

# The 10-day Advanced Management & Leadership Programme

## INTRODUCTION

- In today's world managers & leaders are faced with increasingly complex responsibilities. In order to meet this challenge, they must be continually sharpening their management & leadership skills. It is crucial that leaders are prepared to build up the organisation in both words and deeds. People listen and respect a leader that clearly articulates the course of action whilst demonstrating a strong moral compass and character.
- This training course will focus on the management & leadership skills necessary for success in today's fast changing business environment. The training course focuses on the importance of effective communication and conflict resolution based on the latest insights from leadership psychology. This will ensure that delegates attending this training course will have great management & leadership impact.

Participants attending the 10-day Advanced Management & Leadership training course will develop the following competencies:

- Manage and motivate people more effectively
- Create and harness the power of high performance teams
- Understand and effectively utilize strategic planning techniques
- Negotiate for positive results
- Utilize the Baldrige performance criteria as a standard of excellence and benchmark for your organization
- Build their knowledge on leadership skills
- Develop awareness of their emotional well being
- Understand techniques to improve communication with their subordinates
- Improve problem solving abilities
- Support their organisation by becoming highly effective and confident leaders

## **PROGRAMME OBJECTIVES**

- Consider methods for improving management performance
- Gain insights into the successful implementation of teams
- Study the techniques of strategic planning
- Develop their skills in the area of negotiating
- Analyze the Baldrige award criteria for excellence
- Examine the application of management best practices
- Define the role of a leader within an organization
- Understand the importance of being aware of his or her own strengths and weaknesses
- Realize the importance of a healthy environment whereby people are confident of their abilities
- Cultivate skills in asking good questions and active listening
- Improve their ability to deal with difficult people
- Learn how to analyse and find problem solving solutions
- Be able to give assertive feedback and correction to others
- Perfect their anger management skills

## **WHO SHOULD ATTEND**

- The 10-day Advanced Management & Leadership training course is specifically designed for professional in all areas of operations who seek to manage the process of change and improve the performance of their area of responsibility. It is an opportunity for all professionals to advance their 'management thinking' and keep abreast of the most modern concepts in leadership.

It will be of benefit to all Professionals, who are:

- Responsible for organizational improvement
- Concerned with achieving standards of excellence
- Interested in enhancing their management skills
- Interested in enhancing their leadership skills
- Who have responsibility for strategic planning
- Who have responsibility for team leadership
- At Supervisory roles at any level
- Decision makers

## **TRAINING METHODOLOGY**

- This unique 10-day Advanced Management & Leadership training course combines presentations with practical examples, supported by video material and case studies to provide maximum benefit to the delegates. Delegates will be encouraged to contribute in relating leadership principles to their individual workplace. There will be group exercises to allow for a "hands on" approach to learning. Instructional films will be utilized to present "best practices" approaches and, in addition, there will be in depth discussion of critical success factors.

## PROGRAMME SUMMARY

- The main goal of Advanced Management & Leadership training course is to provide participants with an intensive 10-day concentration in certain critical aspects of the profession of management and leadership in today's competitive and demanding market environment. The training course has been designed to cover an array of relevant topics while focusing on those that are most critical to personal and business success. The emphasis of the training will be on powerful methods and proven techniques for improving personal management effectiveness as well as organizational performance.
- Participants will acquire and develop essential skills that will improve their communication, conflict resolution, problem solving, decision making, anger management while at the same time improving their self-awareness and self-esteem. A prime objective is that the participants will leave the training course with new ideas they can implement with respect to their personal management & leadership capabilities, and their management of specific areas of responsibility.

## PROGRAM OUTLINE

### People Management

- The importance of sociotechnical management
- Organizational values and visionary leadership
- Introduction to the Malcolm Baldrige quality award-standard of excellence
- Organizational and personal learning
- Employee training, well-being, satisfaction and commitment
- Enhancing your coaching skills

### Leading Teams

- Work teams and project management
- Understanding team member styles
- Managing conflict in a productive manner
- Creating a virtual team
- Evaluating team effectiveness

### Strategic Management

- Management by fact and vision
- The strategy development process
- Strategic planning and implementation
- SWOT analysis and performance improvement techniques
- Integrating the value chain for enhanced performance
- Examples of strategic success and failure

## Negotiating for Results

- Gaining insight into the negotiating process
- Characteristics of an effective negotiator
- Developing negotiating strategies
- Employing persuasive negotiation techniques
- Achieving the benefits of effective negotiating
- Negotiation exercises

## Operational Excellence

- The Malcolm Baldrige quality award-standard of excellence practice
- Matching organizational strategies with operational results
- Achieving competitive advantage through operational excellence
- Business models and business process re-engineering
- Public responsibility, citizenship and value creation
- Lessons from the best performing companies and Benchmarking your operation against the best

## Building Self-Esteem

- Definition of self-esteem
- Putting things in perspective
- Building confidence in others
- Increasing our self-esteem
- Principles of leading people
- Case study of exemplary leadership

## Effective Communication

- Winning communication strategies
- Growing our self-awareness
- Becoming a skilled communicator
- Communication barriers
- Asking good questions
- Active listening skills

## Conflict Resolution

- Understanding conflict
- Benefits of confrontation
- Importance of empathy
- The three Fâ€™s
- Guidelines for assertive anger
- Working towards positive interactions

## Problem Solving and Decision Making

- Definition of problem solving
- 8 steps for identifying problems
- Making winning decisions
- Types of decisions
- Keys to good decision making
- The problem solving model

## Anger Management

- What is anger
- The costs of anger
- Understanding emotional triggers
- Strategies to cope with anger
- Taking care of yourself
- Personal action plan