



SKILLS FOR WOMAN at Work

Course Introduction:

Today's women also perform challenging jobs at workplace to achieve objectives and goals of organization. They are also involved in developing people and guiding them in the task and duties of responsibilities.

The program will cover practical aspects of plan, prepare and implement effective coaching and mentoring skills at workplace for its success.

This training is designed to give the knowledge, competencies and strategies on how to develop the performance of their people at workplace. Participants will also understand the processes which will make them more effective and increase their confidence and sense of achievement. This will benefit anyone who needs to master the principles and practices of an effective coach or mentor. An important goal is to acquire the essential coaching skills to immediately improve your day-to-day and long-term but do it the right way. The benefit of the training will change your life as a women manager.

Course Objectives:

By the end of the program, participants will be able to:

- Assess individual work styles, to know what makes each
- Learn the 5 stages of team development
- Increase team spirit and teamwork within the department
- Take ownership and accountability for productivity
- Lead a team successfully through the changes
- Facilitate Coaching and counseling for many situations
- Give feedback and maintain a system for improvement
- Develop confidence as a principle-centered leader
- Lead by role-modeling the values of leadership
- Learn the effective tools and techniques for managing time
- Select the communication process which is effective at workplace
- Manage people using SMARTER goal setting techniques
- Use the right techniques for Problem solving to make decision.
- Learn the best way to communicate and ask questions for effectiveness.

Who Should Attend?

This program will benefit those who:

- Have to work closely with others (male or female)
- Are dependent on their interpersonal skills to get things done

- Are hoping to get promotion
- Are newly promoted
- Want to develop teamwork and leadership skills

Course Outline:

- Introduction and Expectation
- Management style diagnosis
- Your Management Profile
 - Understand Self
 - How to work with others
- Competency profile – Skills and Knowledge cycle
- MANAGING CHANGE & CHALLENGES
 - Roles of a new women manager
 - Responsibilities of a new women manager
- The Katz Model of leadership
 - New mindset to lead and not just do
- EMOTIONAL INTELLIGENCE (EQ) IN LEADERSHIP
 - The Five Dimensions Of EQ
 - Ownership and followership
- Matching Leadership Style and development level
- Leadership behavior : When, how and with to whom use
- Exercise – Matching leadership style to situation
- Coaching & Counseling
- 5 roles of coaching and counseling
- Values: empathy, encouragement, empowerment
- Guidelines for conducting a successful coaching session
- Exercise: Effective coaching at workplace
- Counseling problem workers
- Exercise: Practice effective counseling techniques
- EFFECTIVE COMMUNICATION SKILLS
- Confidence and stature
- Giving clear instructions
 - Listening skills
 - Questioning skills
- Managing Mails
 - Outgoing & Incoming Mails, Responsiveness
 - Advantages, Disadvantages, Email Etiquette
 - Managing Information

- Classification, Folders, Updating

- Win-Win Teamwork
- Synergy, Dependence-Independence-Interdependence
- Five stages of team development
 - Reality check: where is the team and organization
- Essential attitudes and skills
 - Earning team's respect
 - Signs of team work
- Methods to make teams more adaptable
- Ways to create better cooperation
- Time Management
- Time Saving Tools & Techniques, How to Handle Interruptions
- Exercise: Tools and techniques
- Organizing Meetings
 - Managing & Organizing Executive Diary
 - Meeting checklist
- Art of Managing People
- Exercise : Techniques and tools
- Working with Your Boss
- The 5-Type Personalities, How To Get Along With Them
- Revisiting Goals
 - Previous Goals, Goals Update & Achievement Plan
- Exercise: SMARTER techniques
- Accepting Delegation
 - Clarification, Desired Results, Required Help
 - Exercise
- Problem Solving
 - Identifying Causes, Generating Alternatives
 - Implement & Monitor Solution
 - Decision making process – to analysis
 - Prevent recurrence
- Success Formula
- Results are the measure of success
- Implementing follow-up system
- Monitoring leaders' performance and results
- Success agreement system (SAS) with self and others
- Exercise: Using Gantt performance management system

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 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