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بروجاكس للتدريب والتطوير
Projacs Training and Development

Essential Skills for Line Managers

المهارات القيادية والإدارية لتنفيذ المهام والخطط بفعالية

29 July – 09 August 2019,

Barcelona / Spain

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

Week one

Introduction

We believe that leaders are more “made” than “born.” Current leadership research indicates that there are few genetic characteristics that influence one's ability to become a leader. Our role in the program is not to teach one how to become a leader, but to help one learn how to become a more effective leader. From our perspective, leadership is a life-long journey. This course can help you acquire the knowledge, skills, feedback, and opportunities necessary for personal growth.

The program focuses on individual development and is based on the belief that individuals can expand their leadership capacities; they can learn, grow, and change.

The format for the program includes discussion, readings, group activities, and pairing with a mentor.

Week two

Introduction:

The subject of leadership raises many questions: What is it? How does it differ from management and command? Are leaders born or bred? Who are the leaders? Do we actually need leaders?

Inevitably, the answers are provocative and partial; leadership is a hugely important topic of debate. There are constant calls for 'greater' or 'stronger' leadership, but what this actually means, how we can evaluate it, and why it's important are not very clear.

In this Training program, we request delegates to rethink their understanding of what leadership is. We examine the way leadership has evolved from its earliest manifestations in ancient societies, highlighting the beginnings of leadership.

Einstein says; we can't solve our problems with the same mentality that caused these problems.

Therefore, we help delegates to consider their thinking process, how it works and how can we develop a better approach to the thinking process, and find new, creative and innovative ways to think out of the box and find solutions to our current and real life problems.

Coaching is one of the most significant skills that a leader needs to be. In this program, we cover everything about coaching, starting from what it is, how it works, the need for coaching, how it is different than

teaching or transferring of knowledge. In addition, we are going to work closely with each participant to be able to actually coach others to enhance their skills, capabilities and ways of thinking.

During this course, we will cover many tools, skills, processes and methods that most successful leaders need and use and we will take them back into our business and through real life case studies we will go through together how to apply them into day to day work. Some of these tools include, but not limited to:

- Delegation
- Communication
- Performance Appraisals
- Motivation
- Situational Leadership
- Problem Solving and Decision Making tools
- Innovation and continuous improvement
- Dealing with Conflicts and mistakes
- Coaching and transferring skills

Objectives

Week one

Objectives

- Inspire and motivate participants to further develop their leadership skills
- Encourage to take the initiative to use their passion to take action
- Encourage participants to approach the different styles of leadership with thought and action.
- Identifying the sources of stresses, its signs, causes and effects and handles it.
- Discussing the different ways for motivating employees.
- Learning how to respond to pressure in the workplace.
- Learning how to manage stress.

Week two

Program Objectives:

- Understand what Leadership is? How is it different from Management?
- Know what it needs to move from Junior levels to Senior Levels and Executive Levels.
- Master several Tools that every leader needs.
- Be able to apply all the knowledge, practice, tools and skills acquired into daily work.

- Have a clear action plan to what is our next step.
 - Understand the responsibility towards team members and the organization, and being able to balance.
 - Be able to empower, motivate and derive results with team members towards organizational goals.
 - Become a powerful influencing coach.
 - Change the way we approach problems and have a clear methodology for thinking clearly.
- Cover several tools for problem solving, problem analysis, innovation and decision making

Who Should Attend?

The training will be of value to Executives, line managers; team leaders, supervisors and junior level employees seeking to advance in the management levels and become leaders of the future. People who are or will be responsible for working on developing businesses and lead teams towards common targets and achieving goals.

It will also be of value to HR professionals, training officers, personnel staff and others who carry the responsibility for the design and implementation of such arrangements.

Course Outline

Week one

Day 1:

- Background and leadership theories.
- Leaders vs. Managers.
- Leadership styles.
- Leadership competency model.
- Exercises.

Day 2:

- Developing leadership effectiveness.
- Lesson from leaders.
- Your Leadership Style & Strengths
- Using power and influence to get things done
- Leadership communication strategies
- Exercises

Day 3:

- What is motivation?
- Theories of motivation.
- Motivation from concept to application.

- How to motivate supportinate.
- Exercises

Day 4

1. - What is Stress?

