

## COURSE OVERVIEW HM0375(JO2)

### Management & Leadership Skills–Advanced Level

#### Course Title

Management & Leadership Skills–Advanced Level

#### Course Reference

HM0375(JO2)

#### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



#### Course Date/Venue

Session(s)	Date	Venue
1	July 28-August 01, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
2	September 22-26, 2025	Boardroom, NH Hotel Plaza de Armas, Seville, Spain
3	November 24-28, 2025	Blue Sea Meeting Room, 4th floor, Blue Sea Hotel, Alimos Marina, Athens, Greece

#### 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.***

When professionals are given new leadership responsibility, their success depends on how quickly they learn people-oriented management skills to complement their expert knowledge. In this course, you gain the key skills, best practices and behaviors of effective managers—leadership, delegation, motivation, empowerment, communication and vision—as well as powerful techniques for getting the best from people.



In an immersive environment, you participate in a challenging, multimedia case study, as well as individual and group activities to apply management tools, techniques and strategies. Activities include:



- Personalizing your own management model
- Developing a strategy to motivate your team
- Scripting and applying your delegation approach
- Simulating a complex working environment to improve your communication approach
- Mapping your stakeholder environment to analyze interdependencies
- Enhancing your management style with emotional intelligence
- Affecting behavior with appropriate measures
- Designing effective feedback techniques
- Creating your personal management vision

### Course Objectives

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

- Apply and gain an advanced knowledge and skills on the essentials of leadership including core management skills, tools and techniques to deliver results
- Develop a proactive customer-focused approach
- Enhance leadership abilities by developing emotional intelligence
- Communicate with, motivate and empower the team
- Delegate work to individuals and teams
- Develop a management vision for success

### 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 advanced management for managers wishing to broaden and improve their skill sets, those new to management, and those who wish to build their knowledge of contemporary management techniques. This course is also applicable for shift supervisor, senior work over engineer.

### 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 H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### 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. 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)

CEUs

**CEU Official Transcript of Records**

**TOR Issuance Date:**

**15-Nov-23**

**HTME No.**

**74851**

**Participant Name:**

**Waleed Al Habeeb**

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HM0375(JO2)	Advanced Leadership/Managerial Skills	November 11-15, 2023	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date

**3.0**

**TRUE COPY**



**Jaryl Castillo**  
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA, in obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 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 1-2018 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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Website: [www.haward.org](http://www.haward.org)

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

### **Certificate Accreditations**

Haward's certificates are accredited by the following international accreditation organizations: -

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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.

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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.

### **Accommodation**

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

### 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. Drag Zic** is a **Senior Management Consultant** with over **30 years** of training and industrial experience. His expertise lies extensively in the areas of **Leading Effective Meetings, Leadership & Business, Presentation Skills, Decision Making Skills, Communication Skills, Negotiation Skills, Coaching & Mentoring, Performance Management, Customer Service Management, Critical Thinking & Creativity, Quality Management, Risk Management, Data Management Systems, R&D and Research Management, Project Management, Planning, Budgeting & Cost Control, Document Management, Record Management and Contract Management.** Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director & Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

**During Mr. Zic's career life, he had occupied several significant positions as the Programme Manager, Managing Member, Rock Engineering Manager, Contract Manager, Consultant/Lecturer, Mine Seismologist, Data Analyst and Assistant Analyst from different international companies.**

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor's** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, 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**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Setting the Stage for Great Management</b> Best Practices of Contemporary Management • Defining Customer Success • Establishing a Sense of Direction • Adopting a Continuous Improvement Mind-Set • Empowering People for High Performance
0930 – 0945	Break
0945 – 1100	<b>Setting the Stage for Great Management (cont'd)</b> Identifying Stakeholder Needs • Mapping the Stakeholder Environment • Identifying Mutual and Conflicting Expectations • Establishing Success Criteria
1100 – 1230	<b>Applying a Model for Management Excellence</b> Importance of Management Identity • Making the Transition from Expert to Manager • How Managing, Leading and Administering Relate • Managing People More Expert than you
1230 – 1245	Break
1245 – 1420	<b>Applying a Model for Management Excellence (cont'd)</b> What kind of Manager do you Want to Be? • Developing a Management Role Model • Adapting the Model to your Managerial Situation • Ten Things All Successful Managers Do
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

