



an eegis company

بروجاكس للتدريب والتطوير  
Projacs Training and Development

**Resonant Leadership:  
Renew, Innovate, and Achieve Success**  
القيادة والادارة للابتكار والتميز في تسيير الاعمال

26 February – 2 March 2018

Kuala Lumpur / Malaysia

A Member of:



PROJACS ACADEMY

## Introduction

Within today's complex environment, "more of the same" simply is not enough for a leader. Administrators must step up to the challenge by creating powerful, positive relationships and healthy organizational climates that foster optimism, innovation, and the teamwork needed to achieve challenging goals. The best leaders that create resonance are highly attuned to themselves and to the greater world, both the local and the broader national and global communities.

Resonant leaders are emotionally intelligent; they can manage themselves and guide others adeptly in ambiguous and trying circumstances. Leaders who engage people's hearts and minds to build a shared sense of purpose to achieve result. They are open minded non-defensive, and deeply committed to learning about themselves and adjusting their behaviors, willing to adapt customary (and comfortable) ways of leading.

## Objectives

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

- Aware of the different theories covering effective leadership styles and to develop their own leadership style to their full potential
- Understand Emotional Intelligence
- Learn about Innovation Reasons and Process
- Understand the Eight Stages of the Change Process, including:
  - Establishing a sense of urgency
  - Creating the guiding coalition
  - Developing a vision and strategy
- Understand the rationale for using EQ
- Have an awareness of the EQ Technique

## Who Should Attend?

The training course is dedicated for all leaders, managers and employees who have potentials to get promoted in all careers in both private or governmental organizations, and local or multinational enterprises

## Course Outline

### Day One

#### INTRODUCTION

1. Difference between managers and leaders
2. How does a manager know he is managing?
3. Secrets of Leadership Success
4. New Unit manager as a unit leader
  - ◆ Unite manager role.
  - ◆ Leadership vs. management.
  - ◆ What managers must do?
  - ◆ Leadership style.
  - ◆ Leadership behavior.
  - ◆ Leadership model.
  - ◆ Employee readiness.
  - ◆ Ability.
  - ◆ Willingness.
  - ◆ Levels of readiness.
  - ◆ Matching style and readiness.
  - ◆ Leadership is process of integrating.
  - ◆ Delegation.
  - ◆ When you should delegate tasks?
  - ◆ Be sure employee knows.
  - ◆ Why managers avoid delegation.

#### UNDERSTANDING CHANGE FROM THE GESTALT PERSPECTIVE

- **THE CHANGE CONTINUUM**
  - The Traditional Approach
  - The Dynamic Approach
  - The Pragmatic Approach
- **TWO ASPECTS OF THE CHANGE PROCESS**
- **EIGHT ASSUMPTIONS**
- **THE CHANGE LEADER**
- **FOUR BASIC STYLES OF CHANGE LEADERSHIP**
  - Autocratic
  - Participative
  - Supportive
  - Laissez Faire

## Day Two

### STEPS IN CHANGING ONE'S OWN BEHAVIOR

- **Three Element Induce Behavioral Change:**
  1. Exploring.
  2. Getting New Perspectives.
  3. Acting.
  
- **behavioral-change program,:**
  1. Learning core interpersonal skills.
  2. Getting feedback on one's skills.
  3. Learning group-specific skills.
  4. Practicing interpersonal assertiveness.
  5. Discovering patterns.
  6. Getting feedback on patterns.
  7. Recognizing payoffs.
  8. Seeing different possibilities.
  9. Experimenting with new behavior.
  10. Evaluating oneself and receiving feedback.
  11. Transferring what one has learned.

