



Essential Skills for Line Managers

المهارات الأساسية للمدراء والمسؤولين
لإنهاء الأعمال بفعالية

11 - 15 November 2024

Dubai / UAE

Introduction

This Workshop offers an extensive training on Skills for Line Managers in the 21st Century. And provide the most comprehensive training on managerial effectiveness in formal organizations with practical suggestions for improving management skills. It introduces The Nature of Managerial Work, The Managerial Process and Functions in the most effective Organization to implement its Vision and Mission.

Objectives

- The Organization of the 21st Century.
- Management Process
- Planning and Organizing
- Leading and Controlling
- To become a more Productive Manager.
- To develop Effective Communication Skills and appreciation of the inter-functional coordination necessary for quality service.
- To learn different Management Styles and how to deal with it.
- Effective Line Management Skills
- To Learn Different Leadership Styles
- To become a better Line Manager Today

Who Should Attend?

- Middle Management
- First line managers

Course Outline

Day One

- The Future Organization
- The Diamond Triangle
- The New Line Managers Skills and Knowledge
- Talent Pipeline
- Knowledge Management
- Management Process
- Planning
- Organizing
- Leading
- Control

Day Two

- The Nature of Managerial Work
- Change Management
- Productive Performance Appraisal
- Delegation and Empowerment
- Organizational Behavior
- Multi Culture
- Diversity
- Effective Communication
- Managers and Teams
- Leadership Styles
- Followers Types
- Developing Line Management Skills

Day Three

- The Strategy and Role of Line Managers
- The Importance of Line Managers
- Leadership and Management Dimensions
- Focused Managerial Process
- Autocratic Leadership/Management
- Democratic Leadership/Management
- Charismatic Leadership/Management
- Effective Leadership and Management in the 21st Century

Day Four

- Leaders and Managers Differences
- Managerial Grid Styles
- Styles of Managers
- Managerial Problem Solving
- Managerial Decision Making
- Motivation Iceberg
- Freud Iceberg
- Theory X and Y
- Johari Window

Day Five

- Creativity
- Innovation
- Critical Thinking
- Globalization
- Technology in Line Management
- IQ versus EQ
- Emotional Intelligence

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*

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

المقدمة

تقدم هذه الورشة التدريبية تدريب مكثف على المهارات للمدراء في القرن الـ ٢١. حيث توفير تدريب أشمل على الفعالية الإدارية في المنظمات الرسمية مع اقتراحات عملية لتحسين المهارات الإدارية. حيث تقوم بتوضيح طبيعة العمل الإداري، والعملية الإدارية في المنظمة لتنفيذ رؤيتها ورسالتها.

الاهداف

بنهاية هذه الدورة سيتمكن المشاركون من التعرف على الآتي:

- عملية الادارة
- التخطيط والتنظيم
- القيادة والسيطرة
- كيف تصبح مدير أكثر إنتاجية.
- تطوير مهارات الاتصال الفعال والتقدير للتنسيق بين الوظائف اللازمة لجودة الخدمة.
- معرفة أنماط الإدارة المختلفة وكيفية التعامل معها.
- مهارات الإدارة الفعالة
- معرفة أنماط القيادة المختلفة
- كيف تصبح مدير أفضل

الحضور

- الإدارة العليا
- الإدارة الوسطى