- The Effect of Stress on Physical Health and Well-being
- How much Stress is too much Stress?
- Where does Stress Come from?
- What are the Common Signs of Stress?
- What Type of People are more Prone to Stress?
- What can Management do to Minimize Stress at Work?
- Myths Associated with Stress
- How Stress Kills

2. How Can we Manage Stress Better?

- Become aware of your stressors, and your emotional and physical reactions to them
- Recognize what you can change
- Reduce your emotional reactions to stress
- Learn to moderate your physical reactions to stress
- Build your physical reserves
- Develop healthy eating habits- Reduce Stress-Promoting Foods : Increase Foods that Improve Wellness
- Maintain your emotional reserves

Day 5

3. Other Strategies for Managing Stress

- Time Management
- Communicating Effectively
- Relaxation
- Breathing Exercises
- Guided relaxation and visualization techniques
- Progressive muscle relaxation
- Immediate stress reduction
- Meditation
- Relaxation therapy
- Problem solving- Types of problems
- Getting Inner Balance
- Modify your behavior
- Handle your anger
- Learn to say “No”

Week two

Program Outlines:

Understanding Leadership

- What is leadership?
- How is it different from Management?
- Difference in mindset from Team member to Team Leader
- Characteristics of a successful leader
- Leadership Challenges, and how to overcome them
- Core Values

Leadership Tools, processes and Skills

- Communication
- Negotiation
- Delegation
- Motivation
- Empowerment
- Problem Solving & Decision Making
- Innovation
- Continuous Improvement
- Conflict Management
- Stress Management
- Team Building & Team Management
- Handling Mistakes
- Performance Management
- Goal Setting

Knowing Self and Applying to real Life

- My challenges
- Situational leadership
- Real Case Studies and role models
- Action Plan for application

Introduction to project Management

- A great Tool for application
- HR Management
- Communication Management
- Risk Management

Coaching Skills

- What coaching is
- How coaching fits in the cycle of self development
- Process of successful coaching

- Coaching and leadership
- Transfer of a skill
- Real life case of coaching
- How to overcome coaching challenges
- Case Study / Application Exercise

Understanding your use of time

- How do we manage time?
- Where does our time go?
- Using a time log
- Analyzing our time log
- How balanced is our lifestyle?
- Demands on our time
- Plotting our demands

Planning ahead

- Setting goals
- Achieving our goals
- Exercise: What is our goal?
- Case Study: Sand, gravel and rocks
- Urgent vs. important
- 80/20 rule
- 90/10 rule
- Case Study / Application Exercise

Creative thinking techniques

- Affinity diagrams
- Criteria method
- Critical factors
- Brainstorming
- Delphi techniques
- Interrelationship diagrams
- Root cause analysis
- SCOT analysis
- Case Study / Application Exercise

Real life application

- Changing your mindset
- Changing the way you do your job

- Changing your organization's image
- Changing your world
- Case Study / Application Exercise

Implementing the Plan

- Final Project
- How to bond with your team and stakeholders
- Public Speaking
- Presentation Skills

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 binder containing a copy of the presentation slides and handouts
- Post-assessment

Program Support

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

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • 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*

- **7,500USD**
**VAT is Excluded If Applicable*

مقدمة

الاسبوع الاول :

مقدمة:

نعتمد أن القادة أصبحوا كذلك مع التدريب والممارسة وليس بالفطرة او الولادة. ولكن هناك بعض الأبحاث الحالية تشير إلى أن هناك بعض الخصائص الجينية التي تؤثر في قدرة المرء ليصبح زعيما. ودورنا في هذا البرنامج هو عدم تعليم كل واحد كيف يصبح قائدا، ولكن لمساعدة بعضهم لتعلم كيف يصبح زعيما أكثر فعالية. وذلك من وجهة نظرنا، والقيادة هي رحلة حياة طويلة. وهذا البرنامج سوف يساعدك على اكتساب المعارف والمهارات، وردود الفعل، والفرص اللازمة لنمو الشخصية.

ويركز البرنامج على تنمية الفرد ويقوم على الاعتقاد بأن الأفراد يمكن توسيع قدراتهم القيادية، بل يمكن التعلم والنمو ، والتغيير.