### **Day 2**

0730 – 0900	<b>Managing with Emotional Intelligence</b> Five Characteristics of the Effective Manager • Knowing Yourself: Developing Three Key Intrapersonal Skills • Working with Others: Applying Integral Interpersonal Skills
0900 – 0915	Break
0915 – 1100	<b>Managing with Emotional Intelligence (cont'd)</b> Applying Emotional Intelligence Day to Day • Responding Appropriately in Key Situations • Using Emotional Intelligence to Lead by Example
1100 – 1230	<b>Motivating Individuals for Performance</b> Recognizing Key Motivators • Avoiding the Top Demotivators
1230 – 1245	Break
1245 – 1420	<b>Motivating Individuals for Performance (cont'd)</b> Leveraging Motivators that Work for Everyone • Maximizing your Impact on Motivation
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two



### Day 3

0730 – 0900	<b>Motivating Individuals for Performance (cont'd)</b> Matching Motivators to Individual Expectations • Identifying People's Basic Needs
0900 – 0915	Break
0915 – 1100	<b>Motivating Individuals for Performance (cont'd)</b> Recognizing and Responding to Generational Differences • Developing and Applying a Motivational Strategy
1100 – 1230	<b>The Art of Delegation</b> Fostering Commitment Through Effective Delegation • Creating a Spirit of Partnership • Establishing a Common Understanding of Success • Applying a Proven Step-by-Step Process for Delegation
1230 – 1245	Break
1245 – 1420	<b>The Art of Delegation (cont'd)</b> Getting the Job Done • Determining Individual Strengths • Building on Natural Talents • Collaborating for Successful Outcomes
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

### Day 4

0730 – 0900	<b>Achieving Goals Through People</b> Agreeing on Clear Expectations • Setting Group Norms for Yourself and Your Team • How your Expectations Influence Others • Establishing Shared Purpose and Mutual Accountability
0900 – 0915	Break
0915 – 1100	<b>Achieving Goals Through People (cont'd)</b> Amplifying Individual Contributions Through Synergistic Teamwork • Creating an Environment Conducive to Collaboration
1100 – 1230	<b>Achieving Goals Through People (cont'd)</b> Practical and Productive Team-Building Techniques • Helping your Team Work More Productively
1230 – 1245	Break
1245 – 1420	<b>Achieving Goals Through People (cont'd)</b> Enhancing Communication Through a Three-Layer Mode • The Importance of Team Dynamics and Diversity
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

### Day 5

0730 – 0900	<b>A Proactive Approach to Managing Performance</b> Enabling and Supporting Excellent Performance • Developing Others to Achieve their Potential • Focusing Performance Through Effective Measures • Utilizing Continuous Appraisal Techniques
0900 – 0915	Break



0915 – 1045	<b><i>A Proactive Approach to Managing Performance (cont'd)</i></b> <i>Integrating Coaching and Appraisal to Build Performance • Effectively Managing Workplace Disruption • Intervening when Performance Goes Off Track • Reinforcing and Redirecting Behaviors with Constructive Feedback</i>
1045 – 1215	<b><i>The Power of Vision</i></b> <i>Starting with the End in Mind • Creating Momentum and Flexibility in your Team • Keeping the Future in Focus • Crafting your Personal Vision of Management</i>
1215 – 1230	<i>Break</i>
1230 – 1345	<b><i>The Power of Vision (cont'd)</i></b> <i>Taking Action to Implement your Personal Vision • Challenging Organizational Constraints</i>
1345 – 1400	<b><i>Course Conclusion</i></b> <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	<b><i>POST-TEST</i></b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; 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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