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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# PROJACS Program on Management

## برنامج بروجاكس للإدارة الفعالة وتحقيق الأهداف

26 February – 2 March 2018

London / United Kingdom

A Member of:



PROJACS ACADEMY

## Introduction

With a host of new challenges and responsibilities to tackle, Managers need training like never before. Learning how to manage employees on a trial and error basis can lead to discouragement. This five-day workshop will help you teach participants how to overcome many of the problems a modern-day Manager may encounter.

## Objectives

- Clarify the scope and nature of a managerial position.
- Learn some ways to deal with the challenges of the role.
- Recognize the responsibilities you have as a Middle Manager, to yourself, your team, and your organization.
- Learn key techniques to help you plan and prioritize effectively.
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- Develop strategies for motivating your team, giving feedback, and resolving conflict.

## 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

### **Introduction and Course Overview**

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **Introduction to Management**

What is Management? What Do Managers Do? What Does It Take to Be a Manager? Why Does Management Matter?

### **The Management Process and Functions**

The Four Functions of Management; Planning, Organizing, Leading and Controlling

### **Adjusting to Your Role**

To begin, participants will learn some key strategies for new supervisors. Then, they will discuss ways to ease the transition from employee to supervisor, and how to solve common problems.

### **A Manager's Responsibilities**

Next, participants will talk about their responsibilities to themselves, their employer, and their employees.

### **Making Plans**

During this session, participants will learn how to use the urgent-important matrix to plan and prioritize. Participants will also be given a framework for planning.

### **Setting Goals**

This session will help participants set SMART goals.

### **Leadership**

To wrap up the first day, participants will look at different leadership models, including the Direction-Support model.

### **The Situational Leadership Model**

During this session, participants will learn about Paul Hersey's situational leadership model.

### **Problem Employees**

Next, participants will brainstorm ways to deal with four types of employee problems: excessive complaining, laziness, hostility, and over-dependence.

### **Synergy**

This session will be looking at teamwork by exploring synergy: when the whole of the team is more than the sum of the parts.

### **Trust**

Next, participants will discuss why trust is so important in a team environment, and how to build trust.

### **Team Development**

This session will educate participants about Tuckman and Jensen's four stages of team development, and how leaders can help teams at each stage.

### **Communication**

During this session, participants will discuss what communication is, what can be a barrier to communication, how to engage in active listening, and how to ask good questions.

### **The Communication Process**

This session will give participants a three-step model to use with employees who are agitated in some way (for example, excited, frustrated, or angry).

### **Motivation**

Next, participants will talk about three approaches to motivation: the carrot, the whip, and the plant.

### **Orientation**

During this session, participants will rate their company's orientation and develop ideas for improvement to bring back to their workplace.

### **Training**

This session will give participants some guidelines for effective training, whether they are the trainer or the trainee.

### **Providing Feedback**

Giving feedback is one of the most important management tasks, yet many people find it a tricky area. This session will give participants some tools that they can use.

### **Delegation**

Next, participants will learn about the degrees of delegation and common pitfalls.

### **Dealing with Conflict**

This session will give participants a six-step model to resolve conflict, and a separate model to resolve problems. Then, concepts from the entire workshop will be practiced in a role play.

### **Discipline**

To wrap up the workshop, participants will learn about various kinds of discipline and what to do if they have to fire an employee.

### **Workshop Wrap-Up**

At the end of the third day, students will have an opportunity to ask questions and fill out an action plan.

## 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\*

- **3,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

مع الحصول علي مجموعة جديدة من التحديات والمسؤوليات ، يحتاج المديرون الي برنامج تدريبي لم يسبق له مثيل. يمكّنم من تعلم كيفية إدارة الموظفين حيث ان التعلم أسس التجربة والخطأ يؤدي إلى الإحباط. وهذه الورشة لمدة خمسة أيام تساعد على تعليم المشاركين كيفية التغلب على العديد من المشاكلات التي تواجه مدير العصر الحديث.

## الاهداف

- توضيح نطاق وطبيعة منصب إداري.
- تعلم بعض الطرق للتعامل مع تحديات هذا الدور.
- التعرف على المسؤوليات كمدير ، و فريقك، والمؤسسة الخاصة بك.
- تعلم التقنيات الأساسية لمساعدتك على تخطيط وترتيب الأولويات على نحو فعال.
- اكتساب فهم أساسي للقيادة، وبناء الفريق، والاتصالات، والتحفيز، وما الدور الذي تلعبه في الإشراف الفعال.
- وضع استراتيجيات لتحفيز فريقك، وإعطاء التغذية الراجعة، وحسم الصراع.