

# **LEADERSHIP AND MANAGEMENT SKILLS WORKSHOP SERIES**

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## **WORKSHOPS OVERVIEW**

### **FLAWLESS CONSULTING SKILLS WORKSHOP**

#### **HAVING IMPACT WITHOUT DIRECT CONTROL...**

This workshop is for people in staff functions – Technical Specialists, Accountants, Financial Analysts and Auditors, Systems Analysts, Corporate Planners, Marketing and Sales Specialists, and Human Resource Specialists, all people who seek to have a positive and lasting impact on their internal or their external clients' performance. It is for people who want to enhance their negotiating, consulting and coaching abilities, and employ them along with their instincts and emotions to build effective and sustainable relations with the people they serve.

### **EMPOWERING LEADERSHIP: PERSONAL AND ORGANIZATIONAL REQUIREMENTS**

#### **1) PERSONAL REQUIREMENTS**

Making the choice for Empowerment and Partnership - This workshop provides the participants with an understanding of Empowerment and Partnership and the related personal and organizational requirements. It focuses on the personal requirements of Empowerment and introduces specific choices, strategies and skills that the participant will become aware of and experience during this learning. It also teaches participants how to render leadership and management more effective, and how to better manage conflict and agreement.

## **2) ORGANIZATIONAL REQUIREMENTS**

Applying Empowerment and Partnership to the social contract, to management practices and to the organizational architecture - Participants gain an experiential understanding of the organizational requirements of Empowerment and Partnership, with particular focus on the transition from centralized to distributive management systems. It addresses the necessity to renegotiate the social contract and to deal with and manage resistance at all levels. It also introduces in depth the complete process of transitioning to an empowered organization; from clarifying mission and vision, to reforming management practices and policies, to re-adjusting the organizational architecture.

### **LEADERSHIP TRAITS AND MANAGEMENT SKILLS WORKSHOP**

This workshop aims to nurture the leadership traits and to hone the management skills of the managers. It helps them clarify their intent and solidify their leadership traits in support of the company's vision and mission. In addition, the training will further the development of their management skills towards enhancing the efficiency, capabilities and services of their respective departments, and contribute to the company's operational and strategic objectives.

### **LEADING HIGH PERFORMANCE TEAMS WORKSHOP**

This workshop aims at nurturing the effectiveness and performance of the team, while introducing the choices that team members and leaders should be making, individually and collectively, to render the group more synergetic and cohesive. Furthermore, the workshop will invite the participants to experience various situations and simulations that will harness their energy, nourish their team skills, and enhance their interpersonal and collaborative competencies, towards building the organizational capacity.

### **DIVERSITY AND CULTURAL SYNERGY WORKSHOP**

This workshop deals with the visible and invisible diversity of who we are as individuals, social entities and cultures. It creates the proper and open space to bring forth the taboos and un-stated differences that may exist between us. It further encourages the participants to embrace empathy and acceptance in dealing with others. The intent is to help participants acquire the skills necessary to harness the desired synergies and to nurture meaningful levels of harmony and cooperation.

## **CHANGE MANAGEMENT WORKSHOP**

This workshop emphasizes fundamentals of change management, the change process, and obstacles to changes. This workshop also covers managing and adapting to change, coping with uncertainty, and moving forward. Participants will have an understanding of the process of change, how they can be a positive force in driving that change, and best practices for implementing change in an organization.

## **LEADING BOARD EFFECTIVELY WORKSHOP**

This workshop provides the participants with an understanding of leadership and the related personal and organizational requirements. It focuses on the personal requirements of Empowering Leadership and introduces specific choices, strategies and skills that the participant will become aware of and experience during this learning. It also teaches participants how to render leadership more effective, and how to better manage people and performance.

## **COACHING: DEPTH, CLARITY AND RESPONSIBILITY WORKSHOP**

This workshop aims at enhancing coaching skills as one of the most effective methods of enhancing performance. The workshop focuses on empowerment through effective coaching. This program focuses on the methods by which supervisors can develop the performance of individuals in their team.

## **CONFLICT MANAGEMENT WORKSHOP**

This workshop seeks to assist participants by engaging them in a process of understanding and analyzing conflicts, developing personal skills, acquiring negotiation and mediation techniques appropriate in bilateral and multilateral contexts. It helps participants manage disputes and conflicts more effectively and constructively.

