

**COURSE OVERVIEW SS0010**  
**Certified Team Leader**

**Course Title**

Certified Team Leader

**Course Date/Venue**

August 04-08, 2024/ Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

**Course Reference**

SS0010

**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.**



To grow in today's highly competitive and rapidly changing business environment, team leaders must have strong skills in managing and leading their teams. The very essence of having a successful organization is having both the leadership and the management skills although more often, people try to separate them by saying that they are leaders, but not managers or that leadership is doing the right thing while management is doing things right. But reality each organization need both.



The course presents an overview of leadership competence criteria as applied in modern business situations and international corporations. The drawn analogies illustrate the applications, limitations and values of leadership and teambuilding as an integrated process in handling diverse managerial challenges. The course topics stress the individuality of approaches, uniqueness of skills and behavioral tendencies in the present date, with practical parallel reference to the development of the leadership profile over time in relation to the team creation and its operational methodologies.

Upon course completion, each participant will have an overview of leadership styles, techniques, skills, methodologies and paradigms which will provide them with an opportunity to experience the challenges encountered in situational leadership circumstances. The participants will examine the qualities and characteristics of famous international figures such as charisma, focus and vision, and analyze their personal leadership profiles. The course will further address teambuilding in the context of emotional intelligence, and juxtapose its aspects with team spirit approaches such as commitment, loyalty, and enthusiasm. The participants will appreciate the value of leadership and teambuilding on associate management skills relating to empowerment, motivation and the art of facilitation.

The course will conclude by a review of the effect of leadership on quantum management in terms of competence standards, corporate transformation, change management, re-engineering, sustainable performance and simulation of creativity. The attendee will have the opportunity to draw a personal implementation plan to reflect the totality of the diverse learning points.

### **Course Objectives**

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

- Get certified as a “Professional Team Leader”
- Apply proper leadership styles, techniques, skills, methodologies and paradigms in order to become an effective team leader
- Analyze the qualities, characteristics and components of the leadership
- Identify various teambuilding components such as team composition, team spirit, team role and team work
- Discuss the leadership value, empowerment, commitment, loyalty motivation and self-development
- Demonstrate the leadership career laddering, performance management, productivity and creativity and handle proper conflict resolution
- Present different personality styles and self command as a way of communication
- Employ employee motivation within the organization

### **Exclusive Smart Training Kit - H-STK®**



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

### **Who Should Attend**

This course is specifically designed to enhance the leadership skills of both technical and non-technical personnel such as managers, superintendents, engineers, head of departments, officers, team leaders and unit supervisors who have to demonstrate, and/or coach others in leadership skills. The course will be additionally of value to staff in support or advisory functions such as strategy formation, policy development, organizational development, human resource development, audit, welfare and projects.

**Course Certificate(s)**

- (1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a “Professional Team Leader”. Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

**Sample of Certificates**

The following are samples of the certificates that will be awarded to course participants:-



- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*



**Haward Technology Middle East**

Continuing Professional Development (HTME-CPD)

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CEUs

### CEU Official Transcript of Records

**TOR Issuance Date:** 20-Sep-18

**HTME No.** PAR104151

**Participant Name:** Mosaoud Al Mattar

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS0010	Professional Leader: Excellence in Leadership & Teambuilding (Accredited by ILM)	September 18-20, 2018	30	3.0
<b>Total No. of CEU's Earned as of TOR Issuance Date</b>				<b>3.0</b>

**TRUE COPY**



Maricel De Guzman  
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 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 Association 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 is accredited by











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\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*

### Certificate Accreditations


Haward Technology is accredited by the following international accreditation organizations:-

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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.

