

## COURSE OVERVIEW HM0619 Certified Professional Manager

### Course Title

Certified Professional Manager

### Course Date/Venue

August 11-15, 2024/Al Aziziya Hall, The Proud Hotel  
Al Khobar, Al Khobar, KSA

### Course Reference

HM0619

### 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.***

This course is designed to provide participants with a detailed and up-to-date overview of modern management skills. It covers identifying the 'core competencies' required to be an effective manager and understanding the different functions and roles of a manager; learning how to improve relationships through effective communication; practical exercise for interpersonal skills practice; exploring the different behavior styles and defining what is a team and how to create a culture of teamwork; analyzing the importance of delegation and sharing responsibility and appreciating the role of a manager during change and transition; the practical exercise on change management; and learning how to encourage and motivate your teams for peak.



During this interactive course, participants will learn the performance management and practical exercise on performance evaluation; identify the different leadership styles and know how to resolve conflict and performance issue effectively; develop planning and organizing skills for maximum outcome; practical exercise on time management; solving problems and making decisions more effectively; practical exercise on problem solving activities; the coach and develop staff through appraisals and feedback sessions; case study on coaching session dos and don'ts; run effective and organized meetings with action plan; and practical exercise on effective meeting.





## Course Objectives

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

- Apply and gain an in-depth knowledge on modern management skills
- Identify the 'core competencies' required to be an effective manager and understand the different functions and roles of a manager
- Learn how to improve relationships through effective communication and carryout practical exercise for interpersonal skills practice
- Explore the different behavior styles and define what is a team and how to create a culture of teamwork
- Analyze the importance of delegation and sharing responsibility and appreciate the role of a manager during change and transition
- Carryout practical exercise on change management and learn how to encourage and motivate your teams for peak
- Define performance management and demonstrate practical exercise on performance evaluation
- Identify the different leadership styles and know how to resolve conflict and performance issue effectively
- Develop planning and organizing skills for maximum outcome and apply practical exercise on time management
- Solve problems and make decisions more effectively and carryout practical exercise on problem solving activities
- Review coach and develop staff through appraisals and feedback sessions and implement case study on coaching session dos and don'ts
- Run effective and organized meetings with action plan and demonstrate practical exercise on effective meeting

## 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 modern management skills for general managers, directors, heads of department, project managers and change managers.

## Course Fee

**US\$ 7,000** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.





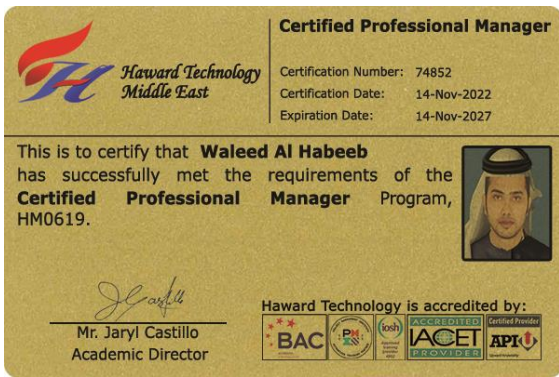
**Course Certificate(s)**

(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)



## CEU Official Transcript of Records

**TOR Issuance Date:** 14-Nov-22

**HTME No.** 74852

**Participant Name:** Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HM0619	Certified Professional Manager	November 10-14, 2022	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. 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.

### 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 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 Monday, 11<sup>th</sup> of August 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Identify the 'Core Competencies' Required to be an Effective Manager
0930 – 0945	Break
0945 – 1045	Understand the Different Functions & Roles of a Manager.
1045 – 1145	Role Play: The Best Manager I Ever Knew
1145 – 1245	Learn How to Improve Relationships Through Effective Communication
1245 – 1300	Break
1300 – 1420	Practical Exercise: Interpersonal Skills Practice
1420 – 1430	Recap
1430	Lunch & End of Day One

**Day 2 Tuesday, 12<sup>th</sup> of August 2024**

0730 – 0830	Explore the Different Behavior Styles
0830 – 0930	Define What Is a Team & How to Create a Culture of Teamwork
0930 – 0945	Break
0945 – 1100	Role Play: Team Building
1100 – 1215	Analyze the Importance of Delegation & Sharing Responsibility
1215 – 1230	Break
1230 – 1420	Appreciate the Role of a Manager During Change & Transition
1420 – 1430	Recap
1430	Lunch & End of Day Two

**Day 3 Wednesday, 13<sup>th</sup> of August 2024**

0730 – 0930	Practical Exercise: Change Management
0930 – 0945	Break
0945 – 1045	Learn How to Encourage & Motivate Your Teams for Peak
1045 – 1200	Performance Management
1200 – 1300	Practical Exercise: Performance Evaluation
1300 – 1315	Break
1315 – 1420	Identify the Different Leadership Styles
1420 – 1430	Recap
1430	Lunch & End of Day Three

**Day 4 Thursday, 14<sup>th</sup> of August 2024**

0730 – 0930	Know How to Resolve Conflict & Performance Issue Effectively
0930 – 0945	Break
0945 – 1100	Role Play: Resolving Conflict Practice
1100 – 1200	Develop Planning & Organizing Skills for Maximum Outcome
1200 – 1300	Practical Exercise: Time Management Exercise
1300 – 1315	Break
1315 – 1420	Solve Problems & Make Decisions More Effectively
1420 – 1430	Recap
1430	Lunch & End of Day Four



**Day 5**                      **Friday, 15<sup>th</sup> of August 2024**

0730 – 0930	<i>Practical Exercise: Problem Solving Activities</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Coach &amp; Develop Staff Through Appraisals &amp; Feedback Sessions</i>
1030 – 1130	<i>Case Study: Coaching Session Dos &amp; Don'ts</i>
1130 – 1215	<i>Run Effective &amp; Organized Meetings with Action Pion</i>
1215 – 1230	<i>Break</i>
1230 – 1300	<i>Practical Exercise: Effective Meeting Exercise</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**

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](mailto:mari1@haward.org)