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بروجاكس للتدريب والتطوير  
Projacs Training and Development

## O&M Contracts Supervision and Successful Management Skills

متابعة تنفيذ عقود التشغيل والصيانة وإنجاز المهام الإدارية  
بفعالية

29 July – 9 August 2019,  
London

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

### Week one:

#### Needs & Benefits:

Due to the significant growth of the construction industry, many buildings, infrastructure and other types of projects have been constructed and completed to improve the quality of human living. The completion of such projects opens new crucial windows of problems for some and opportunities for others. Problems have been reported on the lack of knowledge and skills to properly execute the maintenance and operation contracts of these multi-million dollars facilities. The knowledge in coordinating and overseeing a safe, secure, and environmentally-sound operations and maintenance of these assets in a cost effective manner is vital in the long-term preservation of the asset value. Smooth operation and maintenance services would ensure that the facilities are operated and maintained to maximize their usage economically and for pleasant use by occupants.

This course which is conducted in English, is delivered in 5 separate modules to provide an understanding of the concept of operations and maintenance and the efficient management of related contracts. The course has been divided into the following sections: Decision Making and Thinking Theory, Overview of Asset and Facility Management, Theory and Concept, Facilities Management, Facilities Planning and Design and Operations Management Implementation.

Presented by some of industry's leading academics cum specialists and consultants, the topics will be both challenging and practical. This program offers an opportunity to improve knowledge and skills of those who are responsible in managing and supervising the operations and management contracts and for those who desires an uninterrupted service to clients and users of facilities. All these targets will be achieved as participants are exposed to the experiences and knowledge of speakers who have been in this business for more than a decade.

### Week two:

#### Introduction:

This Workshop offers an extensive training on Excellence in Business Management and Creative Leadership in the 21<sup>st</sup> Century. This workshop will provide the most comprehensive training on leadership effectiveness in formal organizations with practical suggestions for improving leadership skills. It introduces The Nature of Leadership, The Nature of Managerial Work, Perspectives on Effective Leadership Behavior, Participative Leadership, Delegation, and Empowerment, Managerial Traits and Skills Theories of Effective Leadership, Leading Change in Organizations, Leadership in Teams and Decision Groups, Strategic Leadership by Top Executives and Developing Leadership Skills to develop world class Organization

## Objectives

By the end of this course practitioners shall learn to:

- To learn strategies and tools to overcome 21<sup>st</sup> Century challenges
- To become a more Creative and Competent Manager and Leader.
- To learn different Management Styles and how to deal with it.
- To learn the importance of Productive Performance Appraisal
- To Learn Different Leadership Styles
- To Learn Different Followers Styles
- To become a better Leader in the 21<sup>st</sup> Century
- To Develop a World Class Organization.

## Who Should Attend?

- Project Directors, Construction Managers and Facility Managers
- Project Managers, Senior Managers and Quantity Surveyors
- Managers and Technical personnel working in Consultants, Contractors and Suppliers organizations
- Plant and Building Supervisors and Managers
- Policy makers responsible for development and implementing national sustainable development strategies, and
- Researchers and academics involved in the construction and building industries

## Course Outline

### Week one:

#### Course Curriculum

##### Day 1:

Overview of Asset and Facility Management theory and concept

08.30 am Understanding Asset Life Cycle

10.30 am Break

11.00 am Operation & Maintenance versus Facilities Management

12.30 pm Asset and Facilities Management Challenges and Future Trend

01.30 pm Lunch

##### Day 2:

Facility Planning and Design

08.30 am Service Delivery Philosophy and Strategy

10.30 am Break

11.00 am Implementation Plan, Cost Strategy and Organisation Structure

12.30 pm Integrating Sustainable Development in FM

01.30 pm Lunch

##### Day 3:

Problem Solving-Decision Making and Thinking Theory

## Day 4:

Asset and Facilities Management -

- |          |   |
|----------|---|
| 08.30 am | Facilities Management                       |
| 10.30 am | Break                                       |
| 11.00 am | Key Aspects of Facility Planning and Design |
| 12.30 pm | Developing Operation Strategies             |
| 01.30 pm | Lunch                                       |

## Day 5:

Operations Management Implementation

## Week two:

### Program Outlines:

#### DAY 1:

- The Management Process
- Planning
- Organizing
- Leading
- Control
- Nature of Managerial Work
- Creativity

#### DAY 2:

- Innovative Leadership
- The Nature Of Leadership
- The Nature of Managerial Work
- Effective Creative Leadership
- Change Management
- Productive Performance Appraisal
- Delegation and Empowerment

**DAY 3:**

- Organizational Behavior
- Multi Culture
- Diversity
- Effective Communication
- Leadership in Teams
- Leadership in Decision Groups

**DAY 4:**

- Leadership Styles
- Followers Types
- Developing Leadership Skills
- Competent Leadership
- Leadership Dimensions
- Leadership in the 21st Century

**DAY 5:**

- Managerial Grid Styles
- Creativity
- Innovation
- Critical Thinking
- Emotional Intelligence
- The Habits of Highly Effective Leaders and Managers
- Related DVDs

**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*