



Leadership and Management

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Course Introduction:

This online “Leadership and Management” course has been designed to turn you into a professional manager, working to inspire, motivate and get the very best out of employees, while at the same time meeting and exceeding business expectations.

Course Objectives:

After completing this online course, you should be able to:

- Understand the fundamental aspects of managing and leading organizations
- Examine the behaviors and traits of both effective managers and leaders
- Examine relevant issues in applied management and leadership; including and strategic management.

Course Outline:

” The Foundations of Management”

- Making the transition into management: the KSA/ASK model
- What Managers Do? Key competencies and behaviors
- Personality and impact on management style
- Identifying your management style
- The mistakes new managers make and how to avoid them

Activities:

- Introduction to management Video
- On line Questionnaire “How good your management skills are”
- Homework “Apply management style of three case studies”

”Master interpersonal communication skills”

- Understanding interpersonal styles and techniques of communication

- Understand Verbal and Nonverbal communication
- How to achieve effective communication
- Personal power & influencing skills, Attitudes, values and perceptions
- Interpersonal power and how to deal with different situations
- Communication in dealing with difficult people

Activities:

- Effective communication Video
- On line Questionnaire “measure your effective communication

Case study:

- 1 – Communication case with your manager
- 2- Communication case with your subordinates
 - Homework “writing a brief resume about yourself”

” Performance Management “

- A focus on Continuous Improvement
- Establishing SMART objectives and measure them
- Understanding of KPI
- Planning, prepare and conducting successful performance reviews
- Management of behavior and outcomes feedback

Activities:

- Performance Management Video

Case study:

- 1 – Setting objectives for yourself with KPI
 - 2- Setting objectives for your staff self with KPI
- Homework “Giving a feedback about case study”

” Leadership Skills “

- Principles of Leadership
- Managerial leadership
- The leadership challenge: balancing strategy and culture
- Leadership in strategic thinking
- Communication: the leaders’ essential tool

- Understanding how interpersonal communication preferences differ
- Communicating empowerment and motivation techniques in leadership

Activities:

- Leadership Video

Case study:

- 1 – Setting Vision, Mission, values
 - 2- Your next year Plan
- Homework “Improve your plan with KPI”

” You and your team “

- The Team Challenge
- Understanding team roles & responsibilities
- Building effective teams
- Developing and motivating teams
- Performance Management
- Dealing with difficult people
- Rewarding success

Activities:

- Team work Video

Case study:

- Dealing with different style in your team
- Your action plan

Course Fees: USD 1,800

Course Date: 28-30 June 2020 (Confirmed).