



LM145: Developing the Skills of Supply Chain Leaders

Training Description:

This **This intensive training course aims to increase awareness of leadership and to raise the skills of the Supply Chain leader.** This training course explores strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently and take accountability. This training course focuses on tactful leadership practices that are effective in any business setting which introduces delegates to the variety of skills needed to be successful and also offers a comprehensive overview of good management practice offering a compendium of ideas which will impact your practice immediately. This training course will discuss the differences between leadership and management and highlight on what makes a leader in the Supply Chain. Part of the answer is the ability to 'influence' others – organizations get more from motivated teams than groups of individuals.

Leadership makes this greater motivated team happen. It is a skill that involves understanding a number of core concepts then being able to put these into practice. How to 'master' people management & team leadership in Supply Chains can be taught and makes a tangible difference to the manager, the team and the organization.

Training Objectives:

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

- ✓ Understand your role as a leader in the Supply Chain
- ✓ Build an effective team and exceed expectations
- ✓ Manage your workload using effective prioritisation and delegation techniques
- ✓ Establish clear objectives, setting standards and measuring performance for your teams
- ✓ Maximise your influencing skills through skilled communication

Training Designed for:

This course is intended for Supply Chain Managers, Supply Chain supervisors, those in the organization wanting to learn more about the Supply Chain leadership as well as those professionals in the organisation who want to understand the principles of leadership.

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:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Understanding Supply Chain Leadership Principles
 - Principles of Effective Leadership
 - Appreciate Own Leadership Strengths and Limitations

- Types of Leadership Styles: Controlling & Empowering Styles
- Balancing Conflicting Stakeholder Demands
- What does your Organisation Want from you?
- Leadership Behaviour Flexibility

DAY TWO:

❖ Personal Effectiveness, Motivating and Setting Objectives

- Understanding Yourself and the Supply Chain Environment
- Motivating Colleagues
- Setting Personal and Team Objectives
- Managing Performance
- Finding and using Time Effectively
- Building Morale to Achieve Goals

DAY THREE:

❖ Communication, Influence and Conflict Management

- Communication Channels
- The Importance of Effective Listening Skills in the Supply Chain
- Techniques to Manage your Emotions
- Persuasion and Negotiation: The Keys to Personal Influence
- How to Manage Conflict Assertively

DAY FOUR:

❖ Building High Performance Teams

- How High-Performing Teams Work
- Identifying Team Roles
- Teams in Practice: Team Building Exercise
- How to Achieve Team Cohesiveness
- Identifying Members' Developmental Needs
- Building and Sharing a Supply Chain Vision

DAY FIVE:

❖ Empowering Others to Succeed

- What Does an Empowering Leader Do?
- Tips for Empowering Employees
- How to Delegate Successfully
- Strategies to Become an Empowering Leader
- Empowerment in Conflict Management
- Developing an Action Plan

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Certificate(s):

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

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 Fees:

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

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

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615