## Day Three

### OVERCOMING MIND TRAPS: SELF-CHANGE

- **RECOGNIZING MIND TRAPS AND DECIDING TO CHANGE**
  - two kinds of mind traps
    1. *Compensatory.*
    2. *Familiarity* mind traps
  - Compensatory Traps
  - Familiarity Traps

## Day Four

- **PRACTICING NEW ATTITUDES AND BEHAVIORS: ENDURING AN IDENTITY CRISIS**
  - The Nature of the New Attitudes and Behaviors
  - Compassionate Self-Observation Versus Self-Consciousness
  - Visualization
  - Behaviors That Satisfy Personal Needs and Generate Self-Respect
  - Enthusiasm
  
- **THE OUTCOME: ACCEPTANCE OF THE NEW SELF**
- **IMPLICATIONS FOR THE HRD PROFESSIONAL**
  - *The Familiarity Principle in Organizations*
  - *Individual Change in an Organizational Setting*
  - The Self-Change Creed
  - *Organizational Benefit from Individual Change*

## Day Five

### THE EMOTIONAL CYCLE OF CHANGE

- **Key Assumption**
- **SEQUENCE OF EMOTIONAL PHASES**
- Phase I: Uninformed Optimism
- Phase II: Informed Pessimism
  - Public withdrawal
  - Private withdrawal
- Phase III: Hopeful Realism
- Phase IV: Informed Optimism
- Phase V: Rewarding Completion

### EQ corner stones

1. Emotional Fitness
2. Emotional Depth
3. Emotional Alchemy

### 1st Cornerstone: Emotional Literacy

- [1] Emotional Honesty
- [2] Emotional energy
- [3] Emotional Feedback
- [4] Practical Intuition

### 2nd Cornerstone: Emotional Fitness

- [5] Authentic Presence
- [6] Trust Radius
- [7] Constructive Discontent
- [8] Resilience and Renewal

### 3rd Cornerstone: Emotional Depth

- [9] Unique Potential and Purpose
- [10] Commitment, Accountability and Conscience
- [11] Applied Integrity
- [12] Influence without authority

### 3rd Cornerstone: Emotional Alchemy

- [13] Intuitive flow
- [14] Reflective Time – Shifting
- [15] Opportunity sensing
- [16] Creating future

- **Misconceptions of EQ**
- **SUMMARY**
- **REFERENCES AND READINGS**

### 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, 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

تستلزم دنيا الاعمال المعقدة اليوم من القادة ما هو اكثر مما يطلق عليه ، "أكثر من نفس النوعية" أى ببساطة انه يجب على المسؤولين أن يكونوا على مستوى التحدي من خلال خلق علاقات إيجابية قوية، ومناخ تنظيمي صحي يعزز التفاؤل، والابتكار، والعمل الجماعي اللازم لتحقيق الأهداف الصعبة. أفضل القادة التي تحدث الصدى في ارجاء المنظمة هم المتصالحون مع أنفسهم ويسعى الى خلق التجانس في العالم، على كافة الاصعدة سواء المحلية أو الوطنية أو العالمية.

يتمتع القادة الرنانة بالذكاء العاطفي EQ ، حيث يمكنهم تحت كافة الظروف الصعبة إدارة أنفسهم وتوجيه الآخرين بفاعلية. ويستطيع القادة الذين يمتلكون قلوب الناس وعقولهم ايجاد موحّد لتحقيق الهدف. فهم منفتحو العقل ، غير دفاعيين، لديهم التزاما عميقا بسبر غور أنفسهم وتعديل تصرفاتهم، على استعداد للتكيف مع الطرق التقليدية (ومريحة) في القيادة.

## الأهداف

في نهاية هذه الدورة سيتمكن المشاركون من :

- الالمام بالنظريات والاساليب المختلفة للقيادة الفعالة وطرق تطوير أسلوب قيادتهم الخاصة للاستفادة الكاملة من إمكاناتهم
- التعرف على ماهية الذكاء العاطفي EQ
- التعرف على أسباب وأساليب عملية الابتكار
- فهم المراحل الثمانية لعملية التغيير، بما في ذلك:
  - إيجاد الشعور بالزخم
  - إيجاد حس التوجيه
  - وضع رؤية واستراتيجية
- فهم الحاجة لاستخدام بالذكاء العاطفي EQ
- الوعي بتقنيات بالذكاء العاطفي EQ

## الحضور

صممت الدورة التدريبية لجميع القادة والمديرين والموظفين المرشحون للترقية في جميع الوظائف في كافة المنظمات الخاصة أو الحكومية، والشركات المحلية أو متعددة الجنسيات