



# PROFESSIONAL FIRST-LINE Management Development Program

## Course Introduction:

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As people progress in their career and are promoted they soon realize that new skills are required to manage other people and to lead teams effectively.

## Course Objectives:

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This program will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

- The key team leadership and management skills, and when to use them
- How to motivate and coach teams to higher performance

## Who Should Attend?

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This program is designed specifically for those who are new to team First-Line Management, leadership and management, or who have recently been promoted to a higher level or a bigger team. It will also help anyone who wishes to refresh and develop their team leadership and management skills.

- First-Line Management
- Team leaders (new and experienced)
- Technical staff making the transition to management
- Supervisors who wish to increase their effectiveness
- Team leaders interested in further management development
- Managers who wish to evaluate and improve their performance

## Course Outline:

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- Understand the difference between managing and leading
- Explore the main drivers of leadership and management success
- Understand the key leadership and management skills, including:
  - ✓ goal-setting and motivation
  - ✓ impact and influence

- ✓ customer service
- ✓ emotional intelligence
- ✓ delegation
- ✓ time management
- ✓ listening, feedback, appraisal and learning
- ✓ managing conflict and challenge
- ✓ performance management
- ✓ reporting up (how to manage your boss)
- ✓ profit and loss
- ✓ coaching for performance
- ✓ change and transition
- ✓ personal development

## Course Certificate:

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## Course Methodology:

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**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## Course Fees:

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**To be advised as per the course location.** This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

