

COURSE OVERVIEW SS0732
High Performance People Skills for Leaders

Course Title

High Performance People Skills for Leaders

Course Date/Venue

September 30 – October 04, 2024/Midtown Board Room, Hampton Inn Houston Downtown by Hilton, London, United Kingdom

Course Reference

SS0732

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



This course is designed to provide participants with a detailed and up-to-date overview of Leading High Performing Teams. It covers the setting of expectations, defining high-performance and the characteristics of high-performing teams; the distinctions and the importance of leadership and management; the various leadership styles and their effectiveness; the characteristics of high-performing team leaders and the key attributes that set apart great team leaders; building trust and fostering open communication in teams; the strategies and considerations for building a stellar team; and the Tuckman's stages covering forming, storming, norming, performing and adjourning.



Further, the course will also discuss the motivation and inspiring the team by recognizing individual and collective motivations; giving and receiving feedback effectively; managing conflicts and resolutions by addressing and resolving team disputes; establishing values, norms and rituals for team success; the SMART goals and ensuring team alignment; and the effective delegation techniques to maximize team strengths.

During this interactive course, participants will learn the team collaboration tools and methodologies; managing time and prioritization; the key performance indicators (KPIs) and other metrics for teams; encouraging creativity and a mindset of ongoing improvement; the signs of burnout and strategies to address it; managing remote and hybrid teams and applying the strategies to ensure diverse and inclusive teams; identifying and addressing typical team challenges; leading teams through changes and uncertainties; the strategies to keep the team's performance consistent over time; the importance of EI in leading teams effectively and lifelong learning for leaders; and the strategies to maintain a healthy balance and promote team well-being.

Course Objectives

Upon successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on leading high performing teams
- Set expectations, define high-performance and describe the characteristics of high-performing teams
- Recognize the distinctions and the importance of leadership and management
- Identify various leadership styles and their effectiveness
- Describe the characteristics of high-performing team leaders and the key attributes that set apart great team leaders
- Build trust and foster open communication in teams
- Apply appropriate strategies and considerations for building a stellar team
- Analyze Tuckman's stages covering forming, storming, norming, performing and adjourning
- Motivate and inspire the team by recognizing individual and collective motivations
- Give and receive feedback effectively and manage conflicts and resolutions by addressing and resolving team disputes
- Establish values, norms and rituals for team success as well as set SMART goals and ensure team alignment
- Apply effective delegation techniques to maximize team strengths
- Carryout team collaboration tools and methodologies as well as manage time and prioritization
- Explain key performance indicators (KPIs) and other metrics for teams
- Encourage creativity and a mindset of ongoing improvement
- Identify signs of burnout and strategies to address it
- Manage remote and hybrid teams and apply strategies to ensure diverse and inclusive teams
- Identify and address typical team challenges as well as lead teams through changes and uncertainties
- Apply proper strategies to keep the team's performance consistent over time

- Explain the importance of EI in leading teams effectively and the importance of lifelong learning for leaders
- Develop strategies to maintain a healthy balance and promote team well-being

Who Should Attend

This course provides an overview of all significant aspects and considerations of leading high performing teams for managers, program and project leaders, supervisors, team leaders, team members and those who wish to lead teams to high performance.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 8,800 per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation


Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


- 

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

- 

British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Ms. Sarah Henley Du Plessis, MEd, BTEC, BSc (Hons), BA (Hons), is a Senior Management Consultant with over 20 years of extensive experience specializing in Human Resource Management System, Recruitment & Selection, Assessment & Interviews, Training & Development, Training Needs & Delivery Methods, Performance Management Systems, Business Writing Skills, Writing Business Correspondence & Document Control, Writing Memos & Business Letters, Business & Technical Report Writing, Communication Skills, Business Communication Etiquette, Interpersonal Skills, Presentation Skills, Organisational & Leadership Skills, Coaching & Mentoring, Self & Personal Development, Creative Problem Solving, Performance Management, Conflict Management, Talent Management, Risk Management, Resource Management, Emotional Intelligence, Customer Service, Persuasion Techniques, Supervisory Skills, Public Relations & Corporate Communication, Strategic Planning & Creative Thinking, Human Resource Management, Performance Assessment & Appraisal, Contract Management, Negotiation Skills, Tendering & Bidding, Sourcing & Vendor Management, Service Level Agreements, Purchasing Skills, Supply Chain Management and Logistics & Transportation. She is currently the Business Skills Trainer working internationally across Europe, Middle East, America and Asia.

