

COURSE OVERVIEW SS0757
Leadership, Management and Supervisory Skills for Laboratory Personnel (LAMP)

Course Title

Leadership, Management and Supervisory Skills for Laboratory Personnel (LAMP)

Course Date/Venue

December 15-19, 2024/ Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference

SS0757

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



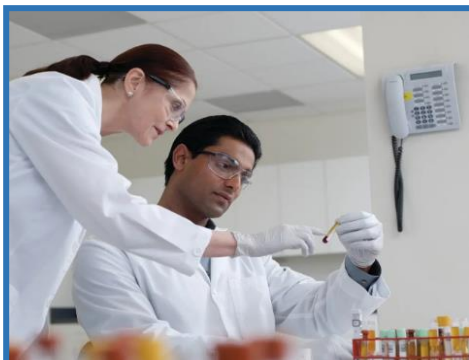
Course Description



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 Leadership, Management and Supervisory Skills for Laboratory Personnel (LAMP). It covers the unique challenges and opportunities of leadership within laboratory environments; the leadership and management roles in a laboratory context; the key leadership theories applicable to laboratory management; the self-assessments and leadership styles; setting clear and achievable goals; and the effective communication strategies to facilitate clear, concise and open communication within laboratory teams.



Further, the course will also discuss the dynamics of laboratory teams including stages of team development and the role of diversity and inclusion; recruiting and selecting right personnel for laboratory roles including interviewing techniques and candidate evaluation; training laboratory personnel to enhance technical skills, safety practices and professional growth; and the effective performance management practices including setting performance expectations, conducting appraisals and providing constructive feedback.

During this interactive course, participants will learn the conflict resolution, problem-solving, motivation, engagement and operational planning for laboratories; the quality management systems (QMS) in laboratories including ISO 17025 and other relevant standards; the continuous process improvement techniques like Lean and Six Sigma to enhance laboratory efficiency and quality; the safety leadership and risk management including laboratory information management systems (LIMS); the other technology solutions to improve data management, workflow and communication; the budgeting, financial management, grant writing and funding strategies; the inventory and supply chain management, asset management and cost-benefit analysis for laboratory decisions; the sustainable practices, strategic planning for laboratories and navigating change and innovation; and the emerging technologies and trends, building external partnerships and networks and personal leadership development plan.

Course Objectives

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

- Apply and gain a comprehensive knowledge on leadership, management and supervisory skills (LAMP)
- Exploring the unique challenges and opportunities of leadership within laboratory environments
- Differentiate the leadership and management roles in a laboratory context as well as the key leadership theories applicable to laboratory management
- Carryout self-assessments and leadership styles, setting clear and achievable goals and effective communication strategies to facilitate clear, concise and open communication within laboratory teams
- Recognize the dynamics of laboratory teams including stages of team development and the role of diversity and inclusion
- Recruit and select the right personnel for laboratory roles including interviewing techniques and candidate evaluation
- Train and develop laboratory personnel to enhance technical skills, safety practices and professional growth
- Implement effective performance management practices including setting performance expectations, conducting appraisals and providing constructive feedback
- Employ conflict resolution, problem-solving, motivation, engagement and operational planning for laboratories
- Recognize quality management systems (QMS) in laboratories including ISO 17025 and other relevant standards
- Apply continuous process improvement techniques like Lean and Six Sigma to enhance laboratory efficiency and quality
- Carryout safety leadership and risk management including laboratory information management systems (LIMS) and other technology solutions to improve data management, workflow and communication
- Apply budgeting, financial management, grant writing and funding strategies

- Employ inventory and supply chain management, asset management and cost-benefit analysis for laboratory decisions
- Apply sustainable practices, strategic planning for laboratories and navigating change and innovation
- Discuss the emerging technologies and trends, build external partnerships and networks and apply a personal leadership development 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 leadership, management and supervisory skills for laboratory personnel.

