Consulting and Training | Reach New Heights

Course Name

Leadership and Management Masterclass

Sector Name

Management And Leadership

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Leadership and Management Masterclass

Course Introduction

Leaders exist at all levels of an organization, regardless of title or role. For new leaders or managers, understanding and displaying good management skills will help in positioning themselves for a successful career, no matter what level they're starting at. For experienced leaders, the process of implementing organizational changes is still very complex and challenging. As leaders, they have to have the skills to influence the people, manage the situation, and make their subordinates agree to the changes and implement them accordingly.

This training course is designed with the aim of helping the leaders and department heads of organizations to identify leadership opportunities and use natural strengths to take on important management leadership roles within their respective organizations. Participants will learn the essential principles and best practices of leadership and management, strategies that effective leaders use to communicate effectively, build relationships, solve problems, make decisions, work in teams, and succeed during times of organizational change.

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Target Audience

✓ Managers and Leaders.

✓ Aspiring Managers and Leaders.

✓ Senior Executives.

✓ Entrepreneurs and Business Owners.

✓ Project Managers.

✓ Middle Management.

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Learning Objectives

- ✓ Gain a comprehensive understanding of key leadership skills and the importance of management approaches to excellently lead in your organization.
- ✓ Apply leadership and management skills to overcome leadership and management challenges in the organization.
- ✓ Utilize various leadership styles to successfully lead and motivate their employees.
- ✓ Employ a range of interpersonal skills to engage and empower.
- ✓ Master the use of various strategies for team and organisational improvement.
- ✓ Select appropriate innovative techniques for problem-solving and continuous improvement.
- ✓ Empower employees through motivation and delegation.
- ✓ Manage self, time, and stress in a restless work environment.
- ✓ Successfully respond and adapt to change.

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Course Outline

✓ DAY 1

Module One: Becoming an Excellent Leader

- ✓ Defining Leadership
- ✓ Characteristics of an Effective Leader
- ✓ Emotional Intelligence and Leadership
- ✓ Self-Awareness
- ✓ Self-Management
- ✓ Social Awareness
- ✓ Relationship Management
- ✓ Leadership in a Dynamic, Global Environment
- ✓ Perceptions of Leadership
- ✓ Managerial leadership
- ✓ The leadership challenge: balancing strategy and culture
- ✓ Leadership in strategic thinking organisations
- ✓ Understanding the interrelated factors that impact change
- ✓ Leadership in Organisational Excellence
- ✓ Different types of leadership
- ✓ Cultures of organisational excellence
- ✓ Growing people who can build your organisation
- ✓ The mind of a Servant leader
- ✓ Encouraging consistency and commitment
- ✓ Implementing cultural ethics of integrity & hard work

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Course Outline

✓ DAY 2

The Communicating Leader

- ✓ Communication: the leader's essential tool
- ✓ Interpersonal, open communication is two-way
- ✓ How interpersonal communication preferences differ
- ✓ Communicating empowerment techniques in leadership
- ✓ The psychology of Autonomous working groups
- ✓ Communicating and presenting with impact and passion

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

Leadership and Trusting Relationships

- ✓ Successful interpersonal interaction develops leaders with trust

- ✓ Characteristics of a leader’s interpersonal interaction
- ✓ Emotional intelligence: using emotions productively
- ✓ Individual strengths and challenges of each interpersonal style
- ✓ Utilising diverse interaction styles productively
- ✓ Building the capacity for trust

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Course Outline

✓ DAY 3

Leadership Building the Innovative Responsive Environment

- ✓ Building an environment of innovation and improvement
- ✓ Problems inherent with change and transition
- ✓ Leading others through critical change initiatives
- ✓ Developing a personal change plan
- ✓ Leadership in action: a personal intuitive approach

Module 2: Excellent Management

- ✓ Foundations of Excellent Management
- ✓ Management demands courage
- ✓ The first step: managing self
- ✓ Employing the right management style at the right time
- ✓ Accepting responsibility and accentuating the positive
- ✓ Having the courage to turn your ideas into action

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Course Outline

✓ DAY 4

Dealing with Workplace Conflict

- ✓ Defining organisational conflict
- ✓ Causes of conflict
- ✓ The Thomas-Kilmann Conflict Mode Instrument
- ✓ Managing individual differences, conflict for productive outcomes
- ✓ The creative benefits of productive disagreement

Organisational Improvement Management

- ✓ Setting Vision, Mission, and Goals and Aligning Organizational Programs to It
- ✓ Focusing on continuous improvement
- ✓ Diagnostic tools for organisational/team appraisal
- ✓ Organisational culture and its impact
- ✓ Overcoming and managing resistance to change
- ✓ Coping with risk and risk avoidance
- ✓ Measuring the success of improvement efforts
- ✓ KPI Management
- ✓ Stakeholder Management

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Course Outline

✓ DAY 5

Building and Leading Motivated Teams

- ✓ Characteristics of effective teams
- ✓ Characteristics of ineffective teams
- ✓ Managing the factors affecting team performance
- ✓ Empowering team development
- ✓ Utilizing team diversity
- ✓ Coaching to enhance team competence
- ✓ Creative Thinking and Problem Solving
- ✓ Balancing analytical and creative thinking
- ✓ Effective use of mind mapping
- ✓ Tools for Enhancing Creative Thinking and Problem-Solving
- ✓ The power of brainstorming
- ✓ Unlocking team potential
- ✓ Treating problems as challenges
- ✓ Adapting to changes and disruptions
- ✓ Action planning for future improvement

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4250.00 $	UAE , Abu Dhabi
June 28, 2027	July 2, 2027	5 days	4950.00 $	Ireland , Galway
Sept. 20, 2027	Sept. 24, 2027	5 days	4250.00 $	UAE , Abu Dhabi
Nov. 30, 2026	Dec. 4, 2026	5 days	4250.00 $	UAE , Dubai
Nov. 23, 2026	Nov. 27, 2026	5 days	4250.00 $	UAE , Dubai

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