



HM253: Certified Organizational Professional

Training Description:

The **Certified Organizational Professional training course** is designed to equip professionals with the skills, knowledge and frameworks needed to excel in modern organizational environments. This intensive training program blends theoretical foundations with practical applications, enabling participants to manage organizational processes, optimize performance and lead teams effectively. Participants will explore organizational structures, leadership strategies, change management, communication skills and productivity tools. The training course emphasizes real-world scenarios, interactive exercises, case studies, and strategic thinking, ensuring that attendees leave with actionable insights to drive organizational success.

Training Objectives:

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

- ✓ Understand the key principles of organizational behavior and structure
- ✓ Develop effective leadership and team management skills
- ✓ Implement strategies for enhancing organizational efficiency and productivity
- ✓ Apply change management principles to drive successful transformations
- ✓ Enhance communication, collaboration and conflict resolution skills
- ✓ Utilize performance metrics and tools for organizational improvement
- ✓ Foster a culture of continuous learning, innovation and accountability

Training Designed for:

This training course is intended for Mid to senior-level managers and team leaders, HR professionals and organizational development specialists, Project managers and operational managers, Professionals responsible for process improvement and organizational strategy and Anyone aspiring to enhance their organizational effectiveness and leadership skills.

Training Requirement:

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

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

❖ Foundations of Organizational Excellence

- Introduction to Organizational Professionalism
- Key Concepts in Organizational Behavior
- Types of Organizational Structures and Their Impact
- Understanding Organizational Culture and Values
- Roles, Responsibilities, and Competencies of Organizational Professionals
- **Case Study:** Successful Organizational Models

❖ **Exercises:**

- Self-assessment of professional competencies
- Discussion on organizational culture in participant organizations

DAY TWO:

❖ **Leadership and Team Management**

- Leadership Theories and Styles
- Building and Leading High-Performance Teams
- Motivational Techniques and Employee Engagement
- Delegation, Accountability and Decision-Making Skills
- Conflict Management and Resolution Techniques
- Coaching and Mentoring for Organizational Success

❖ **Exercises:**

- Role-play: Handling team conflicts
- Leadership style assessment and action planning

DAY THREE:

❖ **Process Optimization and Performance Management**

- Organizational Processes and Workflow Analysis
- Key Performance Indicators (KPIs) and Metrics for Organizational Success
- Process Mapping and Business Process Improvement
- Time and Resource Management Techniques
- Tools for Performance Monitoring and Reporting
- Case Study: Implementing Process Optimization

❖ **Exercises:**

- Mapping and improving a sample workflow
- KPI design exercise for participant organizations

DAY FOUR:

❖ **Change Management and Organizational Development**

- Understanding Organizational Change and Its Challenges
- Change Management Models and Frameworks (ADKAR, Kotter's 8 Steps)
- Communicating Change Effectively
- Managing Resistance and Building Buy-in
- Continuous Improvement and Innovation Culture
- Case Study: Change Management in Real Organizations

❖ **Exercises:**

- Workshop: Designing a change initiative for a real-world scenario
- Discussion: Strategies for overcoming resistance

DAY FIVE:

❖ **Communication, Professionalism, and Strategic Impact**

- Effective Business Communication and Presentation Skills
- Networking and Relationship Building
- Emotional Intelligence and Interpersonal Skills
- Ethical Decision-Making and Professional Standards
- Strategic Thinking and Organizational Impact
- Capstone Exercise: Organizational Improvement Project

- ❖ Exercises:
 - Presentation: Proposing an organizational improvement plan
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

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, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

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

Training Fees:

TBA as per the 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 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

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

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