



Excellence in Management and Leadership

الإبداع والتميز في الإدارة والقيادة

05 – 09 August 2024
Dubai / UAE

Introduction

During the course we will consider what 'Leadership' means, and what the role of the Leader entails. We'll investigate what makes teams successful, and the Leader's role in the team's success. Leadership requires excellent communication, and we'll enhance our questioning, listening, and rapport-building skills, as well as investigating some guidelines for successful meetings.

We'll explore methods of developing and empowering people, through training, coaching, supporting and delegating. We'll discover how to inspire the best performance through recognition and reward, and adopt a supportive approach to correcting mistakes and disciplining people. During the course we'll learn how to prepare for and conduct Performance Review meetings, including content and strategy. We'll also discuss some Time Management and 'Survival tips' to maximise your effectiveness, as well as your enjoyment of the Leadership role.

Objectives

This is an experientially-based dynamic process whereby delegates not only to know, but also learn to reflect on and to apply knowledge.

Delegates will be comfortable practicing the new skills learnt in the program thus enhancing their overall competence, reflecting on their values and beliefs, sharing personal perspectives, listening to the views of others and thereby broadening their own perspectives.

Who Should Attend?

Delegates working in leadership roles who desire to enhance their leadership competencies and maximize effectiveness in current positions.

Course Outline**Day One**

- What is leadership?
- The definition of a leader/follower
- Characteristics – features that distinguish effective leaders
- Leadership vs. Managing
- Investigate what 'Leadership' means in today's businesses, and how it differs from yesterday's concept of 'Management'.
- Gain insight into the indirect control, or influence, we have over colleagues and the results of the team.

Day Two

- Consider the value of working in teams, and what a team needs in order to function successfully.
- Gain an understanding of 'Employee Empowerment', and the Leader's role in inspiring people to perform at their greatest potential.
- Communication and Meetings
- Investigate the types and frequency of meetings we should facilitate with individuals, and the team as a group, for effective Leadership.
- Understand that good communication is the cornerstone of effective Leadership.
- Enhance rapport-building, questioning, and listening skills to ensure open communication.

Day Three

- Learn how to project approachability and authority via body language and speech techniques.
- Identify leader's behaviors which will increase team members' trust and respect for them.
- Adopt supportive yet assertive approaches to resolving conflicts within the team.
- Understand how to successfully facilitate meetings for effective outcomes.
- Investigate the importance of goal setting in generating results.
- Follow guidelines for the goal setting process to generate team members' commitment for achievement and success.

Day Four

- Adopt an approach which helps keep people focused on their goals
- Consider the leader's role in skill transference, induction and training.
- Discuss what 'coaching' means, and techniques for successful coaching.
- Recognize the benefits of delegation for increasing productivity and developing the capabilities of team members.
- Discuss the principles of effective delegation.
- Understand the importance of measuring and monitoring performance, and providing formalized feedback to inspire enhanced performance.

Day Five

- Adopt an approach for continual assessment, and 360 degree reviews, to make preparation for performance reviews unbiased and comprehensive.
- Explore a proven structure to the performance review meeting, with a step by step outline of content and strategy.
- Discuss lifestyle issues which impact on your success as a Leader.
- Explore techniques to minimize time wasted in the workplace.
- Adopt a mindset which enhances your results, as well as increasing your enjoyment of the Leadership role

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7" Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

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|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,950 USD**
**VAT is Excluded If Applicable*

المقدمة

خلال الدورة سننظر فيما تعنيه كلمة "القيادة" وما يستلزمه دور القائد. سنبحث في أسباب نجاح الفرق ودور القائد في نجاح الفريق. تتطلب القيادة تواصلًا ممتازًا، وسنعزز مهارات طرح الأسئلة والاستماع وبناء العلاقات، بالإضافة إلى التحقق من بعض الإرشادات الخاصة بالاجتماعات الناجحة.

سوف نستكشف معاً طرق تطوير وتمكين الأفراد، من خلال التدريب، والتوجيه، والدعم، والتفويض. سنكتشف كيف نلهم أفضل أداء من خلال التقدير والمكافأة، ونبني نهجًا داعمًا لتصحيح الأخطاء وتأييد الأشخاص. خلال الدورة سوف نتعلم كيفية التحضير لعقد اجتماعات مراجعة الأداء، بما في ذلك المحتوى والاستراتيجية. سنناقش أيضًا بعض "نصائح إدارة الوقت" و "البقاء على قيد الحياة" لزيادة فعاليتك إلى أقصى حد، بالإضافة إلى استمتاعك بدور القيادة.

الاهداف

هذه الدورة ستكون عبارة عن عملية ديناميكية قائمة على التجربة، وسيتعلمون أيضًا التفكير في المعرفة وتطبيقها.

سيكون المشاركون مرتاحين لممارسة المهارات الجديدة المكتسبة في البرنامج وبالتالي تعزيز كفاءتهم العامة، والتفكير في قيمهم ومعتقداتهم، وتبادل وجهات النظر الشخصية، والاستماع إلى آراء الآخرين وبالتالي توسيع وجهات نظرهم الخاصة.

الحضور

القياديين الذين يرغبون في تعزيز كفاءاتهم القيادية وتعظيم الفعالية في المناصب الحالية.