



PROJACS ACADEMY  
by egis



# Leadership and Management Development Program

برنامج التطوير القيادي والإداري المتكامل

25 – 29 September 2023

Vienna / Austria

## Introduction

This course offers an extensive training on Management in the 21st Century. It emphasizes the Importance of Managerial Grid Styles, Change Management, Human Capital, Effective Communication and Leadership. The Creative Methods to Persuade and Influence Managers to more effective.

Leadership has many roles to begin with and has been diversified by many literatures, in this course we choose the main seven roles that is more tangible interpersonal and decisional role in the leader and manager.

The best Manager is the one who perform his roles in a professional way, and face the hurdles and challenges in a huge market, where a number of competitors.

## Objectives

**At the end of this course Participants will be able to:**

- Know what is the decisional roles of a manager
- Know the interpersonal roles for managers
- Understand the generic competencies framework for executive managers
- Acknowledge the qualities of effective leader
- Know how to handle and motivate people
- Go through the most seven important leadership skills
- To learn strategies and tools to overcome 21st Century challenges
- To become a more Productive Manager.
- To develop Effective Communication Skills and appreciation of the inter-functional coordination necessary for quality service.
- To learn different Management Styles and how to deal with it.
- To learn the importance of Productive Performance Appraisal
- To become a better Manager in the 21st Century
- Creativity and Innovation
- Methods and Tools to become more effective Manager

## Who Should Attend?

- Top Management
- Middle Management

## Course Outline

### Day One

- **Mintzberg's Managerial Roles**
  - Interpersonal
    - Figurehead
    - Leader
    - Liaison
  - Decisional Roles
    - Entrepreneur
    - Disturbance Handler
    - Resource Allocator
    - Negotiator

### Day Two

- **The Qualities Of Effective Leaders**
  - The driving forces behind leadership
  - The need to achieve
  - The search for enough power
  - The drive to become wealthy
  - The desire to be recognized
  - The urge to attain inner satisfaction
- **Handling And Motivating People**
  - The initial aspects of human relationships
  - Dealing with human individuality
  - Cooperation or resistance
  - Influencing the behavior system
  - Encouraging employee self-motivation
  - The hierarchy of needs
  - The five categories of "Needs"
  - Using the hierarchy of needs
  - How people react when needs go unfulfilled
  - A case study: How other companies cope what to do
  - Preferred ranking for case study
  - How did you do?
  - How to exert leadership within an organization
  - How do you lead in your company?
  - Executive leadership in small departments
  - Dealing with group norms
  - Developing supportive norms

- Initiating change in working relationships
- **Mastering Fundamental Leaderships**
  - Autocratic leadership
  - Participative leadership
  - Democratic leadership
  - Task-oriented leadership
  - Follower-oriented leadership
  - Consideration-oriented leadership
  - Inductive leadership
  - Management by objectives (MBO): A Note
  - Diagnosing different leadership situations
  - Favorable and unfavorable situations
  - Intermediate situations

### **Day Three**

- **Sharpening Your Leadership Image**
  - Active/demonstrative vs. passive/reserved
  - Distant/remote vs. close/warm styles
  - Status, ceremony and prerogatives
  - Dependence vs. overdependence
  - Perfectionism vs. excellence
  - Test yourself: are you too perfect?
  - Finding the perfect style for you
  - Building goodwill
  - Too much or too little confidence
- **The Seven Most Important Leadership Skills**
  - **Section one-the art of delegation**
    - Six basic guidelines of delegation
  - **Section two-conducting more effective meetings**
    - Advance preparation
    - Interpersonal skills
    - Small group sessions
    - Dealing with problem members
    - Questioning techniques
    - Audio-visual aids
    - Getting more from the meetings you attend
  - **Section three-dealing with the "stress" of change**
    - The meaning of change
    - Adjustment to changes
    - Opportunities and threats
    - Leadership and change

- Coping with change
- The "stress" of change
- How people respond to stress
- The Holmes stress scale
- Sources of stress
- Manager's daily stress identification chart"
- Exercise
- Diet
- Sleep

## **Day Four**

- **Section 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 conflicts
- **Section five-leadership, initiative and creativity**
  - Factors that affect managerial initiative
  - The power of peer pressure
  - Managerial emphasis
  - How does a manager come up with "creative" ideas
  - Overcoming the "mental censor"
  - The advantages of lateral thinking
  - The techniques of lateral thinking
  - Five blocks to creativity
  - Nine ways to generate new ideas
  - A final word on initiative, creativity and leadership

## **Day Five**

- **Section six-finding-and solving-problems**
  - Problem severity
  - Problem definition
  - Search for causes
  - Search for solutions
  - A four step approach to problem-solving
  - Preparation-the first step
  - Digestion-the second step
  - Incubation-the third step
  - Illumination-the final step
  - A final note



- **Section seven-decision-making techniques.**
  - Preferences affect decision-making
  - Decision-making-the primary managerial skill
  - At what levels of management should decisions be made
  - Decision tree analysis
  - Is it for you?

### 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:

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

- **5,200 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

تسعى الكثير من المنظمات لفهم ما هي أنواع المعارف والمهارات اللازمة للمديرين التنفيذيين الذين تحتاج إلى دمجهم في مبادرات التنمية التي تسعى إليها المنظمات بهدف بناء ممارسات تجارية مسؤولة.

تقدم هذا الدورة تدريباً مكثفاً على الإدارة في القرن ٢١. ويشدد على أهمية أنماط الإدارة وإدارة التغيير و الموارد البشرية، والاتصال الفعال والقيادة. والأساليب المبتكرة للإقناع والتأثير.

اندماج المنظمات في التيار الرئيسي للتنمية الإدارية يعد مهمة طويلة الأجل تتطلب عملية تغيير ثقافي، وذلك من أجل تحديد ووصف نوع السلوكيات والصفات القيادية، والمهارات الإدارية والقدرات انعكاسية المطلوبة للقادة والمديرين التنفيذيين القادرين على تحمل مسؤولية التطوير والتنمية في المنظمات.

## الاهداف

- معرفة ما هي القيادة التنفيذية
- فهم الإطار العام للجدارات الواجب تواجدها في المدراء التنفيذيين
- التعرف على صفات القائد الفعال
- معرفة كيفية التعامل مع الآخرين وتحفيزهم
- التعرف على أنواع القيادة الأساسية
- معرفة كيفية شحذ الصورة القيادية
- التعرف على السبع مهارات الادارية الاساسية مثل: التفويض، ادارة الاجتماعات، التعامل مع الاجهاد، ادارة الصراعات، الابتكارية، حل المشكلات، واتخاذ القرارات
- معرفة استراتيجيات وأدوات للتغلب على التحديات في القرن ٢١
- كيف تصبح مدير أكثر إنتاجية.
- تطوير مهارات الاتصال الفعال
- معرفة أساليب الإدارة المختلفة وكيفية التعامل معها.
- معرفة أهمية الإنتاجية وتقييم الأداء
- كيف تصبح أفضل مدير في القرن ٢١

## الحضور

- الادارة العليا
- الإدارة الوسطى