



Management And Leadership

**Excellence in Leadership and Management**

## Course Introduction

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This training program is designed with an aim to help participants identify leadership opportunities and use natural strengths to take on important management leadership roles within their respective organization. Participants will learn strategies that effective leaders use to communicate effectively, build relationships, solve problems, make decisions, work in teams, and succeed during times of organizational change.

## Target Audience

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- Aspiring Leaders and Managers
- Mid-Level Managers
- Team Leaders and Supervisors
- High-Potential Employees
- Professionals in Transition

## Learning Objectives

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**At the end of this training course, participants will be able to:**

- Gain a comprehensive understanding of leadership skills.
- Apply leadership and management skills to overcome challenges.
- Utilize various leadership styles to successfully lead and motivate employees.
- Master using modern tools and techniques to improve problem solving and decision making.
- Empower employees through motivation and delegation.
- Manage self, time, and stress in a restless work environment.
- Successfully respond and adapt to change.

# Course Outline

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## • 01 Day One

### Introduction to Excellent Management

- Why most new leaders, managers and supervisors fail?
- Managing in the new competitive landscape.
- Managing for competitive advantage.
- Roles and responsibilities.
- The four functions and ten roles of management.
- Skills needed at different management levels.
- Common mistakes made by leaders.

### Defining Leadership and Management

- Characteristics of an Effective Leader.
- The Integration of Leadership and Management.
- Becoming excellent in your management approach.
- Emotional Intelligence and Leadership and Management.
- Self-Awareness.
- Self-Management.
- Social Awareness.
- Relationship Management.

### Teams and Leadership

- Differences between teams and work groups.
- What makes a team and how teams can fail?
- Characteristics of high performing teams.
- Stages of team formation.
- Team dynamics and team building.
- Situational leadership and its application to team leadership.
- Current trends and issues.

## • 02 Day Two

### Delegation

- Why to delegate?
- Why does delegation fail?
- Your Guide to effective delegation.

- Use delegation to motivate and empower your employees.
- The dos and don'ts of delegation

### **Effective Communication Skills**

- Workplace Communication Fundamentals.
- Elements of the communication process
- Communication delivery aspects
- The 4 principles of interpersonal communication
- Verbal and Nonverbal communication
- Proven tools and techniques to improve verbal and nonverbal communication
- Active listening techniques.
- Communication Behaviour.
- Conflict Management.

## **• 03 Day Three**

### **Mastering the art of motivation**

- Definition motivation.
- Myths about motivation.
- The main theories.
- Current trends and issues.
- Implications for managers.

## **• 04 Day Four**

### **Time and stress management**

- Definition of time management
- Identifying your time wasters.
- Dealing with and managing your time wasters.
- Start planning effectively.
- Using the priority matrix and to-do lists.
- Causes and symptoms of stress.
- Techniques and approaches to managing stress.

## **• 05 Day Five**

### **Problem solving and decision making**

- The helicopter views
- The Ishikawa fishbone technique
- The How-How technique

- Best Practices for Problem Solving and Decision Making
- Overcoming Inhibitors to Creative Problem Solving
- Ethical Decision Making
- Accountability

### Effectively Responding and Adapting to Change

- Benefits of Change
- Resistance to Change
- Change and Transition
- Engaging Groups in Change

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 20, 2025	April 24, 2025	5 days	4250.00 \$	Egypt - Cairo
June 16, 2025	June 20, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 15, 2025	Sept. 19, 2025	5 days	4950.00 \$	Austria - Vienna
Nov. 9, 2025	Nov. 13, 2025	5 days	4250.00 \$	Egypt - Cairo
Aug. 31, 2025	Sept. 4, 2025	5 days	4250.00 \$	Egypt - Cairo