

Course Overview:

This seminar focuses on the leader's role in developing and motivating excellent teams. Rather than trying to define one 'right' way to lead, it will introduce a range of complementary approaches which delegates will have the opportunity to practise, combine and adapt to suit their personal preferences and organisational needs. By exploring the leadership role from a number of different perspectives, the seminar allows delegates to experiment with innovative ways to empower and enthuse their team and influence positively their organisational climate and culture. The benefits to the organisation, leaders will be better able to focus on organisational goals and better equipped to develop their team towards sustainable performance improvement.

Course Objective:

- Understand the leadership competencies and attributes.
- Distinguish between decision making and problem solving processes
- Identify obstacles to decision making processes
- Identify thinking skills and verbal behaviors that promote and hinder decision making
- Identify and apply the tools used in the decision making processes
- Distinguish between the value of team and individual decision making
- Define the role and key actions of the facilitator
- Recognize the accountabilities and responsibilities for organizational decision making

Course Outline:

- ESTABLISHING THE DIFFERENCE BETWEEN MANAGEMENT AND LEADERSHIP
- UNDERSTANDING THE PERFORMANCE MANAGEMENT CYCLE
- IDENTIFYING YOUR ROLE WITHIN THE TEAM OR GROUP
- IDENTIFYING THOSE ISSUES WHICH STEAL YOUR TIME.
- MANAGING STRESS
- HOW DOES STRESS AFFECT YOU ?
- DEFINING ANGER
- MANAGING ANGER
- THE ANGER PROCESS
- LEARNING TO RELAX
- HOW TO MANAGE SELF-GENERATED STRESS
- HOW ANGER AFFECTS YOUR PERCEPTIONS

Who Should Attend:

- Mid-to upper-level managers responsible for the continuous leadership development of others and building high-performance organizations
- Team leaders and coaches who are called to inspire and motivate their workers each day to accept new responsibility
- Sales managers and VPs responsible for improving the overall productivity of their employees while maximizing the potential of their sales organization
- Human resource managers who are charged with creating and maintaining the human capital within their organizations

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

- Customer service managers called upon to lead employees from customer service excellence to enduring customer loyalty through more effective leadership
- Managers who wish to transform their way of thinking, managing and leading for a higher level of skill, empowerment, and overall achievement
- Those interested in achieving standards of excellence and who wish to enhance their management skills..