Projacs
an egis company
بروجاكس للتدريب والتطوير
Projacs Training and Development

Leadership and Management Development Program

برنامج التطوير القيادي والإداري المتكامل

29 June – 03 July 2020

Baku / Azerbaijan

A Member of:
PROJACS ACADEMY

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Introduction

The mainstream of Leadership and management development is a long-term task that requires a process of developing and adapting many roles .it is necessary to consider leadership qualities, management skills and reflexive abilities.

Leadership has many roles to begin with and has been diversified by many literatures, in this course we choose the main seven roles that is more tangible interpersonal and decisional role in the leader and manager

The best Manger is the one who perform his roles in a professional way, and face the hurdles and challenges in a huge market, where a number of competitors

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

In today's world, change is inevitable and often difficult to deal with. You'd need to find different ways of looking at change, make change easier for yourself and others, develop techniques to cope with change, including resiliency and stress management, and create a change implementation strategy.

During this course, you will learn how to design and implement a successful leadership strategy, as well as manage, and cope with change.

Objectives

At the end of this course Participants will be able to:

- Know what is the decisional roles f a manger
- Know the interpersonal roles for managers
- Understand the generic competencies framework for executive mangers
- Acknowledge the qualities of effective leader
- Know how to handle and motivate people

- Go through the most seven important leadership skills
- Master Peter Senge's five disciplines
- Add Kouzes and Posner's five practices to their life
- Build trust with their employees
- Develop key leadership skills, including change management, time management, critical thinking, delegation, problem solving, presentation strategies, communications, strategic planning, and feedback techniques
- Use Robert Cialdini's six influence strategies to their advantage

Who Should Attend?

Staff at all levels, especially Middle and Executive Level Managers whom need to be effective leaders and are always under constant stress to cope with, or even create, change, as well as decision makers and employees whom constantly deal with different parties outside the organization.

Course Outline

Week one

Day One

Mintzberg's Managerial Roles

- Interpersonal
  - Figurehead
  - Leader
  - Liaison

- Decisional Roles
  - Entrepreneur
  - Disturbance Handler
  - Resource Allocator
  - Negotiator

Day Two

THE QUALITIES OF EFFECTIVE LEADERS

- The driving forces behind leadership
- The need to achieve
- The search for enough power
- The drive to become wealthy
- The desire to be recognized
- The urge to attain inner satisfaction

HANDLING AND MOTIVATING PEOPLE

- The initial aspects of human relationships
- Dealing with human individuality
- Cooperation or resistance
- Influencing the behavior system
- Encouraging employee self-motivation
- The hierarchy of needs
- The five categories of "Needs"
- Using the hierarchy of needs
- How people react when needs go unfulfilled
- A case study: How other companies cope what to do
- Preferred ranking for case study
- How did you do?

- How to exert leadership within an organization
- How do you lead in your company?
- Executive leadership in small departments
- Dealing with group norms
- Developing supportive norms
- Initiating change in working relationships

MASTERING FUNDAMENTAL LEADERSHIPS

- Autocratic leadership
- Participative leadership
- Democratic leadership
- Task-oriented leadership
- Follower-oriented leadership
- Consideration-oriented leadership
- Inductive leadership
- Management by objectives (MBO): A Note
- Diagnosing different leadership situations
- Favorable and unfavorable situations
- Intermediate situations

Day Three

SHARPENING YOUR LEADERSHIP IMAGE

- Active/demonstrative vs. passive/reserved
- Distant/remote vs. close/warm styles
- Status, ceremony and prerogatives
- Dependence vs. overdependence
- Perfectionism vs. excellence
- Test yourself: are you too perfect?
- Finding the perfect style for you
- Building goodwill
- Too much or too little confidence

INTRODUCING THE SEVEN MOST IMPORTANT LEADERSHIP SKILLS

- Section one-the art of delegation
    - Six basic guidelines of delegation

- Section two-conducting more effective meetings
    - Advance preparation
    - Interpersonal skills
    - Small group sessions
    - Dealing with problem members

- Questioning techniques
- Audio-visual aids
- Getting more from the meetings you attend

- Section three-dealing with the "stress" of change
  - The meaning of change
  - Adjustment to changes
  - Opportunities and threats
  - Leadership and change
  - Coping with change
  - The "stress" of change
  - How people respond to stress
  - The Holmes stress scale
  - Sources of stress
  - Manager's daily stress identification chart"
  - Exercise
  - Diet
  - Sleep

Day Four

- Section four-leading others through conflict
  - Resolving conflicts
  - Causes of conflict
  - Evaluating your personal conflict management skills
  - Avoiding conflict resolution traps
  - Improve your listening skills
  - Preventing conflicts

