ICTD

المركز العالمي للتدريب والتطوير

International Centre For Training & Development

LEADERSHIP

Development Skills (Certified)

Course Introduction:

This course aims to encourage effective, collaborative methods of leadership and management. The course helps delegates to work in their organizations and leverage the leadership potential of team members. Delegates will be exposed to focus on developing leadership skills, personal influence, as well as explore strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently, and take accountability. This course focuses on tactful leadership practices that are effective in any business.

This course also offers a comprehensive overview of good management practice for those new to supervision. This course introduces delegates to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a 'technical expert' to supervision and team management. If you are new to supervision or management this course offers a compendium of ideas which will impact your practice immediately.

Course Objectives:

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

- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Appraise and select supervision tools that "fast track"" performance
- Comprehend and utilize the value of the performance management process
- Create and monitor personalized action plans for self, others and the team

Who Should Attend?

- Employees about to undertake supervisory or management positions
- Current Supervisors who are interested in building their management skills
- Team Leaders, site, operations and production Supervisors
- First time Managers with no formal management training
- Young employees identified as '*high potential*' future Managers

Course Outline:

Module 1: The Essentials of Leadership: Vision, Influence & Character

Developing a Leader

- Individual Leadership Development
- Leadership Styles and Agility
- The Mindset of a Leader
- The Leadership Values
- Top Leadership Behaviors

Interpersonal Leadership Skill

- Active Listening
- Aggressive, Passive , Assertiveness
- Developing Empathic Attunement
- Engaging in Collaborative Behaviors
- Coaching for Better Performance

Developing a Winning Team

- Understanding Team Dynamics
- Managing Performances
- Improving Team Effectiveness
- Delegating Effectively
- Team Building Exercises

Organizational Leadership Management

- Managing Change within the Organization
- Impacting Organizational Culture
- Enhancing Leadership Influence
- Being An Enabling Leader
- Developing Organizational Commitment and Meaning

The Leader's Network

- Stakeholder Relations
- The Network Weaver Roles
- Network Management
- Network Growth Indicators
- The Principles of Public Engagement

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Module 2: The Management Essentials: Effectively Communicate, Delegate & Manage Priorities to Achieve Management Success

The Foundations of Management

- Understanding the '*big picture*' of the working environment
- Making the transition into management: new skills, fears and expectations
- What Managers Do? Key competencies and behaviors
- Personality and impact on management style
- Identifying your management style
- The mistakes new managers make and how to avoid them

Performance Management

- A focus on Continuous Improvement
- The role of performance management in organizations
- Communicating team purpose and clarifying personal contributions
- Establishing SMART objectives and measure them
- Planning, prepare and conducting successful performance reviews
- Management behavior and outcomes

Building High Performing Teams

- Creating the Highly Effective Teams
- Stages in team development and the managers role
- Appreciating team roles and diversity
- Team audit: exercise to evaluate current team performance
- Problem solving in teams; team exercise for creative decisions
- Change management and why individuals resist

Motivating and Engaging your People

- Building trust: a critical in managing effectively
- How to give feedback: a tool for development and progression
- Handling difficult conversations
- Coaching for personal and team success
- Communication skills for coaching and management
- How to Motivate and your people

Managing Priorities and Delegating Deliverables

- What are my key deliverables?
- Managing Time Effectively
- Delegate to motivate
- Communicating with impact
- Personal management SWOT analysis
- Action planning for future improvement

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.

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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 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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