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:



Dr. Tarek Awad, PhD, MSc, BSc, is a **Senior Management Consultant** with proven experience in **Oil, Gas, Refinery & Petrochemical** industries. He is well-experienced in **Six Sigma** Analysis, **Six Sigma** Technology Tool Landscape, **Lean Six Sigma**, **DMAIC**, **Statistical Process Control**, **Measurement System Analysis**, **Business Analysis**, **Corporate Strategies**, **Budget Preparations & Follow-Up**, **Capital & Resources Planning & Management**, **Planning Claims Management**, **Quality Assurance & Control**, **Total Quality Management**, **Project Management**, **Quality Management System**, **Analytical Problem-Solving & Decision Making**, **Leadership Management** and **Supervisory Skills**. Further, he is well-versed in **Natural Gas** and **LNG**, **Analytical Laboratory Management** and Accreditation, **Gas Chromatography (GC)**, **Laboratory Quality Management**, **Lab Management Systems**, **Product and Chemical Analysis**, **QA/QC**, **Corrosion & Analytical Management Activities/Techniques**, **Health & Safety** and **Laboratory Operations**. He is a **Certified Data Analyst**, **Lean Six Sigma Black Belt (LSSBB)**, and **Certified Lead Auditor** in accordance with **ISO 9001**, **ISO14001**, **OHSAS 18001** and **ISO 17025**.

Dr. Tarek gained his expertise through his long-term dedication as a **Senior Laboratory Analyst**, **Internal Lead Auditor & Technical & Continual Improvement Manager** in **SEGAS LNG**. He was in-charge of plant optimization, Quality, Environmental & OHSAS Standards. Prior to this, he was a **Project Team Leader**, an **Advisor** for a reputable oil, gas and LNG company in the Middle East and was the **Senior Corrosion & QC Chemist** of **WEPCO** wherein his duties involved quality control, corrosion control and chemical optimization for oilfield. He has built-up a formidable reputation with his professionalism and practical problem solving abilities and has performed significant contribution to his fields.

Dr. Tarek has **PhD** in **Analytical Chemistry**, a **Post Graduate Diploma** and **Master's** degree in **Material Science (Corrosion)** and a **Bachelor's** degree in **Chemistry**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Certified CLSSBB Lean Six Sigma**, a **Certified ISO Auditor/Lead Auditor (QMS)**, a **Certified IEMA Auditor (EMS)** and an active member of International Register of Certificated Auditors (**IRCA**), American Center Library, Egyptian Accreditation Council (**EGAC**), Technical Assistance Center (**TAC**), Egyptian Corrosion Society, Egyptian Arab Society of Material Science, Egyptian Syndicate of Scientific Profession and Egyptian Petroleum Association. He has further published various scientific papers, technical journals as well as delivered numerous trainings, courses, seminars and workshops worldwide.

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 15th of December 2024

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 – 0930	Introduction to Laboratory Leadership: Exploring the Unique Challenges and Opportunities of Leadership within Laboratory Environments including the Transition from Technical Expert to Leader
0930 - 0945	Break
0945 – 1030	Leadership versus Management: The Distinctions and Overlaps Between Leadership and Management Roles in a Laboratory Context
1030 – 1100	Core Leadership Theories: Key Leadership Theories Applicable to Laboratory Management including Situational Leadership, Transformational Leadership and Servant Leadership
1100 – 1200	Self-Assessment & Leadership Styles: Conduct Self-Assessments to Identify their Leadership Styles and Understand How these Styles Impact Laboratory Management and Team Dynamics
1200 - 1215	Break
1215 – 1315	Setting Vision & Goals: Techniques for Setting Clear, Achievable Goals and Aligning them with the Laboratory's Vision and Mission
1315 – 1420	Effective Communication Skills: Developing Effective Communication Strategies to Facilitate Clear, Concise and Open Communication within Laboratory Teams
1420 – 1430	Recap
1430	Lunch & End of Day One

