

LEADERSHIP & MANAGEMENT SKILLS



**ML001
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MANAGEMENT
SKILLS**

COURSE TITLE

LEADERSHIP & MANAGEMENT SKILLS

COURSE DATE/ VENUE

29th July – 02nd Aug 24'

Istanbul, Turkey

COURSE REFERENCE

LM001

COURSE DURATION

05 Days

DISCIPLINE

Leadership and Management

COURSE INTRODUCTION

- Would you like some help to improve leadership and management skills in the team? Do you sometimes see managers struggle to cope with certain aspects of their role? Now might be the perfect time to organise a training course for the team leaders and managers.
- The purpose of this training course would help your key staff to get the best performance from themselves and the rest of the team. This informative and inspiring two-day course is packed with new techniques and skills that will make your managers feel more confident, self-assured and motivated.
- Anyone who attends this very informative course, will gain new insights relating to:
 - Goal achievement, accurate communication, proper prioritising, how to give constructive feedback and; how to inspire yourself and others.
 - Do you think that you, or your colleagues, might benefit from such training? If yes, then please read the following details; confirm the quality of the course content, and then, get yourself involved in this popular two-day leadership and management training course.

COURSE OBJECTIVE

Upon successful completion of this course, the delegates will be able to:

- Recognize the difference between managing and leading.
- Develop their skills of managing and leading.
- Devise a strategy to help “manage” their boss.
- Discover a variety of communication styles to effectively cope with different situations.
- Study the art of motivating employees.
- Consider methods for conducting effective performance appraisals with their staff.

COURSE AUDIENCE

- This Leadership and Management program should be attended by the following:
- Directors
- C-Level Executives
- Senior Management Professionals
- Department Heads
- Delivery Heads
- Senior managers
- Project managers
- Project supervisors
- Change managers
- Change agents
- Anyone involved in Change Management

COURSE CONTENT

The Role and Responsibility of a Manager

- What is management about?
- The roles of management
- Characteristics of an ideal manager
- Barriers to effective management

- Making effective decisions
- Managing the relationship with your boss

Communicating and Active Listening

- Examining the different ways, we communicate
- Identifying obstacles to communication
- Devising a strategy for effective communication
- Active Listening-what is it?
- Developing active listening skills
- Using the right questions to get the right answers.

Motivating and coaching your staff

- Theories of Motivation-Maslow, Taylor, Herzberg
- The manager's role in motivating others
- Achieving the balance in reward vs. punishment
- Developing your coaching skills
- Strengthening your assets
- Dealing with poor performers

Delegating and empowering your people

- Obtaining the benefits of delegation
- Overcoming the barriers to delegation
- Delegation as opposed to abdication.
- Skills of effective delegation
- Managing authority and responsibility
- Developing a delegation action plan

The Performance Review

- Setting goals and objectives for your staff
- Conducting the performance review

- Obtaining the benefits of effective appraisal
- Dealing with objective and subjective criteria
- Managing disciplinary action
- Appraising yourself for advancement

COURSE CERTIFICATE

TRAINIT ACADEMY will award an internationally recognized certificate(s) for each delegate on completion of training.

COURSE FEES

£4,850 per Delegate. This rate includes participant's manual, Hand-Outs, lunch, coffee/tea on arrival, morning & afternoon of each day.

COURSE METHODOLOGY

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions