



AL018: Leadership, Management & Supervisory Skills for Laboratory Personnel (LAMP)



Training Description:

Leadership, Management & Supervisory Skills for Laboratory Personnel (**LAMP**) is one of the most significant factors in influencing an employee's success and satisfaction on the job. This Specialized Studies Program is designed to enhance your supervisory competencies and improve your capacity to effectively manage and lead others. You will also gain techniques for developing your staff to achieve maximum performance and organizational effectiveness. Today, laboratory personnel like other professionals, must develop and acquire the leadership skills.

The good and advance laboratory management can motivate dispirited teams of chemists and technicians to accomplish high quality work. It is very important to the lab supervisors and managers to learn how to create the success in their lab. The course is designed to provide an introduction and practical application of quality management in the laboratory according to ISO 17025 certified. It is designed also to understand concepts of personnel specification, job descriptions, how to apply quality standards, how to do health and safety risk assessments, how to develop the technical, and methods in the lab and how to evaluate the lab results. The aim of this course is to enrich and update the knowledge and skills of the participants for understanding the qualified management system in the laboratory.

Training Objective:

By the end of the training, participants will be able to:

- ✓ Establish a systematic process for planning work and setting expectations, monitoring performance, developing a capacity for performance and rating and rewarding good performance
- ✓ Apply active listening skills: paraphrasing, empathizing, questioning
- ✓ Influence individuals over whom one has no immediate reporting relationship
- ✓ Develop a team culture of trust, openness, and collaboration
- ✓ Provide effective feedback to employees, recognize superior performance and confront inadequate performance
- ✓ Coach and mentor others by recognizing and developing a personal coaching style
- ✓ Developing techniques for problem-solving and continues improvements
- ✓ Exercise key practices and skills for improved communication

Training Designed for:

This course is intended for all Laboratory Managers, Supervisors, Team Leaders, Senior Chemists and Scientists and Prospective Managers who need to develop competencies, skills, abilities and/or accountability necessary to successful.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Elements of Supervision and Assessment





- ❖ Management Responsibilities in an Organization
- ❖ Performance Management: Leading for Greater Results

DAY TWO:

- ❖ Leading Successful Organizational Change
- ❖ Effective Listening and Conflict Management
- ❖ Problem Solving and Decision Making

DAY THREE:

- ❖ Communication in the Business Environment
- ❖ Coaching for Superior Performance in Lab

DAY FOUR:

- ❖ Overcoming Technical Issues and Laboratory Problems
- ❖ Building Blocks for Successful Technical Lab Writing Reports

DAY FIVE:

- ❖ Non-Technologists Working in A Technology Industry
- ❖ Professionals Holding Management Positions in A Technology Environment
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Requirements:

“Hands-on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.



Training Fees:

As per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

