



MASTERING PEOPLE MANAGEMENT & TEAM LEADERSHIP

New York

11 - 15 Dec 2017
09 - 13 Jul 2018
10 - 14 Dec 2018

Toronto

06 - 10 Aug 2018

London

08 - 12 Jan 2018
30 Apr - 04 May 2018
25 - 29 Jun 2018
29 Oct - 02 Nov 2018

Amsterdam

24 - 28 Sep 2018

Prague

10 - 14 Sep 2018

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INTRODUCTION

The difference between leadership and management is important to understand. What makes a leader credible? Part of the answer is the ability to 'influence' others – organisations get more from motivated teams than groups of individuals.

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

This training seminar will highlight:

- Understanding and defining the key aspects and potential of your role
- How to be more effective, increase personal impact, make better use of time, and delegate appropriately
- Appreciate the benefits of clear communication, influence through building rapport, how to recognize and then manage conflict
- Key factors and steps in team building, people management and how to motivate
- Mastering people management & team leadership through dynamic coaching, mentoring and development

OBJECTIVES

This training seminar will introduce the fundamental principles of how to effectively manage people and lead teams, and show participants how to share this knowledge through active coaching and mentoring.

At the end of this training seminar, you will learn to:

- Understand your role as manager and leader
- Establish clear objectives and standards of performance for your teams
- Manage your workload using effective prioritisation and delegation techniques
- Maximise your influencing skills through skilled communication
- Build an effective team and exceed expectations

TRAINING METHODOLOGY

The training seminar uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays and syndicate discussions. Formal inputs are used to introduce underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with novel – and sometimes challenging – techniques. A psychometric instrument will be used to generate a personality profile, which will contribute to your understanding of your preferences and personal style.

ORGANISATIONAL IMPACT

Managers who have shared and practised different ways of performing the key leadership functions offer increased self-awareness, flexibility and confidence. They are better able to stand back from the everyday detail and focus on longer-term organisational needs, secure in the knowledge that their team are competent and motivated to deal with operational tasks.

PERSONAL IMPACT

Participants will be exposed to a range of different approaches to leadership and management practice, allowing them to select those most suitable for their situation and personal style. The opportunity to experiment with key techniques before applying them in the workplace will help build the confidence to move beyond traditional assumptions about the 'right' way to manage.

WHO SHOULD ATTEND?

This training seminar facilitates the transfer of knowledge regards how to manage and lead. It combines technical theory 'book smarts' with real life experience 'street smarts'. It is applicable for all levels and functions within a company.

This training seminar is suitable to a wide range of professionals but will greatly benefit:

- Those who need to develop their understanding about leadership, management and communication
- Those who are looking for business gains and benefits from managing their teams more effectively
- Leaders and managers responsible for working through others to achieve company goals

DAY 1

Understanding Your Role

- Leader or Manager?
- Self-perception
- Beyond the Job Description: finding out what your organisation requires of you
- Balancing Conflicting Stakeholder Demands
- Understanding the Nature of Change
- A Model for Implementing Change

DAY 2

Personal Effectiveness, Time Management and Delegation

- Understanding Yourself and Your Organisational Environment
- Outcome Orientation
- Setting Personal and Team Objectives
- Managing Performance
- Finding and Using Time Effectively
- A Model for Effective Delegation

DAY 3

Communication, Influence and Conflict Management

- Channels of Communication
- Effective Listening Skills
- Emotions and Rapport
- Persuasion and Negotiation: the Keys to Personal Influence
- Managing Conflict Assertively

DAY 4

Team Building, People Management and Motivation

- How High-performing Teams Work?
- Identifying Team Roles
- Teams in Practice: Team Building Exercise
- Motivation and Reward
- Building and Sharing a Vision
- Different Approaches to Leadership

DAY 5

Enhancing Team Performance through Coaching and Development

- How People Learn?
- Coaching for Personal and Team Growth
- Feedback Skills
- Development Planning
- Next Steps



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29 Oct - 02 Nov 2018	London	\$5,500
10 - 14 Dec 2018	New York	\$6,950

REGISTRATION DETAILS

LAST NAME: _____
FIRST NAME: _____
DESIGNATION: _____
COMPANY: _____
ADDRESS: _____

CITY: _____
COUNTRY: _____
TELEPHONE: _____
MOBILE: _____
FAX: _____
EMAIL: _____

AUTHORISATION DETAILS

AUTHORISED BY: _____

DESIGNATION: _____
COMPANY: _____
ADDRESS: _____

CITY: _____
COUNTRY: _____
TELEPHONE: _____
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PAYMENT DETAILS

- Please invoice my company
 Cheque payable to GLOMACS
 Please invoice me

CERTIFICATION

Successful participants will receive GLOMACS' Certificate of Completion

4 WAYS TO REGISTER

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TERMS AND CONDITIONS

- Fees - Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
- Mode of Payment - The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
- Cancellation / Substitution - Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US\$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
- Hotel Accommodation - is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
- Attendance Certificate - a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
- Force Majeure - any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
- Fair Access / Equal Opportunities - In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

GLOMACS

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