Day 2: Monday, 16th of December 2024

0730 – 0900	Team Dynamics in the Laboratory: The Dynamics of Laboratory Teams including Stages of Team Development and the Role of Diversity and Inclusion
0900 – 0915	Break
0915 – 1015	Recruitment & Selection: Best Practices for Recruiting and Selecting the Right Personnel for Laboratory Roles including Interviewing Techniques and Candidate Evaluation
1015 – 1115	Training & Development: Strategies for Training and Developing Laboratory Personnel to Enhance Technical Skills, Safety Practices and Professional Growth
1115 - 1200	Performance Management: Implementing Effective Performance Management Practices including Setting Performance Expectations, Conducting Appraisals and Providing Constructive Feedback
1200 - 1215	Break
1215 – 1300	Conflict Resolution & Problem-Solving: Techniques for Resolving Conflicts and Solving Problems within Laboratory Teams, Promoting a Collaborative Work Environment
1300 – 1420	Motivation & Engagement: Identifying Factors that Motivate Laboratory Personnel and Strategies to Enhance Team Engagement and Job Satisfaction
1420 - 1430	Recap
1430	Lunch & End of Day Two



Day 3: Tuesday, 17TH of December 2024

0730 – 0900	Operational Planning for Laboratories: Developing and Implementing Operational Plans that Align with Laboratory Goals and Optimize Resource Utilization
0900 – 0915	Break
0915 – 1015	Quality Management Systems: Quality Management Systems (QMS) in Laboratories including ISO 17025 and other Relevant Standards
1015 – 1115	Process Improvement Techniques: Applying Continuous Process Improvement Techniques such as Lean and Six Sigma to Enhance laboratory Efficiency and Quality
1115 - 1200	Safety Leadership: Promoting a Culture of Safety within the Laboratory including Understanding Regulatory Requirements and Implementing Effective Safety Protocols
1200 - 1215	Break
1215 – 1300	Risk Management: Identifying and Managing Risks in Laboratory Operations to Minimize Impacts on Safety, Quality and Productivity
1300 – 1420	Laboratory Information Management Systems (LIMS): Leveraging LIMS and other Technology Solutions to Improve Data Management, Workflow and Communication
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday, 18TH of December 2024

0730 – 0900	Budgeting & Financial Management: Fundamentals of Budgeting and Financial Management for Laboratory Managers including Cost Control and Financial Planning
0900 – 0915	Break
0915 – 1015	Grant Writing & Funding Strategies: Overview of Grant Writing and Identifying Funding Opportunities for Laboratory Research and Projects
1015 – 1115	Inventory & Supply Chain Management: Effective Management of Laboratory Inventory, Procurement Processes and Supply Chain Logistics
1115 - 1200	Asset Management: Strategies for Managing Laboratory Equipment and Assets including Maintenance Schedules, Calibration and Asset Lifecycle Management
1200 - 1215	Break
1215 – 1300	Cost-Benefit Analysis for Laboratory Decisions: Applying Cost-Benefit Analysis to Make Informed Decisions Regarding Laboratory Investments and Operations
1300 – 1420	Sustainability Practices: Implementing Sustainable Practices in Laboratory Management to Reduce Environmental Impact and Promote Long-Term Sustainability
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5: Thursday, 19th of December 2024

0730 – 0815	Strategic Planning for Laboratories: Developing Strategic Plans that Ensure the Long-Term Success and Sustainability of the Laboratory
0900 – 0915	Break
0915 – 0945	Navigating Change & Innovation: Leading Change Management Initiatives



	<i>and Fostering an Environment of Innovation within the Laboratory</i>
0945 – 1015	Emerging Technologies & Trends: Keeping Abreast of Emerging Technologies, Trends and Challenges in Laboratory Management and Operations
1015 – 1115	Building External Partnerships & Networks: Strategies for Building and Maintaining Partnerships with Industry, Academia & Other Stakeholders
1200 - 1215	Break
1215 – 1345	Personal Leadership Development Plan: Participants Develop a Personal Leadership Development Plan, Outlining Goals, Strategies, and Actions to Enhance their Leadership Capabilities
1345 – 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

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



Course Coordinator

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