



## TM432: Essential Leadership & Management Skills

## Training Description:

The **Essential Leadership & Management Skills** program is a comprehensive training course designed to equip current and aspiring leaders with the practical knowledge, leadership mindset and management competencies required to lead individuals, teams, and organizations effectively. In today's dynamic business environment, leaders are expected to inspire high performance, make sound decisions, communicate effectively, manage change, resolve conflicts and achieve organizational goals while developing their people.

This highly interactive training course combines leadership theories with practical applications, case studies, role-playing, group discussions, self-assessments and real-life workplace scenarios. Participants will gain the confidence and skills necessary to motivate teams, improve productivity, foster collaboration, enhance employee engagement and lead organizational success.

By the end of the training, participants will have developed a personalized leadership action plan that can be immediately implemented within their organizations.

## Training Objectives:

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

- ✓ Understand the differences between leadership and management and when each is required
- ✓ Develop effective leadership behaviors and emotional intelligence
- ✓ Build trust, credibility and influence within teams
- ✓ Improve communication and interpersonal skills
- ✓ Motivate employees using modern leadership techniques
- ✓ Delegate responsibilities effectively while maintaining accountability
- ✓ Manage employee performance through coaching and feedback
- ✓ Make informed decisions using structured problem-solving techniques
- ✓ Manage conflicts professionally and constructively
- ✓ Lead organizational change successfully
- ✓ Enhance team collaboration and employee engagement
- ✓ Develop strategic thinking and planning skills
- ✓ Create a personal leadership development plan

**Expected Learning Outcomes:**

- ✓ Demonstrate effective leadership and management practices in diverse workplace situations
- ✓ Lead teams with confidence, integrity and accountability
- ✓ Communicate effectively across all organizational levels
- ✓ Coach and develop employees to achieve higher performance
- ✓ Delegate tasks efficiently while maintaining accountability
- ✓ Resolve conflicts and manage difficult conversations professionally
- ✓ Apply structured approaches to problem-solving and decision-making
- ✓ Lead organizational change with confidence and resilience
- ✓ Foster a positive, high-performing, and engaged workplace culture
- ✓ Develop and implement a personal leadership action plan aligned with organizational objectives

## Training Designed for:

This training course is intended for Supervisors, Team Leaders, Department Heads, Managers, Newly Promoted Managers, Project Managers, Operations Managers, HR Professionals, Business Unit Leaders, Senior Officers, Professionals preparing for leadership roles and Anyone responsible for leading people and improving organizational performance.

## 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 LEADERSHIP EXCELLENCE

- ❖ **Module 1: Leadership vs. Management**
  - Definitions and differences
  - Roles of modern leaders
  - Leadership responsibilities
  - Management functions
  - Common leadership challenges
- ❖ **Module 2: Characteristics of Effective Leaders**
  - Leadership competencies
  - Integrity and ethics
  - Building trust
  - Accountability
  - Leadership credibility
- ❖ **Module 3: Leadership Styles**
  - Autocratic
  - Democratic
  - Coaching
  - Transformational
  - Servant Leadership
  - Situational Leadership
- ❖ **Module 4: Emotional Intelligence (EQ)**
  - Self-awareness
  - Self-management
  - Motivation
  - Empathy
  - Relationship management

❖ **Module 5: Personal Leadership Assessment**

- Leadership strengths
- Development opportunities
- Leadership personality profile
- Individual action planning

❖ **Practical Exercises:**

- Leadership self-assessment
- Emotional intelligence assessment
- Leadership style questionnaire
- Group discussion
- Case study

**DAY TWO:**

**COMMUNICATION, INFLUENCE AND TEAM LEADERSHIP**

❖ **Module 1: Leadership Communication**

- Communication process
- Barriers to communication
- Active listening
- Powerful questioning
- Giving clear instructions

❖ **Module 2: Influencing Skills**

- Building credibility
- Persuasion techniques
- Negotiation basics
- Stakeholder management
- Managing upward

