



COURSE OVERVIEW HM0290 Leadership & Managerial Skills

Course Title

Leadership & Managerial Skills

Course Date/Venue

January 12-16, 2025/TBA Meeting Room, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference

HM0290

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



To grow in today's highly competitive and rapidly changing business environment, managers and 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.



This course presents an overview of leadership & management competence criteria as applied in life-like team work situations. The drawn analogies illustrate the applications, limitations and values of leadership and management as an integrated process in handling diverse managerial challenges. The course topics stress the individuality of approaches, uniqueness of skills and behavioural tendencies in the present date, with practical parallel reference to the development of the leadership & management profile over time in relation to the team creation and its operational methodologies.



Upon course completion, the participants will have an overview of leadership & management 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, excellence in leadership and management, Influence, Innovation and organizational reality. This 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:-

- Apply systematic techniques and skills in management including excellence, quality innovation, performance, team building, behavioural skills, vision, emotional intelligence & time management
- Identify the various management & leadership styles, approaches and techniques
- Recognize the leadership paradigm and identify the qualities, characteristics, components & contributors of situational leadership
- Perform quality management, time management and service excellence
- Improve teambuilding skills and develop an effective team by identifying the leadership approaches and leadership zone
- Illustrate the vision & mission statements, competency & competence standards and practice the leadership skills using the leadership model exercise
- Apply the personality styles & self command method and discuss the importance of conflict resolution
- Discuss the nature, components & applications of emotional intelligence develop & implement a high-performance management based on the performance management system
- Explain dynamics of balance, build-up productivity & process alignment and use creativity & innovation
- Develop and apply quantum management, communication & rapport as a main ingredient of achieving excellence in leadership & management

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

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\$ 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 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 **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:



Mr. Mervyn Frampton is a Senior Management Consultant with over 35 years of industrial experience within the Oil & Gas, Refinery, Petrochemical and Utilities industries. His expertise lies extensively in the areas of Project Management, Technical Project Management, Technical Data Preparation, Project Risk Analysis, Influencing & Leadership Skills, Developing an Effective Team, Emotional Intelligence, High Performance Management, Essentials of Project Management, Project Reporting, Change Management, Creativity & Innovation, Leadership Skills, Customer Satisfaction, Coaching & Mentoring, Team Building, Stress Management, Time Management, Enterprise Risk Management, Managing Stress & Pressure at Work, Technical Report Writing, Human Resource Management (HRM), Human Resource Development (HRD) Training, Quality Management System (QMS), Change Management, Contract Management, Business Management, Time Management, Performance Management, Performance Appraisal, Managing Problem Situations & Dealing With Difficult People, Leading Multicultural Teams & Managing Diversity, Lean Thinking and Six Sigma, 360 Feedback Assessment, Strategic Leader, Strategic Decision Making and Creative Problem Solving & Decision Making, Time Management Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Operations Management, Procurement Management and Project Management Planning & Control Techniques.

During his career life, Mr. Frampton held significant positions as the **Site Engineering Manager, Senior Project Manager, Project Engineering Manager, Construction Manager, Site Manager, Area Manager, Procurement Manager, Factory Manager, Technical Services Manager, Senior Project Engineer, Project Engineer, Assistant Project Manager, Handover Coordinator and Engineering Coordinator** from various international companies such as the **Fluor Daniel, KBR South Africa, ESKOM, MEGAWATT PARK, CHEMEPIC, PDPS, CAKASA, Worley Parsons, Lurgi South Africa, Sasol, Foster Wheeler, Bosch & Associates, BCG Engineering Contractors, Fina Refinery, Sapref Refinery, Secunda Engine Refinery** just to name a few.

Mr. Frampton has a **Bachelor's degree in Industrial Chemistry** from **The City University in London**. Further, he is a **Certified Instructor/Trainer, a Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, conferences and seminars 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: Sunday 12th of January 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Management Versus Leadership
0930 – 0945	Break
0945 – 1015	Management Theories
1015 – 1115	Leadership Styles - An Overview
1115 – 1215	The Techniques & Skills that Contribute to a Leadership Style
1215 – 1230	Break
1230 – 1420	The Leadership Paradigm
1420 – 1430	Recap
1430	Lunch & End of Day One

Day 2: Monday 13th of January 2025

0730 – 0830	Situational Leadership
0830 – 0930	Quality Management
0930 – 0945	Break
0945 – 1100	Service Excellence
1100 – 1215	Time Management
1215 – 1230	Break
1230 – 1420	Team Building
1420 – 1430	Recap
1430	Lunch & End of Day Two

Day 3: Tuesday 14th of January 2025

0730 – 0830	Developing an Effective Team
0830 – 0930	Leadership Approaches
0930 – 0945	Break
0945 – 1100	The Leadership Zone
1100 – 1215	Vision & Mission Statements
1215 – 1230	Break
1230 – 1420	Competency & Competence Standards
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday 15th of January 2025

0730 – 0830	A Leadership Model - Exercise
0830 – 0930	Personality Styles & Self Command
0930 – 0945	Break
0945 – 1100	Conflict Resolution
1100 – 1215	Emotional Intelligence
1215 – 1230	Break
1230 – 1420	High Performance Management
1420 – 1430	Recap
1430	Lunch & End of Day Four



Day 5: Thursday 16th of January 2025

0730 – 0830	<i>Dynamic Balance</i>
0830 – 0930	<i>Change Management</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Productivity & Process Alignment</i>
1100 – 1230	<i>Creativity & Innovation</i>
1230 – 1245	<i>Break</i>
1245 – 1345	<i>Quantum Management, Communication & Rapport</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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