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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:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, is a **Senior Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Leadership Skills**, **Presentation Skills**, **Communication & Interpersonal Skills**, **Effective Communication & Influencing Skills**, **Effective Business Writing Skills**, **Creative Thinking & Problem-Solving Techniques**, **Emotional Intelligence**, **Writing Business Documents**, **Business Writing (Memo & Report Writing)**, **Leadership & Team Building**, **Psychology of Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration Skills**, **Controlling Your Time & Managing Stress**, **Crisis Management**, **Strategic Human Resources Management**, **Change Management**, **Negotiation Skills**, **Strategic Planning**, **Risk Analysis & Risk Management**, **Contract Management**, **Tender Development**, **Contract Standards & Laws**, **Dispute Resolution & Risk Identification**, **Global Diverse & Virtual Teams Operation**, **Exceeding Customer Expectations**, **Corporate Governance Best Practice**, **Business Performance Management & Improvement**, **Building Environment of Trust & Commitment**, **Win-Win Negotiation Strategies**, **Quality Improvement & Resource Optimization**, **Neuro Linguistic Programming (NLP)**, **Personal Resilience Developing**, **Effective Role Modelling & Development**, **Managing Dynamic Work Environments**, **Organizational Development**, **Career Management**, **Situation & Behaviour Analysis**, **Interpersonal Motivation Skills**, **Inventory Management**, **Financial Administration**, **Project & Contracts Management Skills**, **Project & Construction Management**, **Project Planning**, **Scheduling & Control**, **Project Management**, **Project Delivery & Governance Framework**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management**, **Risk Identification Tools & Techniques**, **Project Life Cycle**, **Project Stakeholder & Governance**, **Project Management Processes**, **Project Integration Management**, **Project Management Plan**, **Project Work Monitoring & Control**, **Project Scope Management**, **Project Time Management**, **Project Cost Management**, **Project Quality Management**, **Quality Assurance**, **Project Human Resource Management** and **Project Communications Management**. Further, he is also well-versed in **Water Supply System Security**, **Vulnerability & Terrorism**, **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Preventive Actions** and **Situation Analysis**. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the **South African Railway (SAR)**, **Department of Education & Culture**, **ESKOM**, **Logistic Technologies (Pty. Ltd)**, **Human Development: Consulting Psychologies (HDCP) & IFS**, **Mincon**, **Eagle Support Africa**, **Sprout Consulting**, **UKZN**, **Grey Campus**, **Classis Seminars**, **CBM Training**, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a **National Higher Diploma** and a **National Technical Diploma in Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the **VMedu**, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the **Health Professions Council of South Africa (HPCSA)**, a **Registered Educator** by the **South African Council for Educators (SACE)** and a **Registered Facilitator, Assessor & Moderator** with **Education, Training and Development Practices (ETDP) SETA**. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

### Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

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

### Course Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), 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 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                      Sunday, 04<sup>th</sup> of August 2024**

0730 - 0800	<i>Registration &amp; Coffee</i>
0800 - 0815	<i>Welcome &amp; Introduction</i>
0815 - 0830	<b>PRE-TEST</b>
0830 - 0930	<i>Management Versus Leadership</i>
0930 - 0945	<i>Break</i>
0945 - 1100	<i>Leadership Styles- An Overview</i>
1100 - 1230	<i>The Techniques &amp; Skills that Contribute to a Leadership Style</i>
1230 - 1245	<i>Break</i>
1245 - 1420	<i>The Leadership Paradigm</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

#### **Day 2                      Monday, 05<sup>th</sup> of August 2024**

0730 - 0930	<i>Situational Leadership</i>
0930 - 0945	<i>Break</i>
0945 - 1100	<i>Teambuilding</i>
1100 - 1230	<i>Case Study- The Team Leader's Mirage</i>
1230 - 1245	<i>Break</i>
1245 - 1420	<i>Leadership Approaches</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3 Tuesday 06<sup>th</sup> of August 2024**

0730 – 0930	<i>The Leadership Zone</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Vision &amp; Mission Statements</i>
1100 – 1230	<i>Competency &amp; Competence Standards</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<i>A Leadership Model - Exercise</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4 Wednesday 07<sup>th</sup> of August 2024**

0730 – 0930	<i>Personality Styles &amp; Self Command</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Conflict Resolution</i>
1100 – 1230	<i>Emotional Intelligence</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Career Laddering</i>
1330 – 1420	<i>Performance Management</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5 Thursday 08<sup>th</sup> of August 2024**

0730 – 0930	<i>Dynamics of Balance</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Leadership &amp; Change</i>
1030 – 1130	<i>Productivity &amp; Process Alignment</i>
1130 – 1230	<i>Creativity</i>
1230 – 1245	<i>Break</i>
1245 – 1300	<i>Motivation</i>
1300 – 1315	<i>Course Conclusion</i>
1315 – 1415	<b>COMPETENCY EXAM</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; 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**

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