Achieving Leadership and Management Excellence

تحقيق الريادة والتميز في الإدارة والقيادة

23 – 27 August 2020
Dubai / United Arab Emirates
We believe that leaders are more “made” than “born.” Current leadership research indicates that there are few genetic characteristics that influence one’s ability to become a leader. Our role in the program is not to teach one how to become a leader, but to help one learn how to become a more effective leader. From our perspective, leadership is a life-long journey. This course can help you acquire the knowledge, skills, feedback, and opportunities necessary for personal growth.

The program focuses on individual development and is based on the belief that individuals can expand their leadership capacities; they can learn, grow, and change. Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems and decision making. These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization.

The format for the program includes discussion, readings, group activities, and pairing with a mentor.

By the end of this course practitioners shall learn to:

- Inspire and motivate participants to further develop their leadership skills
- Encourage to take the initiative to use their passion to take action
- Encourage participants to approach the different styles of leadership with thought and action.
- Provide participants with technical knowledge and practical training on the methodologies and tools of problem solving and Decision Making.
- Developing and upgrading diagnostic problem skills. The course will also emphasize the models and processes of decision making.
Who Should Attend?

- Top Management
- Middle Management
- Newly appointed or experienced leaders who are expected to demonstrate core competencies, while being problem solvers, decision makers and results producers in a daily environment that features change, issues and ill-structured challenges. These leaders feel the need to equip themselves with techniques that can help achieve greater daily success. With limited resources and numerous exogenous variables affecting your ability to function at peak performance levels, you will benefit from the best leadership practices and performance leadership techniques that promote innovation, interdependence and proactive thinking.
Course Outline

**DAY 1:**
- Background and leadership theories.
- Leaders vs. Managers.
- Leadership styles.
- Leadership competency model.
- Exercises.

**DAY 2:**
- Developing leadership effectiveness.
- Lesson from leaders.
- Your Leadership Style & Strengths
- Using power and influence to get things done
- Leadership communication strategies
- The decision making model
- Generate alternatives
- Brainstorming

**DAY 3:**
- Check board
- Adapt or build on the past
- Evaluate options
- Criteria check board
- Evaluate options
- Sort by category
- Rank order
- Advantage /disadvantage
- Pro/con
- What I like

**DAY 4:**
- Select the final solution
- Consensus
- Straw voting
- Multi-voting
- Negative voting
- Revisiting earlier
- Problem-solving outcomes
• Other problem solving techniques
• Legitimize problems
• Best/worst/most probable
• Problems as given/ problems as understood
• Is/Is not
• Diagram/fishbone
• Basic questions
• Break into components
• Force field analysis
• Ask an expert

**DAY 5:**

• Types of decision
• Autocratic
• Consultative
• Group
• The decision making process
• Decision making under certainty
• Decision making under uncertainty
• Information technology and decision making systems
• Guidelines for making good decisions
• Making bad decisions
• Evaluations
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
The program aims to develop leadership and management skills.

At the end of this course, the trainees will be able to:

- Recognize high-performance leaders and teams.
- Change management.
- Apply communication and cooperation principles.
- Solve complex issues in your project.
- Overcome organizational barriers to performance improvement.
- Work with other groups to bring about positive change.
- Develop yourself with people who have the skills you lack.

In this course, the trainees will learn to:

- Understand the characteristics of leadership and good practices.
- Apply the principles of communication and cooperation.
- Identify and overcome barriers to performance improvement.
- Work with other groups to bring about positive change.
- Develop yourself with people who have the skills you lack.
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- تحدن و تكرار، وتعزيز السلوكيات عالية الأداء و مجموعات العمل في جميع أنحاء المنظمة
- وضع نهج منظم لإعداد و التفكير حول المفاوضات الأكثر التعقيد والأوضاع اليومية
- وضع إطار لتجنب الفخاخ للوقوع في قرار فردي وتحسين قرارات الفريق
- إلهام وتحفيز المشاركين لمواصلة تطوير مهاراتهم القيادية.
- التشجيع لأخذ زمام المبادرة لاستخدام شغفهم لاتخاذ إجراءات فعالة.
- تشجيع المشاركين على الاقتراب من أنماط مختلفة للقيادة مع الفكر والعمل.
- تزويد المشاركين بالمعرفة التقنية والتدريب العملي على منهجيات وأدوات حل المشكلات واتخاذ القرارات.
- تشجيع المشاركين على إلهام واستخدام شغفهم لاتخاذ إجراءات فعالة.
- تشجيع المشاركين على شغفهم لاتخاذ إجراءات فعالة.
- تطوير ورفع مستوى مهارات تشخيص المشكلات. وبطبيعة الحال سوف يتم أيضا التأكيد على النماذج وعمليات صنع القرار

الحضور

- الإدارة العليا
- الإدارة الوسطى
- المعينين حديثا أو القادة ذوي الخبرة الذين من المتوقع أن تثبت الكفاءات الأساسية لديهم خلال البرنامج

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