



# ADVANCED MANAGEMENT And Leadership Skills

## Course Introduction:

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This Advanced Management and Leadership skills training course delegates with a broad range of management and leadership theories and practical tools to apply in their working environment. It is designed for participants in experienced senior management roles and those who work with colleagues in senior positions. The course will teach participants how to set objectives and targets to achieve the vision, mission and goals of an organisation as well as how to use leadership skills to inspire and unite an organisation.

## Course Objectives:

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**Participants who attend this course will benefit from the following learning outcomes:**

- learning how to motivate people and build successful teams
- developing communication skills to communicate effectively verbally in all situations, with all people
- an increased confidence and the ability to influence people positively
- how to apply assertiveness skills in leading and managing an organisation
- learning how to solve problems creatively and develop sound decision-making techniques
- developing and applying negotiation skills and techniques to a range of situations
- ways of inspiring and motivating people through winning presentations
- learning how to apply NLP and Emotional Intelligence techniques to self-development

## Who Should Attend?

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**This training course is designed for:**

- Chairman, Chief Executive, Finance Director, Company Secretary
- Board Members
- Directors of Strategy
- Directors of Policy
- Directors of Departments
- Deputy Directors of Departments
- Heads of Departments
- Deputy Heads of Department
- Senior Managers
- Advisers to Senior Management
- Senior Project Managers

# Course Outline:

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## Setting Objectives and Targets

- Where are you now and where do you want to be, by when?
- Plan and actions required to achieve these objectives
- Improve organisational, team and individual performance with quantifiable targets
- Monitoring, measuring and feeding-back results

## Leadership

- Vision, roles and responsibilities of an inspirational leader
- Qualities, skills and commitment required
- Adapting leadership styles to different situations
- Overcoming the challenges of leadership

## Motivation

- Factors which motivate you and others
- Achieving organisational goals with a motivated workforce
- Increasing motivation to improve individual performance
- Management skills required to motivate individuals and teams

## Team Building

- Characteristics of an effective team
- Roles and responsibilities of individuals in the team
- Building a strong team which delivers results
- Delegating, appraising, evaluating, coaching and mentoring skills for teambuilding

## Verbal Communication Skills

- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

## Influencing Skills

- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

## **Assertiveness**

- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

## **Introduction to Neuro-Linguistic Programming**

- What is Neuro-Linguistic Programming™ (NLP™)?
- How does NLP™ work?
- NLP™ for self-management and self-development
- Application of NLP™ to enhance performance of organisation, teams and individuals

## **Emotional Intelligence and Body Language**

- Key principles, qualities and skills of Emotional Intelligence
- Application of EI to develop teams, individuals and respond to situations
- Sending the right messages through your non-verbal communication
- Interpreting the signals and gestures of body language of others

## **Presentation Skills**

- Research the people in the audience and their objectives
- Approach, structure, content and methods to meet audience requirements
- Anticipate, prepare and practice answers to difficult questions and awkward questioners
- Overcome nerves, project your voice powerfully and keep audience attention

## **Creative Problem Solving and Decision Making**

- Analysis of causes, symptoms and implications of a problem
- Generating a range of creative solutions
- Prioritising options against objective criteria to make a decision
- Implementing decisions, evaluating results and responding to feedback

## **Time and Stress Management**

- Prioritising and organising work according to goals
- Eliminating time wasters
- Identifying the causes and symptoms of stress
- Planning and implementing your strategy to avoid burnout

## Negotiation Skills

- Pre-negotiation preparation on all aspects of the negotiation
- Styles, techniques and skills of a good negotiator
- Tricks people may play on you
- Close with a win-win result for all

## Written Communication Skills

- Win and keep readers' attention
- Understand how people read and absorb written information
- Plan appropriate approach, structure, content, vocabulary and visuals
- Principles applied, including to reports, pitches, tenders, e-mails, websites, social media

## Course Methodology:

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**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 Fees:

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

## Course Certificate:

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

## Course Timings:

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### 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

