



TM346: Leadership Development & Coaching

The role of a leader starts with a thorough understanding of the team's needs, aspirations and concerns, for which it is important to have excellent listening and facilitation skills. This intensive training program will teach you that effective leadership starts with a thorough understanding and congruence of the value systems of all parties.

This course is intended for Current leaders, Managers, Team leaders, Supervisors, Line managers, Management Professionals and Aspiring leaders.

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:

FIVE DAYS:

- ❖ **Module 1: Getting Started**
 - Welcome
 - Expectations
 - Leading, Managing and Coaching
 - Defining Leadership and Influence
 - Characteristics of a Leader
 - Core Leadership Theories
 - Reflection
- ❖ **Module 2: Your Personality Style and Leadership**
 - REACH Profile Review
 - Personal Style Markers
 - Leading Dimensions
 - Profile Interactions
 - Reflection
- ❖ **Module 3: Leading with Emotional Intelligence**
 - Relationship Management and Influence
 - Emotional Honesty
 - Reflection
- ❖ **Module 4: Leadership Flexibility**
 - Situational Leadership
 - Matching: Leadership Style to Development Level
 - Reflection
- ❖ **Module 5: Trust**
 - Building Trust
 - Trust in MY Team
 - Reflection
- ❖ **Module 6: Encouraging Teamwork**
 - Lessons from Geese
 - What the Leader Can Do
 - Reflection
- ❖ **Module 7: Influencing Skills**
 - The Art of Persuasion
 - The Principles of Influence
 - Influencing by Building Rapport

- Bridging the Gap
- Watching and Listening
- Reflection
- ❖ **Module 8: Problem Solving and Decision Making**
 - Define the Terms
 - Four Step Problem Solving Process
 - Defining the Problem
 - Reflection
- ❖ **Module 9: Coaching and Mentoring**
 - Coaching
 - Mentoring
 - Introducing the G.R.O.W. Model
 - Benefits of Setting Goals
 - Setting SMART Goals
 - Reflection
- ❖ **Module 10: Feedback**
 - Four Key Areas
 - Types of Feedback
 - Feedback Delivery Tools
 - Feedback Using the SBI model
 - Seeking Feedback
 - Reflection
- ❖ **Module 11: Managing Performance**
 - Common Performance Issues
 - How to Manage Underperformance
 - Taking Initial Action
 - Taking Formal Action
 - Underperformance Meeting Plan
 - Reflection
- ❖ **Module 12: Reflections**
 - Recommended Reading List
- ❖ 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:

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:

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