❖ **Module 3: Team Leadership**

- Building trust
- Team dynamics
- Team development stages
- Employee engagement
- Creating accountability

❖ **Module 4: Delegation Skills**

- Why leaders fail to delegate
- Choosing the right person
- Monitoring without micromanaging
- Empowerment techniques

❖ **Module 5: Motivating Employees**

- Motivation theories
- Recognition strategies
- Employee engagement
- Creating a positive culture
- Building ownership

❖ **Practical Exercises:**

- Communication role play
- Delegation simulation
- Team-building exercise
- Active listening practice
- Influence scenarios

**DAY THREE:**

**PERFORMANCE MANAGEMENT, COACHING AND CONFLICT RESOLUTION**

❖ **Module 1: Performance Management**

- Goal setting
- KPIs
- SMART objectives
- Monitoring performance
- Performance reviews

❖ **Module 2: Coaching Employees**

- Coaching vs mentoring
- Coaching models (GROW)
- Asking coaching questions
- Developing employees
- Succession planning

❖ **Module 3: Giving Effective Feedback**

- Positive feedback
- Corrective feedback
- Difficult conversations
- Performance improvement discussions

❖ **Module 4: Managing Difficult Employees**

- Performance issues
- Attendance problems
- Negative attitudes
- Accountability conversations

❖ **Module 5: Conflict Resolution**

- Sources of conflict
- Conflict management styles
- Negotiation techniques
- Mediation principles
- Building collaboration

❖ **Practical Exercises:**

- Coaching practice
- Feedback role-play
- Conflict resolution workshop
- Performance discussion simulation
- Group case study

#### DAY FOUR:

#### **DECISION MAKING, PROBLEM SOLVING AND CHANGE LEADERSHIP**

- ❖ **Module 1: Decision-Making Techniques**
  - Decision-making models
  - Critical thinking
  - Risk assessment
  - Data-driven decisions
  - Ethical decision making
- ❖ **Module 2: Problem Solving**
  - Root cause analysis
  - Fishbone diagram
  - Five Whys
  - SWOT Analysis
  - Brainstorming techniques
- ❖ **Module 3: Change Management**
  - Understanding change
  - Resistance to change
  - Leading change initiatives
  - Employee buy-in
  - Change communication
- ❖ **Module 4: Innovation and Continuous Improvement**
  - Creativity techniques
  - Process improvement
  - Continuous improvement culture
  - Lean thinking fundamentals
- ❖ **Module 5: Risk Management for Leaders**
  - Identifying risks
  - Managing uncertainty
  - Business continuity awareness
  - Crisis leadership
- ❖ **Practical Exercises:**
  - Problem-solving workshop
  - Business simulation
  - Change management case study
  - Group decision-making exercise
  - Root cause analysis activity

#### DAY FIVE:

#### **STRATEGIC LEADERSHIP AND PERSONAL DEVELOPMENT**

- ❖ **Module 1: Strategic Leadership**
  - Strategic thinking
  - Vision and mission alignment
  - Organizational objectives
  - Long-term planning

- Business awareness
- ❖ **Module 2: Leading High-Performance Teams**
  - Building accountability
  - Developing future leaders
  - Talent management
  - Employee retention
  - Building a culture of excellence
- ❖ **Module 3: Leadership Ethics and Governance**
  - Ethical leadership
  - Corporate governance
  - Decision integrity
  - Diversity and inclusion
  - Professional responsibility
- ❖ **Module 4: Leadership During Crisis**
  - Crisis leadership principles
  - Resilience
  - Decision making under pressure
  - Managing uncertainty
  - Communicating during crises
- ❖ **Module 5: Personal Leadership Development Plan**
  - Leadership competency review
  - Individual improvement goals
  - 90-day leadership action plan
  - Personal commitment
  - Course review and key takeaways
- ❖ **Practical Exercises:**
  - Strategic planning exercise
  - Leadership case study
  - Team presentation
  - Individual leadership action 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):

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 01<sup>st</sup> 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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