



LEADING WITH EXCELLENCE:

Negotiation, Persuasion & Critical Thinking



Recognised
Provider

Course Introduction:

Both leadership and management in the 21st Century are becoming increasingly more complex. Typically organizations in both the public and private sectors are facing changes driven by political, economic, sociological, technological, legal and environmental issues.

In order to successfully meet these challenges organizations need to ensure that their leaders and managers at all levels have a comprehensive understanding of their roles, goals and required competencies. This program is focused on meeting this requirement.

Course Objectives:

By the end of this course, participants will learn about:

- The range of 21st Century competencies
- The need to think strategically
- The principles of managing change
- How to approach and solve problems creatively
- Critical aspects of teamwork
- The process of motivating yourself and others
- Methods for managing conflict
- Techniques for dealing with difficult staff
- Cost and Budget necessary knowledge

Who Should Attend?

- Team leaders seeking to enhance their performance
- Managers desiring to sharpen their skills
- Technical staff seeking a greater understanding of management

Course Outline:

The Modern Leader in You

- Taking a world view
- The value of management training
- Define the terms "leadership" and "management"
- The role of character in management

- The four dimensions and characteristics of behavioral style
- Your own behavioral style and the strengths of three other styles
- The functions of a 21st Century Manager

Developing Personal Excellence

- Your personal operating system
- Maximizing personal productivity
- Developing critical personal networks
- Getting the most out of meetings
- Establishing Direction
 - Developing ten key elements for business excellence
 - Analyzing your organization's external environment
 - Understanding your market
 - Missions, visions and success factors
 - The impact of organizational culture
 - Ensuring regulatory issues are known and understood

Encouraging Your People to Give Their Best

- Two main factors of leadership
- Recruiting and selecting people
- Establishing expectations
- Building capacity in your people
- Tracking and appraising performance
- Creative problem solving
- Introduction to teamwork

Making the Best of Your Resources

- Your (non people) resources
- The cost of (poor) quality - getting things wrong
- Using technology to achieve maximum impact
- Exploring and managing risks
- Minimizing environmental impact

Building a High Performance Team

- The Goals of Teamwork
- High Performance Team Master plan

Facilitating Change

- Managing Change
- Systems Thinking
- Organizing for Change
- Post Course Action Plan
 - About the ILM assignment
 - My personal development
 - My organization development

Strategic Planning

- Creating a business model
 - Strategic Planning
 - Corporate culture
 - Corporate mission statements - vision and values
 - Communicating the mission and the business model to stakeholders
 - Achieving stakeholder alignment

Identifying Effective Team Behaviors

- Identifying Ineffective Team Behaviors
- Understanding Team Player Styles
- Overcoming Obstacles to Effective Teams

Leading Different Types of Teams

- Employing Teams at Harley Davidson
- Creating Virtual Teams through Technology
- Overcoming Resistance to Teamwork
- Meeting Team Performance Challenges
- Understanding the Stages of Team Development

Budgeting and Finance

- Implementing strategies through financial planning and budgeting
- Example of capital budgeting through peer groups
- Understanding corporate cash flow and project financing
- Evaluating capital projects by cash flow analysis

Effective Delegation

- The Advantages & Disadvantages Of Delegation
- Reasons Why Supervisors May Not Delegate
- When To Delegate
- To Whom To Delegate
- How To Delegate
- Using Delegation To Develop Your Team

Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills

Cost Management, Planning and Scheduling, Quality Management

- Scope development and estimate bases
- Estimates and budgets, the concept of contingency
- Estimates and probability
- Project cost control and change management
- Scope changes and cost trends
- Project schedule control
- Quality management

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 Questionnaires
- 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:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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