## **CORPORATE GOVERNANCE WORKSHOP**

This workshop will contribute in promoting a culture of fairness, transparency and accountability and foster participants' capacity to lead and motivate others to commit to an organizational change process. It intends to enhance their understanding of their rights, interests and responsibilities and to improve relations between companies and their stakeholders.

## **BUSINESS ETHICS WORKSHOP**

This workshop aims to raise the awareness and consciousness of the participants of the importance and the essential integration of ethical choices and behaviors in business realities. Through experiential learning, it further promotes the application of Business Ethics in our policies and practices inside the organization, and with clients, suppliers and society at large. The participants will as well develop during the session their personal and functional Code of Ethics in light of the organizational cultural intent.

## **STRATEGIC THINKING AND PLANNING WORKSHOP**

This workshop provides participants the right tools to assess the strategic orientation of the company and helps them create a framework for developing, adapting and aligning organizational vision, mission and goals to achieve and sustain competitive advantage. Through this workshop participants will gain the knowledge needed to formulate, execute and monitor the strategic planning for the organization based on demonstrated tools and models.

## **BUSINESS PLANNING WORKSHOP**

This workshop aims at providing the senior management team with a structured approach for Business Planning to help harness their energy, build value and grow the business capacity. It exposes them to a model for developing a business plan that can contribute to the improvement of profitability, stability, and sustainability of the business.

## **MINI MBA PROGRAM**

The 'Mini-MBA' Program is designed to provide and strengthen the skills participants need to develop in order to be consistently successful in business. It provides busy practicing managers and executives with the essential theory, practice and techniques to succeed in their leadership roles. The workshop offers an application-driven program that focuses on key issues managers deal with daily—and those daily decisions that impact the bottom line .

## **HR MANAGEMENT WORKSHOP**

This workshop aims to equip participants with modern Human Resources practices and enable them to develop and implement HR principles, policies and procedures within organizational context. Participants will have a better understanding of the human system and assist them in developing long term sustainable HR plans and be able to implement them.

## **THE TRAIN THE TRAINER**

This six-day training workshop explores modern training philosophies and adult learning cycles. Participants will enhance their understanding of trainer's roles and skills, create an appropriate learning environment and adapt to different learning styles. They will acquire a range of interactive and creative training techniques and tools and enhance communication and facilitation skills in training delivery.

## **SUPERVISORY SKILLS WORKSHOP**

This workshop aims at providing supervisors with basic skills enabling them to positively influence their team members and coach them to increase their performance. Participants will gain a greater understanding of their role as supervisors and more understanding personal and team motivation and requirements.

## **EFFECTIVE COMMUNICATION SKILLS WORKSHOP**

This workshop aims to foster trust, support and commitment towards team cooperation through acquiring effective communication skills that can be applied in meetings, decision making processes and follow-up activities. These skills can also be used unilaterally to improve working relationships with external and internal customers. Participants in this workshop will hone and develop new skills to enable them to play their role effectively in their organizations.

## **TEAM BUILDING AND MANAGEMENT WORKSHOP**

This workshop aims at nurturing the effectiveness and performance of the team, while introducing the choices that team members and leaders should be making, individually and collectively, to render the group more synergetic and cohesive. Furthermore, the workshop will invite the participants to experience various situations and simulations that will harness their energy, nourish their team skills, and enhance their interpersonal and collaborative competencies, towards building the organizational capacity.

## **PRESENTING WITH IMPACT WORKSHOP**

This workshop aims at enhancing participants to adapt their presentation to the audience needs while using creative techniques and non-verbal communication means. Using challenging and enjoyable methods adapted for business, this workshop focuses on each person's unique presenting style. The workshop intends to build confidence, so people will be enabled to express their natural creativity and enthusiasm.

## **NEGOTIATING WANTS AND AGREEMENTS WORKSHOP**

This workshop offers an opportunity to the procurement team members to develop basic negotiation skills associated with both competitive and collaborative styles. They will focus on developing specific negotiating behaviors through exercises and individual feedback. This workshop is designed to help participants improve their ability to reach an agreement and develop some skills for conducting the negotiation in a way that leads to win-win outcomes for both parties.

## **DEALING WITH OTHERS ASSERTIVELY WORKSHOP**

This workshop aims to help build a solid foundation of skills and techniques which impact the customer's perception of your organization, and to improve employee performance to exceed the customer's expectations. This intervention aims at enhancing employees' skills and behaviors in building long term trustworthy relationships with their customers.

