaborative negotiation
- Conflict scenarios and strategies for initiating conflict resolution
- Power bases used in typical organizations
- How to plan and conduct collaborative negotiation

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Leading Change

- Your role in a changing organization
- Predictable stages of adjusting to change
- Appropriate leadership strategies for each stage
- Developing a change management plan

Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

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Daily Course Timings:

08:30 - 08:50	Morning Coffee / Tea
08:50 - 10:20	First Session
10:20 –10:40	Coffee / Tea / Snacks
10:40 - 12:20	Second Session
12:20 - 12:40	Coffee / Tea / Snacks
12:40 - 14:30	Last Session