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بروجاكس للتدريب والتطوير
Projacs Training and Development

Team Work Coaching, Monitoring and Conflict Management

التميز في قيادة فرق العمل والتوجيه
والمراقبة وإدارة الخلافات

30 November – 04 December 2020

Kuala Lumpur / Malaysia

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

The demand on executives that possess various Managerial skills escalates, although the concept of teams is not new, the process of shaping effective organizational teams is still evolutionary. Team members and leaders need to understand the dynamics, issues, and challenges of this form accomplishing work. As executives become more aware of the positive correlation between team work and organizational performance, their need increases for more acknowledge about team development. One key to building effective teams understands the stages of team development that occur overtime.

In today's competitive business environment, the demand for executive coaches has mushroomed.

Objectives

By the end of this course practitioners shall learn to:

- Acknowledge the role of team leader
- Know the 9 classification of conflict resolution
- Know how leaders influence Team
- Know the stages of team Building
- Acknowledge the importance of executive coaching
- Identify coaching importance and coaching skills
- Acknowledge coaching phases and process
- Use your monitoring and evaluation findings to stimulate conflict management and conflict resolution

Who Should Attend?

The Nominees for this course is all employees of all departments, preferably:

- Executive level
- All heads and mangers of Department
- All Section Head

Course Outline

TEAM BUILDING FROM A GESTALT PERSPECTIVE

- **What Is A Team?**
- **Team Effectiveness**
 - Leadership
 - Group Dynamics
 - Contact
- **Why Teams?**
 - Synergy
 - Interdependence
 - Support Base

FOSTERING THE EFFECTIVENESS OF GROUPS AT WORK

- **The Importance Of The Group Experience In Organizations**
- **The Stages Of Group Development**
 - Pre-group Stage
 - Leadership Functions in the Pre-group Stage
 - Group Members' Functions in the Pre-group Stage
 - Initial Stage
 - Leadership Functions in the Initial Stage
 - Group Members' Functions in the Initial Stage
 - Transition Stage
 - Leadership Functions in the Transition Stage
 - Group Members' Functions in the Transition Stage
 - Working Stage
 - Final Stage
 - Post-group Stage

A MODEL OF TEAM BUILDING

- **Elements Of Teams**
- **Team Objectives**
- **Team Characteristics**
- **A New Model Of Team Building**
 - A Model of Team Building
 - Stage One: Awareness
 - Stage Two: Conflict
 - Stage Three: Cooperation
 - Stage Four: Productivity
 - Stage Five: Separation

- **Other Models Of Team Building**
- **The Team Development Rating Scale**
- **Team Leadership**
 - Transactional Skills
 - Transformational Skills
- **Practical Applications Of The Model**

THE TEAM-DEVELOPMENT MODEL

- **Descriptions Of The Eight Dimensions.**
 - Participation
 - Collaboration
 - Flexibility
 - Sensitivity
 - Risk Taking
 - Commitment
 - Facilitation
 - Openness
- **Dimensional Balance**
 - Participation/Risk Taking
 - Collaboration/Commitment
 - Facilitation/Flexibility
 - Openness/Sensitivity

THE TEAM-PERFORMANCE MODEL

- **Development Of The Team-Performance Model**
 - Stage One: Orientation
 - Stage Two: Trust Building
 - Stage Three: Goal/Role Clarification
 - Stage Four: Commitment
 - Stage Five: Implementation
 - Stage Six: High Performance
 - Stage Seven: Renewal
- **Applications Of The Model**

EXECUTIVE COACHING

- Five ways organizations can get the most value from their investments in coaching
- State of the Practice vs. State of the Art
- Six Questions for Selecting the Right Coach
- Conditions of developing executive coaching
- Use Coaching to Meet Strategic Organizational Needs

COACHING BACKGROUND

- Coaching definitions
- Benefits of coaching
- Why Coaching is Avoided?
 - Negative View of Coaching
- Positive Reasons for Coaching
- Signals that Suggest the Need for Coaching
- Who is the ideal coach?
- The Five Principles of Coaching

COACHING PHASES

- **Pre-Coaching**
 - Identifying Coaching Opportunities
 - Target your Coaching
 - Use Performance Appraisal to Guide Your Coaching
 - Signs of Declining Performance
 - Diagnosing Reasons for Performance Problems
- **During Coaching**
 - 4 Steps for coaching
 - Observation
 - Discussion
 - Active coaching
 - Follow up
- **Post coaching**
 - Motivation and disciplinary actions
- **What Coaching Is and Is Not**

THE COACHING PROCESS

- **Coaching structure**
- **Coaching Functions**
 - Counseling;
 - Mentoring;
 - Tutoring; And
 - Confronting or Challenging.
- **Effective Coaching**
 - Coaching employees for positive outcome
- **Coaching Processes**
 - Problem-Solving Processes
 - Involving
 - Developing
 - Counseling.

- Mentoring and Tutoring.
 - Resolving
- Performance-Improvement Processes
 - Presenting
 - Using Reactions To Gather Information
 - Resolving

FOUR-LEADING OTHERS THROUGH CONFLICT

- Resolving conflicts
- Causes of conflict
- Evaluating your personal conflict management skills
- Avoiding conflict resolution traps
- Improve your listening skills
- Preventing conflict

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*

- **2,950USD**
**VAT is Excluded If Applicable*

مقدمة

بتصاعد الطلب على المديرين الذين يمتلكون مهارات ادارية متعددة . فعلى الرغم من أن مفهوم فرق العمل ليس جديدا الا ان عملية تشكيل فرق عمل تنظيمية فعالة لاتزال قيد التطوير. يحتاج أعضاء الفريق وقادته الى فهم ديناميكيات العمل، والقضايا، والتحديات التي تواجههم عند إنجاز العمل. الفرق هي مجموعات من اثنين أو أكثر من الناس الذين يجب أن تنسق جهودها من أجل إنجاز مهمة. فإذا كانت المهمة شخص واحد يمكنه القيام بها، عندها يكون استخدام الفريق هو مضيعة للموارد. اصبح المدراء التنفيذيين أكثر وعيا بالارتباط الإيجابي بين فريق العمل والأداء التنظيمي، الا ان ذلك يزيد من حاجتها إلى مزيد من الاعتراف باهمية تطوير الفريق. ويعد فهم مراحل تطوير الفريق التي تحدث مع الوقت هو مفتاح بناء الفرق الفعالة يزداد الطلب على تدريب المناصب الادارية العليا في ظل المناخ التنافسي العالي في مجال الأعمال الآن.

أهداف البرنامج

في نهاية هذه الدورة المتدربين سوف يتمكن المتدربون من:

- التعرف على دور قائد الفريق
- التعرف على التسعة تصنيفا الخاصة بحل النزاعات
- التعرف على خصائص القادة المتفوقون
- التعرف على كيفية تاسيس فعالية القائد وكيفية استخدامها لبث الحماس في الفريق
- تعرف على كيفية تأثير القادة في الفريق
- التعرف على مراحل بناء الفريق
- استخدام النتائج المتمخضة عن الرقابة والتقييم لدعم ادارة الصراعات وحلها

الحضور

المرشحون لهذه الدورة هو جميع العاملين في جميع الإدارات، ويفضل :

- الادارة العليا
- جميع رؤساء ومديري إدارة
- جميع رئيس الأقسام