



Course Introduction:

This course will help the delegates to understand his role as manager and leader. It will also help establish clear objectives and standards of performance for the team.

Course Objectives:

- Managing your workload using effective prioritization and delegation techniques
- Maximizing your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

Who Should Attend?

Managers, supervisors, and team leaders who are responsible for building and maintaining effective teams in the workplace.

Course Outline:

Module One: Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

Module Two: Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organizational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

Module Three: Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills

- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

Module Four: Team Building, People Management and Motivation

- How high-performing teams work?
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

Module Five: Enhancing Team Performance through Coaching and Development

- How people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

