



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# MASTERING Management Skills



**ACTVET**  
Ribu Dhabi Centre for  
Technical and Vocational  
Education and Training  
مركز أبوظبي  
التعليم والتدريب  
التقني والمهني



INTERNATIONAL ASSOCIATION FOR  
HEALTH AND OCCUPATIONAL  
SAFETY AND THE ENVIRONMENT



**PMI** Project  
Management  
Institute  
Registered  
Education  
Provider

**EFQM**  
Member



## Course Introduction:

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This training is about exploring and mastering skills that will comfortably take delegates to the next level of competence. It begins with practical insights into leadership and behavioral styles and then quickly moves into core competencies needed in managing organization, people and change.

## Course Objectives:

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- Clarify your role as leader and manager
- Know the importance of character in management
- Know the four dimensions of behavioral style
- Embrace six core functions of effective managers
- Discuss the ten key elements used by major organizations to achieve business excellence
- Understand how to implement a successful strategy
- Understand the need to take responsibility for leading change
- Understand how to be a Champion of Change

## Who Should Attend?

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- Team leaders seeking to enhance their performance
- Technical staff seeking a greater understanding of management
- Managers desiring to sharpen their skills

## Course Outline:

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### The Leader in You

- Taking a world view
- The value of management training
- Define the terms "leadership" and "management"
- The role of character in management
- The four dimensions and characteristics of behavioral style
- Your own behavioral style and the strengths of three other styles
- The functions of a 21st Century Manager

### Developing Personal Excellence

- Your personal operating system
- Maximizing personal productivity
- Developing critical personal networks
- Getting the most out of meetings
- Establishing Direction

- Developing ten key elements for business excellence
- Analyzing your organization's external environment
- Understanding your market
- Missions, visions and success factors
- The impact of organizational culture
- Ensuring regulatory issues are known and understood

### **Encouraging Your People to Give Their Best**

- Two main factors of leadership
- Recruiting and selecting people
- Establishing expectations
- Building capacity in your people
- Tracking and appraising performance
- Creative problem solving
- Introduction to teamwork

### **Making the Best of Your Resources**

- Your (non people) resources
- The cost of (poor) quality – getting things wrong
- Using technology to achieve maximum impact
- Exploring and managing risks
- Minimizing environmental impact
- Achieving Results your Customers will Value
- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work

### **Achieving Results your Customers will Value (Cont'd from Day 4)**

- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work
- Facilitating Change
- Managing Change
- Systems Thinking
- Organizing for Change

## 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.

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## 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