



PROJACS ACADEMY
by @egis



Management and Leadership Skills for New Managers and Supervisors

المفاهيم الإدارية الحديثة للمدراء والمشرفين الجدد

07 – 11 August 2023

Munich / Germany

Introduction

There is often a difference made between managing and leading. However, all managers who wish to be effective should practice leadership skills to inspire their employees, maintain a positive work environment, and ensure company productivity. To be a successful manager and leader, there are many skills that you will have to master and qualities you will need to develop.

This training course provides an understanding of the necessary skills for effective management and leadership, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping potential future leaders and employees know how to use productive leadership and management techniques.

Objectives

- Understand key leadership and management skills
- Understand and develop skills necessary for new leader
- Define and select the personal leadership styles
- View leadership from different perspectives
- How to lead and be “in charge” of different personalities, attitudes, performers, and contributors
- Manage and motivate people for effective accomplishment
- Manage and influence peers
- Select when and which to apply problem-solving and creative thinking techniques to apply
- Manage small or large groups, project teams, and complex assignments
- Deal with conflict, ways to manage interpersonal issues and disagreement

Who Should Attend?

- Professionals who are relatively new to supervision, team leadership, and management
- Established supervisors who have not had formal supervisory training
- Team Leaders who wish to increase their effectiveness
- Those who wish to refresh and develop their team leadership and management skills

Course Outline

Day One

Introduction to Leadership Effectiveness

- Leadership
 - What is leadership and why it is important?
 - Leadership Approaches/Styles and competencies
 - Case Exercise on application of leadership styles
 - Guidelines to application
- Time Management
 - Why is there unequal results and efficiency despite the fact that all of us have the same quantity of time?
 - Definition of Urgent and Important
 - Time Management matrix
 - How to be productive compared to others
 - Case discussion on Prioritization
 - Practical Sharing session

Day Two

Communication and Team Performance

- Building High-Performance Team
 - Definition
 - What is a Team?
 - How to select the best team to achieve optimal performance
 - Workshop Application
- Productive Communication Techniques
 - Introductory exercise
 - Definition and example: Content, Context, transmitting and receiving
 - Tools to avoid Common pitfalls of poor communication
 - Giving Directions
 - How to provide effective directions
 - The SMART approach
 - Follow up: trust but verify
- Increasing Commitment and Engagement to Improve Team Effectiveness
 - Case analysis of ownership
 - Why is empowerment important?
 - Real world cases and application
 - Importance of delegation
 - How to delegate?
 - Things which you should not delegate

Day Three

Motivation and Creative Thinking

- Improving Team motivation and Managing Difficult Staff
 - Why do people behave the way they do?
 - Can behavior be managed?
 - How to manage motivation, change behavior and enhance performance
- Problem-Solving and Thinking Creatively
 - Japan vs USA
 - Exercise
 - Techniques to think out of the box and application

Day Four

How to Influence others towards Achieving Goals and Targets

- Goals setting, planning and Performance Management
 - Goals and results driven
 - KPI and to apply it properly
 - Goal setting and Parkinson Principle
 - Improvement plans to accomplish work and improve performance
- How to Influencing peers and others
 - Definition of power and influence
 - Stakeholder's analysis
 - Case study plus application

Day Five

How to Handle Change and Conflict

- Managing Change: taking responsibility for leading change
 - Why people resist change and what do with it?
 - Ability to establish comfort zone to work with others, solve problems and drive results
 - Practice and application
- Conflict Management
 - Definition of conflict
 - Why does conflict happen?
 - What are the consequences of conflict?
 - How to manage conflict? Models of Conflict Management
 - Types of managerial actions that can cause conflicts

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

غالبًا ما يكون هناك فرق بين الإدارة والقيادة. ومع ذلك، يجب على جميع المديرين الذين يرغبون في أن يكونوا فعالين ممارسة المهارات القيادية لإلهام موظفيهم، والحفاظ على بيئة عمل إيجابية، وضمان إنتاجية الشركة. لكي تكون مديرًا وقائدًا ناجحًا، هناك العديد من المهارات التي سيتعين عليك إتقانها والصفات التي ستحتاج إلى تطويرها.

توفر هذه الدورة التدريبية فهماً للمهارات اللازمة للإدارة والقيادة الفعالة، مثل التخطيط الاستراتيجي، وفهم العلاقات مع العملاء، والإدارة الفعالة للوقت، والتواصل المناسب وفهم التفاعل البشري، ومساعدة قادة المستقبل والموظفين المحتملين على معرفة كيفية استخدام القيادة الإنتاجية وتقنيات الإدارة.

الاهداف

- فهم مهارات القيادة والإدارة الرئيسية
- فهم وتطوير المهارات اللازمة للقائد الجديد
- تحديد واختيار أنماط القيادة الشخصية
- عرض القيادة من وجهات نظر مختلفة
- كيف تفقد وتكون "المسؤول" عن مختلف الشخصيات والمواقف والمساهمين
- إدارة وتحفيز الناس لتحقيق الإنجاز الفعال
- إدارة الأقران والتأثير عليهم
- تحديد متى وأية تطبيق لتقنيات حل المشكلات والتفكير الإبداعي لتطبيقها
- إدارة المجموعات الصغيرة أو الكبيرة وفرق المشروع والمهام المعقدة
- التعامل مع الصراع، وطرق إدارة القضايا الشخصية والخلاف

الحضور

- المحترفون الجدد في مجال الإشراف وقيادة الفريق والإدارة
- المشرفون الذين لم يتلقوا تدريبًا إشرافيًا رسميًا
- قادة الفرق الذين يرغبون في زيادة فعاليتهم
- أولئك الذين يرغبون في تجديد وتطوير مهاراتهم القيادية والإدارية