

COURSE OVERVIEW HM0375(JO2)
Advanced Leadership/Managerial Skills

Course Title

Advanced 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

HM0375(JO2)

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.

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\$ 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.

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:-




Advanced Leadership/Managerial Skills

Certification Number: 74851
 Certification Date: 15-Nov-2023
 Expiration Date: 15-Nov-2028

This is to certify that **Waleed Al Habeeb** has successfully met the requirements of the **Advanced Leadership/Managerial Skills** Program, HM0375(JO2).



J. Castillo
 Mr. Jaryl Castillo
 Academic Director

Haward Technology is accredited by:




Advanced Leadership/Managerial Skills

Certification Program

This program is designed to assist companies in identifying professionals who have satisfied the minimum competencies specified in HM0375(JO2). Haward Technology does not warrant or guarantee the performance of any professional certified under this program.



74851

Haward Technology is accredited by:



- (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




P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

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

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.

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. 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	Setting the Stage for Great Management 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	Setting the Stage for Great Management (cont'd) Identifying Stakeholder Needs • Mapping the Stakeholder Environment • Identifying Mutual and Conflicting Expectations • Establishing Success Criteria
1100 – 1230	Applying a Model for Management Excellence 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	Applying a Model for Management Excellence (cont'd) 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	Recap 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: Monday 13th of January 2025

0730 – 0900	Managing with Emotional Intelligence 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	Managing with Emotional Intelligence (cont'd) Applying Emotional Intelligence Day to Day • Responding Appropriately in Key Situations • Using Emotional Intelligence to Lead by Example
1100 – 1230	Motivating Individuals for Performance Recognizing Key Motivators • Avoiding the Top Demotivators
1230 – 1245	Break
1245 – 1420	Motivating Individuals for Performance (cont'd) Leveraging Motivators that Work for Everyone • Maximizing your Impact on Motivation
1420 – 1430	Recap 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: Tuesday 14th of January 2025

0730 – 0900	Motivating Individuals for Performance (cont'd) Matching Motivators to Individual Expectations • Identifying People's Basic Needs
0900 – 0915	Break
0915 – 1100	Motivating Individuals for Performance (cont'd) Recognizing and Responding to Generational Differences • Developing and Applying a Motivational Strategy
1100 – 1230	The Art of Delegation 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	The Art of Delegation (cont'd) Getting the Job Done • Determining Individual Strengths • Building on Natural Talents • Collaborating for Successful Outcomes
1420 – 1430	Recap 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: Wednesday 15th of January 2025

0730 – 0900	Achieving Goals Through People 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	Achieving Goals Through People (cont'd) Amplifying Individual Contributions Through Synergistic Teamwork • Creating an Environment Conducive to Collaboration
1100 – 1230	Achieving Goals Through People (cont'd) Practical and Productive Team-Building Techniques • Helping your Team Work More Productively
1230 – 1245	Break
1245 – 1420	Achieving Goals Through People (cont'd) Enhancing Communication Through a Three-Layer Mode • The Importance of Team Dynamics and Diversity
1420 – 1430	Recap 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: Thursday 16th of January 2025

0730 – 0900	A Proactive Approach to Managing Performance 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	A Proactive Approach to Managing Performance (cont'd) <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	The Power of Vision <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	Break
1230 – 1345	The Power of Vision (cont'd) <i>Taking Action to Implement your Personal Vision • Challenging Organizational Constraints</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</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

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