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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# The Secrets for Successful Leaders and Managers

الأسرار والأفكار الناجحة للقادة والمدراء  
لتنفيذ المهام وتطوير الأعمال

30 March – 03 April 2020

Beirut / Lebanon

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

On the other hand, with a host of new challenges and responsibilities to tackle; Managers need training like never before. Learning how to supervise new 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 Manager may encounter.

## Objectives

**At the end of the workshop the participants are able to:**

- Clarify the scope and nature of a supervisory 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?

Managers, Supervisors and Team Leaders, as well as newly promoted Senior Staff and those being prepared for promotion into a supervisory role.

## Course Outline

### Day 1:

- Introduction and Course Overview
- Adjusting to Your Role
- A Manager's Responsibilities
- Setting Goals
- Making Plans

### Day 2:

- Leadership
- The Situational Leadership Model
- Problem Employees
- Synergy

### Day 3:

- Trust
- Team Development
- Communication
- The Communication Process

### Day 4:

- Motivation
- Orientation
- Training
- Providing Feedback

### Day 5:

- Delegation
- Dealing with Conflict
- Discipline
- Workshop Wrap-Up

## 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*