- Section five-leadership, initiative and creativity
  - Factors that affect managerial initiative
  - The power of peer pressure
  - Managerial emphasis
  - How does a manager come up with "creative" ides
  - Overcoming the "mental censor"
  - The advantages of lateral thinking
  - The techniques of lateral thinking
  - Five blocks to creativity
  - Nine ways to generate new ideas
  - A final word on in initiative, creativity and leadership

Day Five

- Section six-finding-and solving-problems
  - Problem severity
  - Problem definition
  - Search for causes
  - Search for solutions
  - A four step approach to problem-solving
  - Preparation-the first step
  - Digestion-the second step
  - Incubation-the third step
  - Illumination-the final step
  - A final note

- Section seven-decision-making techniques.
  - Preferences affect decision-making
  - Decision-making-the primary managerial skill
  - At what levels of management should decisions be made
  - Decision tree analysis
  - Is it for you?

Week two

Day One

- Introduction and Course Overview
- The Learning Organization
- The Five Disciplines
- Leadership

Day Two

- The Five Practices
- Trust
- Change
- The Four Room Apartment
- Time Management

Day Three

- Managers vs. Leaders
- Types of Thinking
- Influence Strategies
- Relationships
- Problem Solving

Day Four

- Strategic Planning
- Delegation
- Criteria for Useful Feedback
- Feedback Techniques
- Body Language

Day Five

- Meetings
- Skillful Speaking
- Personal Development
- Workshop Wrap-Up

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- Technical Session 08.30-10.00 am
- Coffee Break 10.00-10.15 am
- Technical Session 10.15-12.15 noon
- Coffee Break 12.15-12.45 pm
- Technical Session 12.45-02.30 pm
- Course Ends 02.30 pm

Course Fees*

- **8,500USD**
  **VAT is Excluded If Applicable*

مقدمة

تسعى الكثير من المنظمات لفهم ما هي أنواع المعارف والمهارات اللازمة للمديرين التنفيذيين الذين تحتاج الى دمجهم في مبادرات التنمية التي تسعى اليها المنظمات بهدف بناء ممارسات تجارية مسؤولة.

اندماج المنظمات فى التيار الرئيسي ـ للتنمية الإدارية يعد مهمة طويلة الأجل تتطلب عملية تغيير ثقافي، وذلك من أجل تحديد ووصف نوع السلوكيات والصفات القيادية، والمهارات الإدارية والقدرات انعكاسية المطلوبة للقادة والمديرين التنفيذين القادرين على تحمل مسؤولية التطوير والتنمية فى المنظمات.

يقولون أن القادة يولدون ولا يتم صنعهم . انه من الصحيح أن بعض الناس يولدون قادة، و لكن هناك بعض القادة الذين تظهرهم المحن.فانه في كثير من الأحيان يقوم بعض الاشخاص البسطاء الذين لم يتح لهم دور قيادي بالوقوف وأخذ زمام الامور عندما يتطلب ذلك.

في عالم اليوم، فان التغيير أمر لا مفر منه وغالبا ما يصعب التعامل معه. فانه يستلزم ايجاد سبل مختلفة للنظر في كيفيه التعامل مع التغيير، وجعل التغيير أسهل لنفسك والآخرين، و العمل على تطوير تقنيات للتعامل مع التغيير، من خلال وضع استراتيجية تنفيذ التغيير. وخلال هذه الدورة، وسوف يتم التعرف على كيفية تصميم وتنفيذ استراتيجية القيادة الناجحة، وكذلك إدارة والتعامل مع التغيير

الاهداف

في نهاية هذه الدورة سيتمكن المشاركون من:

- معرفة ما هى القيادة التنفيذية
- فهم الإطار العام للجدرارت الواجب تواجدها فى المدراء التنفيذيين
- التعرف على صفات القائد الفعال
- معرفة كيفية التعامل مع الاخرين وتحفيزهم
- التعرف على أنواع القيادة الأساسية
- معرفة كيفية شحذ الصورة القيادية

- التعرف على السبع مهارات الادارية الاساسية مثل: التفويض، ادارة الاجتماعات، التعامل مع الاجهاد، أدارة الصراعات ، الابتكارية ، حل المشكلات ،واتخاذ القرارات
- كيف يمكن للقاده بناء الثقة مع موظفيها
- تطوير المهارات القيادية الرئيسية، بما في ذلك إدارة التغيير، وإدارة الوقت، والتفكير النقدي، الوفد، وحل المشكلات، واستراتيجيات العرض، والاتصالات، والتخطيط الاستراتيجي، وتقنيات ردود الفعل

الحضور

والمرشحون لهذه الدورة هو جميع العاملين في جميع الإدارات، ويفضل:

- جميع رؤساء ومديري إدارة
- جميع رئيس الأقسام