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TM234:
Mastering People Management & Team Leadership

Training Description:

Mastering People Management & Team Leadership is a comprehensive five-day leadership development program designed to equip current and aspiring managers with the practical skills, strategies, and mindset required to effectively lead people, build high-performing teams and drive organizational success.

In today's dynamic and rapidly changing business environment, technical expertise alone is no longer sufficient for leadership success. Managers must possess the ability to inspire, motivate, coach, communicate, resolve conflicts, manage performance, and foster a culture of collaboration and accountability. This intensive training course provides participants with proven leadership frameworks, practical management tools, and real-world case studies that enable them to confidently manage diverse teams while improving employee engagement and productivity.

Participants will explore modern leadership theories, emotional intelligence, motivation techniques, coaching methodologies, performance management systems, effective delegation, decision-making, conflict resolution, change leadership, and strategies for developing future leaders. Through interactive workshops, role-playing exercises, group discussions, leadership assessments and practical action planning, attendees will strengthen their ability to lead with confidence, influence others positively, and create sustainable organizational performance.

By the end of the training course, participants will have developed a comprehensive leadership toolkit that can be immediately applied within their workplace to enhance team effectiveness, improve employee performance and achieve strategic business objectives.

Training Objectives:

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

- ✓ Understand the principles of effective people management and leadership
- ✓ Differentiate between management and leadership roles
- ✓ Develop emotional intelligence to strengthen leadership effectiveness
- ✓ Improve communication and interpersonal influence across all organizational levels
- ✓ Build trust, credibility, and strong working relationships
- ✓ Lead and motivate high-performing teams
- ✓ Apply coaching and mentoring techniques to develop employees
- ✓ Delegate responsibilities effectively while maintaining accountability
- ✓ Manage employee performance using measurable objectives and constructive feedback
- ✓ Handle difficult conversations with professionalism and confidence
- ✓ Resolve workplace conflicts using collaborative problem-solving techniques
- ✓ Make sound leadership decisions under pressure
- ✓ Lead organizational change while minimizing resistance
- ✓ Foster employee engagement, innovation, and continuous improvement
- ✓ Create a personal leadership development plan for ongoing professional growth

Training Designed for:

This training course is intended for Managers, Supervisors, Team Leaders, Department Heads, Project Managers, Operations Managers, HR Professionals, Business Unit Managers, Newly Promoted Managers,

Senior Executives, Professionals preparing for leadership positions and Anyone responsible for leading teams and managing people.

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 EFFECTIVE LEADERSHIP & PEOPLE MANAGEMENT

- Module 1: Understanding Leadership in Modern Organizations
  - Leadership versus management
  - Roles and responsibilities of successful managers
  - Characteristics of effective leaders
  - Leadership styles and when to use them
  - Situational leadership principles
  - Ethical leadership and integrity
- Module 2: Developing Leadership Mindset
  - Self-awareness
  - Personal leadership values
  - Building leadership credibility
  - Emotional intelligence fundamentals
  - Growth mindset for leaders
- Module 3: Emotional Intelligence in Leadership
  - Self-awareness
  - Self-regulation
  - Motivation
  - Empathy
  - Social awareness
  - Relationship management
- Practical Exercises:
  - Leadership self-assessment
  - Emotional intelligence profile
  - Personal leadership strengths analysis
  - Leadership reflection workshop

DAY TWO:

BUILDING HIGH-PERFORMING TEAMS

- Module 1: Team Dynamics
  - Characteristics of successful teams
  - Stages of team development
  - Building trust and collaboration

- Psychological safety
- Team culture

❖ Module 2: Effective Communication
- Communication styles
- Active listening
- Giving clear instructions
- Influencing without authority
- Non-verbal communication
- Cross-cultural communication

❖ Module 3: Employee Motivation
- Motivation theories
- Intrinsic vs extrinsic motivation
- Employee engagement
- Recognition strategies
- Creating ownership and accountability

❖ Module 4: Delegation Skills
- Delegating effectively
- Matching tasks to capabilities
- Monitoring without micromanaging
- Empowering employees

❖ Practical Activities:
- Communication role plays
- Team-building simulation
- Delegation workshop
- Employee motivation case studies

DAY THREE:

PERFORMANCE MANAGEMENT & COACHING

❖ Module 1: Managing Employee Performance
- Performance management cycle
- Goal setting using SMART objectives
- KPIs and performance measurement
- Continuous performance conversations

❖ Module 2: Delivering Constructive Feedback
- Feedback models
- Positive reinforcement
- Corrective feedback
- Handling defensive reactions
- Difficult conversations

❖ Module 3: Coaching for Performance
- Coaching versus mentoring
- GROW coaching model
- Asking effective coaching questions
- Developing employee potential

❖ Module 4: Developing Future Leaders
- Succession planning

- Talent development
- Individual development plans
- Learning culture

❖ Practical Activities:

- Coaching practice sessions
- Performance review simulations
- Feedback workshops
- Leadership coaching exercises

DAY FOUR:

CONFLICT RESOLUTION, DECISION MAKING & CHANGE LEADERSHIP

❖ Module 1: Managing Workplace Conflict

- Sources of conflict
- Conflict management styles
- Mediation techniques
- Negotiation skills
- Building win-win solutions

❖ Module 2: Leadership Decision Making

- Decision-making models
- Analytical thinking
- Creative problem-solving
- Risk assessment
- Ethical decision-making

❖ Module 3: Leading Organizational Change

- Understanding change management
- Managing resistance
- Communicating change effectively
- Building resilience
- Leading through uncertainty

❖ Module 4: Managing Difficult Employees

- Performance issues
- Behavioral challenges
- Corrective action
- Documentation
- Maintaining professionalism

❖ Practical Activities

- Conflict resolution simulations
- Change leadership case studies
- Problem-solving workshops
- Negotiation exercises

DAY FIVE:

STRATEGIC LEADERSHIP & PERSONAL DEVELOPMENT

❖ Module 1: Strategic Leadership

- Aligning teams with organizational strategy
- Leading innovation
- Driving continuous improvement

- Managing organizational culture
- Strategic thinking skills

❖ Module 2: Building a Leadership Legacy
- Developing future leaders
- Creating high-performance cultures
- Employee empowerment
- Leadership succession

❖ Module 3: Personal Leadership Excellence
- Time management for leaders
- Managing priorities
- Stress management
- Building resilience
- Continuous professional development

❖ Module 4: Leadership Action Planning
- Personal leadership vision
- Leadership development roadmap
- Setting long-term leadership goals
- Measuring leadership effectiveness

❖ Final Exercises:
- Leadership simulation exercise
- Team leadership challenge
- Personal leadership action plan presentation

❖ 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):

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

Training Fees:

USD$ TBA - 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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