## **SOLVING PROBLEMS WITH CREATIVE MINDS WORKSHOP**

This workshop addresses the issue of "why we don't 'think differently' more often?" and "why we do not think creatively more often?" It helps the participants challenge certain acquired thinking patterns that limit their ability to unleash their creativity.

## **THE LATERAL AND ANALYTICAL THINKING WORKSHOP**

This workshop focuses on helping participants acquire analysis tools, systems and creative thinking and be more aware of business realities and people's behaviors. Participants will acquire cognitive skills enabling them to think more creatively and holistically when dealing with business, ideas and team members' behaviors. They will learn thinking tools to enhance their planning and problem solving skills.

## **CREATIVITY WORKSHOP**

This workshop addresses the issue of "why we don't 'think differently' more often?" and "why we do not think creatively more often?" It further helps the participants through an experiential approach to challenge certain acquired thinking patterns that limit their ability to unleash their creativity.

## **INFLUENCING OTHERS WORKSHOP**

This workshop helps participants focus on their inner strength to successfully influence others and accomplish objectives. Participants practice the specific skills, behaviors and attitudes to achieve desired results without relying on the use of authority. In this workshop, you will strengthen your ability to influence others by identifying your preferred influence styles and strategies, all while maintaining authenticity and integrity.

## **SELF-MANAGEMENT WORKSHOP**

This workshop helps participants to generate opportunities, turn failure into success, generate enthusiasm and on-going motivation, helping them rise up and win by learning from defeat nurturing and promoting the leader in them. They project a successful and dynamic Personality. This workshop provides the participants with skills to develop a winning personality by actual participation, application and personal reflections.

## **STRESS MANAGEMENT AND SELF-EMPOWERMENT WORKSHOP**

This workshop suggests identifying and working on the stress factors, understanding emotional and cognitive perceptions, and managing oneself energy and behaviors – this way consequences are not suffered, but chosen.

## **LEADING WITH EMOTIONAL INTELLIGENCE WORKSHOP**

This workshop aims at aligning the right values, behaviors and emotions – the right emotional intelligence. Participants practice skills of self-management and interaction with others and acquire tools and techniques to amplify individual effort. This workshop invites participants to invest in relationships with their colleagues and helps organizations create competitive advantage through increased performance, enhanced innovations and improved motivation and trust.

## **MIND MAPPING & BRAIN TRAINING WORKSHOP**

Today's rapidly growing information environment demands that we all save time, improve efficiency and think more creatively. As a result, more and more people are turning to Mind Mapping as an essential business tool in their work environment. Mind Mapping will enable participants to think more creatively and ingeniously, plan more effectively and raise their effectiveness in the work place.

## **MANAGING TIME AND PRIORITIZING TASKS WORKSHOP**

This workshop provides the procurement team with the ability to better manage their time. It aims at providing them with skills in self-management, planning, prioritization and delegation. It also teaches participants about tools they can use on a daily basis allowing them to identify their time wasters, assess urgency and importance of tasks and invest their time in a more efficient way without losing the quality of human relationships required for higher performance.

## **'C.A.R.E. MINDSET' – A CUSTOMER SERVICE WORKSHOP**

This workshop enables participants to develop behaviors and acquire key interpersonal skills that create a foundation for effective long term relationship with patients. By acquiring and using these, participants are positioning themselves differently in the mind of your client. This workshop aims at building employees' capacity by providing them with necessary training to improve their customer service skills with a partnership and collaborative mindset in dealing with patients.

## **NURTURING COLLABORATIVE AND PARTNERSHIP SELLING WORKSHOP**

This workshop enables participants to develop behaviors and acquire key interpersonal skills that create a foundation for effective long term selling. By acquiring and using these, you are positioning yourself as a consultant in the mind of your client.

## **ACCOUNT MANAGEMENT AND TRUST-BASED RELATIONSHIPS**

This workshop will help the participants make the difference between selling to direct consumers and selling to large organizations, between focusing on the sales-process and developing trust-based relationships, between depending on interpersonal and influencing skills alone and orchestrating the power of internal account teams. At the same time, making the distinction between business to consumer and business to business will allow the Key Account Managers to expand their view in order to reach their account's internal and external environment.