

Mastering management and leadership skills

Management & Leadership
Amman (Jordan)
30 Mar - 03 Apr 2025

UK Training

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Mastering Management and Leadership Skills

Introduction

Both leadership and management in the 21st Century are becoming increasingly more complex. Typically, public and private sector organizations face changes driven by political, economic, sociological, technological, legal, and environmental issues. To successfully meet these challenges, organizations must ensure that their leaders and managers at all levels understand their roles, goals, and required competencies.

Course Objectives

- Understand your role as a manager and leader, distinguishing between Leadership and Management.
- Establish clear objectives and standards of performance for your teams, incorporating Setting Objectives and Standards as well as Performance Management Techniques.
- Manage your workload using effective prioritization and Advanced Delegation Techniques.
- Maximize your influencing skills through skilled Communication Excellence for Managers.
- Build an effective team and exceed expectations by applying Effective Team team-building strategies.

Course Outlines

Day 1: Understanding Your Role and the Organizational Context

- Leader or manager: Understanding the distinctions and overlaps between leadership and management roles.
- Self-perception: How leaders view themselves and their impact on the organization.
- Beyond the job description: Discovering what your organization requires of you, including Organizational Role Understanding.
- Balancing conflicting stakeholder demands, focusing on Stakeholder Demand Balancing.
- Understanding the nature of change as part of Strategic Change Management.
- A model for implementing change: Critical approach to Strategic Change Management.

Day 2: Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organizational environment: Increasing Personal Effectiveness in Leadership.
- Outcome orientation: How to focus on results that matter.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it, set against a background of concentric circles.

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- Setting personal and team objectives, ensuring alignment with Setting Objectives and Standards.
- Managing Performance: Integrating Performance Management Techniques.
- Finding and using time effectively: Mastering Time Management for Leaders.
- A model for effective delegation: Utilizing Advanced Delegation Techniques.

Day 3: Communication, Influence, and Conflict Management

- Channels of communication: Harnessing Communication Excellence for Managers.
- Effective listening skills: A key component of Influencing and Negotiation Skills.
- Emotions and rapport: Building connections for Influence and Negotiation.
- Persuasion and negotiation: The keys to personal influence, part of Influencing and Negotiation Skills.
- Managing Conflict Assertively: Developing Conflict Management Skills.

Day 4: Team Building, People Management, and Motivation

- Understanding how high-performing teams work, using Effective Team Building Strategies.
- Identifying team roles to enhance Team Performance.
- Motivation and Reward: Designing Motivation and Reward Systems.
- Building and sharing a vision, applying Visionary Leadership and Planning.
- Different approaches to leadership, including Leadership in the Digital Age and Environmental Adaptation for Leaders.

Day 5: Enhancing Team Performance Through Coaching and Development

- Understanding how people learn as part of Coaching for Growth and Development.
- Coaching for personal and team growth: Exploring advanced techniques in Coaching for Growth and Development.
- Feedback skills: An important aspect of Enhancing Team Performance.
- Development planning: Key to ongoing team and individual improvement.
- Next steps: Envisioning the future of leadership and mapping the path forward.

Conclusion

By the end of this course, participants will have gained vital skills required for Mastering management and leadership skills. With a strong emphasis on practical knowledge, the course ensures that leaders are well-equipped to navigate the challenges of the modern business world, lead confidently, and drive their organizations forward.

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+44 7480 775526 / +44 7401 177335