

COURSE OVERVIEW SS0170-4D

Time Management

Managing Multiple Tasks, Priorities & Deadlines

Course Title

Time Management: *Managing Multiple Tasks, Priorities & Deadlines*

Course Reference

SS0170-4D

Course Duration/Credits

Four days/2.4 CEUs/24 PDHs

Course Date/Venue



Session(s)	Date	Venue
1	March 04-07, 2024	Business Center, Concorde Hotel Doha, Doha, Qatar
2	June 24-27, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
3	September 16-19, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	December 23-26, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

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.



Critical deadlines, competing priorities and an avalanche of e-mail often leave individuals feeling overwhelmed. Being able to set priorities and allocate time appropriately are critical skills for achieving your goals. Taking control of your time and schedule enables you to increase personal productivity and enhance your quality of life. This unique approach to time management provides strategies, techniques and tips to set priorities and manage the daily pressures of meeting important and urgent commitments in your life.



This course is designed to provide an up-to-date overview of managing multiple tasks, priorities and deadlines. It covers the setting of goals and priorities to effectively manage time; monitoring daily work habits and determining areas for improvement; planning daily tasks and goals; identifying, evaluating and selecting tools that help with time and priority management; the avoidance of over-committing yourself and combatting procrastination; balancing professional and personal lives; and implementing a personal time-management action plan.

Course Objectives

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

- Apply and gain an in-depth knowledge on managing multi-skills and setting priority
- Set goals and priorities that enable you to effectively manage your time
- Monitor daily work habits and determine areas for improvement
- Plan daily tasks and goals that align with your mission statement
- Identify, evaluate and select tools that help with time and priority management
- Avoid over-committing yourself and combat procrastination
- Balance your professional and personal lives
- Implement a personal time-management action plan

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 conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing multi-skills and setting priority for those who want to improve their productivity and strengthen their time-management skills through multiple ways of thinking about and using time more effectively.

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.

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:

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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 **2.4 CEUs** (Continuing Education Units) or **24 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, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project Leadership, Management & Communications, Future Leaders Program, Transformational Leadership Qualities, Emotional Intelligence & Trust in Leadership Workshop, Performance & Leadership Potential, 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, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, 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, 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 and Financial Administration. 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 Associate in Project Management (PMI-CAPM)**, 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.

Course Fee

Doha	US\$ 5,500 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

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

0730 – 0830	<i>Registration & Coffee</i>
0830 – 0845	<i>Welcome & Introduction</i>
0845 – 0900	PRE-TEST
0900 – 0915	Course Introduction & Overview <i>Course Expectations • Course Objectives • Outcomes Required • Ten Hard Truths</i>
0915 – 0930	Facts about Time & Time Utilization <i>Concept of Time • Time Analysis Quiz • Group Discussion of Responses to Quiz</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Work Management <i>Types of Time • Common Time Wasters • Identifying Personal Time-Wasters • Discussion • Behavior Analysis</i>
1100 - 1130	The Organization <i>What is Management? • Organizational Mission & Vision & Critical Objectives • Core & Non-Core Functions</i>
1130 - 1230	Time Management Techniques & Tools <i>Doing the Right Things • Getting Organized • Planning and Execution • The Pareto 80/20 Principle • Group Exercise • Manpower Planning Issues</i>
1230 – 1245	<i>Break</i>
1245 – 1330	Ethics <i>What is Ethics? • Components of Ethics</i>
1330 – 1420	The Modern Manager <i>Past, Present and Future • Management Techniques • Goal Setting and Helping Others to Set Goals • Exercise</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0830	Tips to be a Successful New Manager Getting Most of Each Day • Group Activity • Block Interruptions • Problem Solving • Master Your Telephone
0830 – 0900	Motivation What Caused People to be Self Motivated? • Staff Motivation • Maslow's Hierarchy of Needs • Training of Staff
0900 – 0930	Delegation Decision Making • Techniques • Paperwork
0930 – 0945	Break
0945 - 1030	Empowerment Value • Components
1030 - 1130	Empowering your Secretary Your Secretary as Office Manager • Public Relations • Group Discussion
1130 - 1230	Work Systems Flow & Work Load Systems • Work Flow/Economize • Work Flow Re-Design
1230 - 1245	Break
1245 – 1330	Contingency Planning Nomenclature • Response to an Event • Common Causes of Emergency
1330 – 1420	Stress Management Symptoms • Causes • Impact of Stress
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3

0730 – 0830	Meeting Management Meeting Management Video • Guidelines • Group Discussion
0830 – 0900	Communication & Interpersonal Skills Understanding: Apply the 5 C's • Body Language • Interpersonal Skills • Group Dynamics
0900 – 0930	Change Management Who Moved my Cheese • Video • Discussion • The Dennison Culture Tool • Leadership • Organizational Change
0930 – 0945	Break
0945 - 1030	Competence & Knowledge Management Organization Competence • Typical Managerial Competencies • Knowledge
1030 - 1130	16 Value Creation & Value Adding Add or Create Value • Activities • Value Chain
1130 - 1230	Performance Management System as Time Efficiency Tool Indicators • Critical Success Factors • Performance Criteria • Performance Evaluation
1230 -1245	Break
1245 - 1330	The Performance Management System Approach to Saving Time • Balanced Scorecard • Practical Demonstration
1330 - 1420	Productivity & Measurement How to Achieve “More” in “Less” • Deming • Productivity Measurement • Resource Optimization • Services Level Agreements • Identifying Ways to Manage Email
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0830	Benchmarking What is Benchmarking • Measurement • Components • Considerations Input Output
0830 – 0900	Dispute & Conflict Management Approach • Video • Six Thinking Hats • Barriers to Creativity Thinking Modes • Group Discussion
0900 – 0930	The Impact of Technology The Knowledge-Based Job
0930 – 0945	Break
0945 – 1100	The Perspective Shift Function • Structure • Systems • Work • Staff • Thinking Mode • Management Style • Community Competition • Strategy
1100 - 1230	Self Development The Relationship Factor • Responsibility • Tools • Culture
1230 -1245	Break
1245 – 1315	Personal Action Plan
1315 – 1345	Learning Points
1345 – 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

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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