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المركز العالمي للتدريب والتطوير

International Centre For Training & Development

HOW TO REACH THE MANAGERIAL Performance Excellence

Course Introduction:

This program has been designed for people already in a staff management position, or those about to take up an appointment, who wants to review their management style, explore the latest thinking and models for effective management and leadership, and develop their skills to become excellent in their roles.

To help participants improve their skills in dealing with, persuading, motivating, and influencing others in the workplace

Course Objectives:

- Review their personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyze and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance
- Develop flexibility in influencing style to be able to handle different situations
- Learn to think and plan strategically
- Be able to generate commitment and confidence
- Manage change proactively and positively
- Take charge of their own continuing development.

Who Should Attend?

Managers, supervisors, and team leaders who are responsible for building and maintaining effective teams in the workplace.

Course Outline:

Performance Excellence

Module 1: Managing in the 21st Century

- Understanding the current working environment
- Personal style in managing
- Management and leadership
- Identifying core purpose and priorities
- Planning and organizing
- New trends and developments in management, leadership and organizations..

Module 2: Developing Excellence in Teams

- Team goals and the importance of teamwork
- Working groups. teams and high performance teams
- Defining critical team roles and responsibilities
- Innovative problem solving and effective decision making
- Tools and techniques for team development
- Virtual and remote teams

Performance Excellence

- Understanding and influencing the factors that affect performance
- Creating clear goals and objectives
- The importance of how you do it as well as what you do
- Giving and receiving feedback
- Recognizing and using motivational factors at work
- Building on strengths or eliminating weaknesses

Module 3: Excellence in Communication

- The importance of clarity and effective communication
- Identifying personal style
- Developing style flexibility to handle different situations and people
- Handling difficult and conflict situations
- Dealing with cross cultural differences
- Using email and telephone communication to maximum effect

Strategic Excellence

- Stakeholders and networks - how influence is applied
- Strategic thinking and environmental scanning to say ahead
- Understanding and managing change
- Taking charge of your own development
- Action planning.

Dealing with Others in the Workplace

Module 4: Human Behavior

- The concept
- Styles of behavior and its impact
- Negativity and its impact in the workplace
- Types of negative behavior in the workplace

Organizational culture: Concept and importance

Values and attitudes

Analysis of human behavior and transactional analysis.

The Emotionally Intelligent Leader

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- An Overview of Emotional Intelligence (EI)
- Emotional Quotient (EQ) Versus Intelligence Quotient (IQ)
- The EI Competency Framework
- The 18 EI Competencies in Practice:
    - Brainstorming Real Life Examples

Module 5: Self assertiveness

- Steps of self – assertiveness
- Self – type
- Life position

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

Conflict Resolution

- Understanding constructive vs. destructive conflict
- Obtaining the benefits of positive conflict
- Digging down to the roots of conflict
- Employing an effective conflict management model
- Examining the 5 styles for dealing with conflict

Course Methodology:

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

Course Certificate:

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

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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