الاسبوع الثاني

مقدمة:

موضوع القيادة يثير العديد من الأسئلة: ما هي القيادة؟ كيف تختلف الإدارة عن القيادة؟ هل يولدون قادة ام يصنعو ؟ من هم القادة؟ هل نحن فعلا بحاجة إلى قادة؟

في هذا البرنامج التدريبي، نطلب المتدربين إعادة النظر في فهمهم لما هي القيادة. و سوف يتم التعرف على كيف تطورت القيادة في المجتمعات القديمة، وتسليط الضوء على بدايات القيادة.

يقول أينشتاين. لا يمكننا حل مشاكلنا بنفس العقلية التي تسبب في حدوث هذه المشاكل.

و لذلك نطلب من المشاركين المحاولة في اعاده النظر في علميه التفكير لديهم، حيث سيتم التعرف على كيف تعمل عمليه التفكير وكيف يمكننا تطوير نهج أفضل لعملية التفكير، وإيجاد طرق جديدة وخلاقة ومبتكرة للتفكير وإيجاد حلول لمشاكل حياتنا الحالية.

التدريب هو واحد من أكثر المهارات الهامة التي يحتاج لها القائد. وسوف نغطي في هذا البرنامج كل شيء عن التدريب، بدءا من ما هو التدريب، وكيف يعمل، والحاجة إلى التدريب، وكيف يختلف عن التدريس أو نقل المعرفة. وبالإضافة إلى ذلك، وسوف يتم العمل بشكل وثيق مع كل مشارك ليكون قادر على تدريب في الآخرين لتعزيز مهاراتهم وقدراتهم وطرق التفكير لديهم.

وخلال هذه الدورة، سوف نغطي العديد من الأدوات والمهارات والعمليات والأساليب التي يحتاجها القادة الأكثر نجاحا و هذه الأدوات تشمل، ولكن ليس على سبيل الحصر:

- التفويض
- الاتصالات
- تقييم الأداء
- التحفيز
- القيادة الظرفية
- حل المشاكل وأدوات اتخاذ القرار
- الابتكار والتحسين المستمر
- التعامل مع النزاعات والأخطاء
- التدريب ونقل المهارات

أهداف البرنامج

الاسبوع الاول:

أهداف البرنامج:

- مصدر إلهام وتحفيز المشاركين على تطوير مهاراتهم القيادية
- تشجيع المشاركين لأخذ زمام المبادرة لاستخدام شغفهم لاتخاذ الإجراءات اللازمة
- تشجيع المشاركين على الاقتراب من أنماط مختلفة للقيادة مع الفكر والعمل
- التعرف على مصادر الضغوط، وعلاماته وأسبابه وآثاره والتعامل معها
- مناقشة طرق مختلفة لتحفيز الموظفين
- تعلم كيفية الرد على الضغط في مكان العمل
- تعلم كيفية إدارة الإجهاد

الاسبوع الثاني

اهداف البرنامج:

- فهم ما هو القيادة؟ كيف تختلف من إدارة؟

- معرفة ما نحتاج إليه للانتقال من المستويات جديد إلى مستويات العليا والمستويات التنفيذية.
- التعرف على العديد من الأدوات التي يحتاجها كل قائد.
- كيف تكون قادرا على تطبيق جميع المعارف والممارسة والأدوات والمهارات المكتسبة في العمل اليومي.
- ان يكون لديك خطة عمل واضحة إلى ما هو خطوتنا التالية.
- فهم المسؤولية تجاه أعضاء الفريق والتنظيم، والقدرة على التوازن.
- أن يكون قادرا على تمكين وتحفيز واستخلاص النتائج مع أعضاء الفريق نحو تحقيق الأهداف التنظيمية.
- ان تصبح مدرب قوى التأثير
- تغطية العديد من الأدوات لحل المشكلة، وتحليل المشكلة والابتكار واتخاذ القرارات

الحضور

سيكون هذا التدريب ذو قيمة للمدراء التنفيذيين وقادة الفرق والمشرفين والموظفين المبتدئين الذين يسعون للمضي قدما في مستويات الإدارة لكي يصبحوا قادة المستقبل.

كما سيكون من قيمة لخبراء الموارد البشرية، الموظفين العاملين وغيرهم الذين يحملون المسؤولية