During her career, Ms. Sarah has held various significant positions and dedication both in academic and industrial as the **Divisional Purchasing Manager, Human Resource Manager, Services Buyer Manager, Category Manager, Senior Consultant/Lecturer, Business Skills Instructor, English Teacher, Business English Trainer, English Tutor**, Assistant National Park Ranger, Production & Project Buyer, Call Centre Agent, Customer Services Agent and Accounts Assistant from various companies and institutions like the **University of York, Melton College, Inlingua, Field First Cartons, Schneider Electric Ltd, Armitage Bros. Plc, Ryder Systemcare, Denby Pottery and Torrington.**

Ms. Sarah has a **Master degree in Education (Applied Linguistics), Bachelors degree (with Honours) in Natural Sciences and in Business Administration & Enterprise from the Open University and the University of Central England, UK, respectively. Further, she holds a Professional Graduate Certificate in Education (PGCE) from the University of Northumbria, a Graduate Diploma from the Chartered Institute of Purchasing and Supply (CIPS) and a BTEC Advanced Certificate in Supervision of Biological Surveys from the GUI. Moreover, she is a Certified Instructor/Trainer, a Certified Internal Verifier/Assessor/Trainer by the Institute of Leadership & Management (ILM) and a Certified CELTA Level 4 Instructor. She also delivered numerous trainings, courses, seminars and conferences internationally.**

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: **Monday, 30th of September 2024**

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Course Introduction & Objectives <i>Setting Expectations and Understanding Course Deliverables</i>
0930 – 0945	<i>Break</i>
0945 – 1030	Defining High-Performance <i>Characteristics of High-Performing Teams and Why they Matter</i>
1030 – 1130	Leadership Versus Management <i>Understanding the Distinctions and the Importance of Both in Teams</i>
1130 – 1230	Leadership Styles & Their Impact <i>Overview of Various Leadership Styles and their Effectiveness</i>
1230 – 1245	<i>Break</i>
1245 – 1330	Characteristics of High-Performing Team Leaders <i>Key Attributes that Set Apart Great Team Leaders</i>
1330 – 1420	Role of Trust & Communication <i>Building Trust and Fostering Open Communication in Teams</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2: **Tuesday, 01st of October 2024**

0730 – 0900	Recruiting & Forming a Team <i>Strategies and Considerations for Building a Stellar Team</i>
0900 – 0915	<i>Break</i>
0945 – 1030	Team Dynamics & Development Stages <i>Tuckman's Stages: Forming, Storming, Norming, Performing, Adjourning</i>
1030 – 1130	Motivating & Inspiring Your Team <i>Understanding Individual and Collective Motivations</i>
1130 – 1230	Role of Feedback in Performance <i>Giving and Receiving Feedback Effectively</i>
1230 – 1245	<i>Break</i>
1245 – 1330	Managing Conflicts & Resolutions <i>Strategies to Address and Resolve Team Disputes</i>
1330 – 1420	Fostering a Positive Team Culture <i>Establishing Values, Norms and Rituals for Team Success</i>
1420 – 430	Recap
1430	<i>Lunch & End of Day Two</i>

Day 3: Wednesday, 02nd of October 2024

0730 – 0900	Setting Clear Goals & Objectives SMART Goals and Ensuring Team Alignment
0900 – 0915	Break
0945 – 1030	Delegation: Empowering & Trusting Your Team Effective Delegation Techniques to Maximize Team Strengths
1030 – 1130	Tools & Techniques for Enhanced Productivity Introducing Team Collaboration Tools and Methodologies
1130 – 1230	Time Management & Prioritization Helping your Team Manage their Time and Tasks Efficiently
1230 – 1245	Break
1245 – 1330	Monitoring & Measuring Performance Key Performance Indicators (KPIs) and other Metrics for Teams
1330 – 1420	Innovation & Continuous Improvement Encouraging Creativity and a Mindset of Ongoing Improvement
1420 – 430	Recap
1430	Lunch & End of Day Three

Day 4: Thursday, 03rd of October 2024

0730 – 0900	Recognizing & Overcoming Team Burnout Signs of Burnout and Strategies to Address It
0900 – 0915	Break
0945 – 1030	Managing Remote & Hybrid Teams Overcoming Challenges in Today's Dispersed Work Environments
1030 – 1130	Diversity & Inclusion in Teams Importance and Strategies to Ensure Diverse and Inclusive Teams
1130 – 1230	Overcoming Common Team Pitfalls Identifying and Addressing Typical Team Challenges
1230 – 1245	Break
1245 – 1330	Change Management & Team Adaptability Leading Teams Through Changes and Uncertainties
1330 – 1420	Ensuring Long-Term Team Sustainability Strategies to Keep the Team's Performance Consistent Over Time
1420 – 430	Recap
1430	Lunch & End of Day Four

Day 5: Friday, 04th of October 2024

0730 – 0830	Self-awareness & Emotional Intelligence (EI) Importance of EI in Leading Teams Effectively
0830 – 0930	Continuous Learning & Leadership Development Importance of Lifelong Learning for Leaders
0930 – 0945	Break
0945 – 1100	Work-Life Balance for Leaders & Teams Strategies to Maintain a Healthy Balance and Promote Team Well-Being
1100 – 1230	Scenario-Based Group Activities Engaging Participants in Real-World Team Leadership Challenges
1230 – 1245	Break
1245 – 1345	Feedback & Personal Action Plans

	<i>Encouraging Participants to Draft a Plan for Implementing Course Insights</i>
1345 – 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org