

COURSE OVERVIEW SS0181 Team Management Skills

Course Title

Team Management Skills

Course Date/Venue

April 06-10, 2025/Meeting Plus TBA, City Centre Rotana Doha, Doha, Qatar

Course Reference

SS0181

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using “MS Office” applications.

This course is designed to provide participants with a complete and up-to-date overview of Team Management Skills. It covers the roles and responsibilities of a team manager; the team dynamics and leadership styles; the effective communication in teams, building trust and relationships and goal setting and performance planning; the fundamentals of business communication and active listening and feedback techniques; the presentation skills, public speaking and communication tools and technologies; the conflict resolution through communication, delegation, empowerment and motivation techniques; the decision-making and problem-solving, time management and productivity; setting performance standards and monitoring team and individual performance; and conducting performance reviews and addressing performance issues.



During this interactive course, participants will learn the coaching and mentoring, emotional intelligence, change management, cross-functional and remote team management; the creative team environment, idea generation, risk-taking and innovation; the ethical leadership and decision-making; the team assessments, developmental goals, action plans for team growth and monitoring progress and adjusting plans; the personal leadership strengths and weaknesses; and setting smart goals for leadership development and creating a personalized development plan.



Course Objectives

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

- Apply and gain an in-depth knowledge on team management skills
- Discuss the importance of team management including the roles and responsibilities of a team manager
- Identify team dynamics and leadership styles for team managers
- Carryout effective communication in teams, building trust and relationships and goal setting and performance planning
- Explain the fundamentals of business communication and apply active listening and feedback techniques
- Employ presentation skills for team managers, public speaking for managers and communication tools and technologies
- Carryout conflict resolution through communication, delegation and empowerment and motivation techniques for teams
- Implement decision-making and problem-solving, time management and productivity
- Set performance standards, monitor team and individual performance, conduct performance reviews and address performance issues
- Perform coaching and mentoring team members and carryout emotional intelligence for team managers, change management in teams and cross-functional and remote team management
- Foster a creative team environment, apply techniques for idea generation and encourage risk-taking and innovation
- Manage team conflicts and difficult situations as well as develop ethical leadership and decision-making
- Conduct team assessments, set developmental goals for teams, create action plans for team growth and monitor progress and adjusting plans
- Assess personal leadership strengths and weaknesses, set smart goals for leadership development, create a personalized development plan and identify resources for continuous learning

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 team management skills for new and aspiring team leaders, supervisors, line managers, project managers, coordinators, department heads, middle manager, senior managers, directors, HR professionals, trainers, entrepreneurs, business owners and those who lead or oversee teams and want to enhance their leadership and management abilities.

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:-

-  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.

-  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.

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. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM, PMI-ATP, is a **Senior Project & Management Consultant** with almost **50 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Planning & Delegating, Risk, Budgeting & Cost Management in Projects, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project**

Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Leading People & Change, Embracing Innovation Culture Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Techniques for Coaching & Mentoring, Strategies for Setting Annual Goals, Monitoring Progress & Evaluation Performance, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Authorized Training Partners (PMI-ATP)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons

Course Fee

US\$ 6,000 per Delegate. 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 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, 06th of April 2025

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Team Management <i>Definition and Importance of Team Management • Roles and Responsibilities of a Team Manager • Key Skills Required for Effective Team Management • Challenges in Team Management and How to Overcome Them</i>
0930 – 0945	<i>Break</i>
0945 – 1030	Understanding Team Dynamics <i>Stages of Team Development (Forming, Storming, Norming, Performing) • Team Roles and Responsibilities (Belbin's Team Roles) • Impact of Diversity on Team Performance • Techniques for Building a Collaborative Team Culture</i>
1030 – 1130	Leadership Styles for Team Managers <i>Overview of Leadership Theories (Transformational, Transactional, Situational) • Identifying your Leadership Style • Adapting Leadership Style to Team Needs • Case Studies of Successful Team Leaders</i>
1130 – 1230	Effective Communication in Teams <i>Fundamentals of Verbal and Non-Verbal Communication • Active Listening Techniques • Providing Constructive Feedback • Overcoming Communication Barriers</i>
1230 – 1245	<i>Break</i>



1245 – 1330	Building Trust & Relationships <i>The Importance of Trust in Teams • Strategies for Building and Maintaining Trust • Dealing with Conflicts and Misunderstandings • Role of Empathy in Team Management</i>
1330 - 1420	Goal Setting & Performance Planning <i>Importance of Clear Goal Setting • SMART Goals Framework • Aligning Individual and Team Goals • Monitoring and Adjusting Goals</i>
1420 - 1430	Recap <i>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</i>
1430	<i>Lunch & End of Day One</i>

Day 2: Monday, 07th of April 2025

0730 - 0830	Fundamentals of Business Communication <i>Principles of Effective Business Communication • Written vs. Oral Communication in Teams • Common Communication Pitfalls and Solutions • Cultural Sensitivity in Team Communication</i>
0830 – 0930	Active Listening & Feedback Techniques <i>Importance of Active Listening in Team Management • Techniques to Improve Listening Skills • Delivering Constructive Feedback • Handling Defensive Reactions to Feedback</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Presentation Skills for Team Managers <i>Structuring an Effective Presentation • Designing Engaging Presentation Materials • Techniques for Delivering Impactful Presentations • Handling Q&A Sessions with Confidence</i>
1100 – 1230	Public Speaking for Managers <i>Overcoming Stage Fright • Using Body Language Effectively • Techniques for Engaging the Audience • Adapting Messages for Different Audiences</i>
1230 – 1245	<i>Break</i>
1245 – 1330	Communication Tools & Technologies <i>Overview of Modern Communication Tools (Slack, MS Teams, etc.) • Best Practices for Virtual Communication • Managing Remote Team Communication • Security and Privacy in Team Communication</i>
1330 - 1420	Conflict Resolution through Communication <i>Identifying Causes of Team Conflicts • Strategies for Effective Conflict Resolution • Role of Mediation in Conflict Management • Maintaining Team Cohesion Post-Conflict</i>
1420 - 1430	Recap <i>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</i>
1430	<i>Lunch & End of Day Two</i>

Day 3: Tuesday, 08th of April 2025

0730 – 0830	Delegation & Empowerment <i>Understanding the Need for Delegation • Identifying Tasks to Delegate • Strategies for Empowering Team Members • Monitoring Delegated Tasks Effectively</i>
0830 - 0930	Motivation Techniques for Teams <i>Theories of Motivation (Maslow, Herzberg, McClelland) • Intrinsic vs. Extrinsic Motivation • Strategies for Motivating Diverse Teams • Recognizing and Rewarding Performance</i>



0930 – 0945	Break
0945 – 1100	Decision-Making & Problem-Solving Decision-Making Models (Rational, Intuitive, Collaborative) • Techniques for Effective Problem-Solving (5 Whys, Fishbone Diagram) • Involving Team Members in Decision-Making • Evaluating Outcomes and Learning from Decisions
1100 - 1230	Time Management & Productivity Principles of Time Management • Tools for Time Management (Eisenhower Matrix, Pomodoro Technique) • Planning and Prioritizing Tasks • Overcoming Procrastination in Teams
1230 - 1245	Break
1245 – 1330	Performance Management Setting Performance Standards • Monitoring Team and Individual Performance • Conducting Performance Reviews • Addressing Performance Issues
1330 - 1420	Coaching & Mentoring Team Members Role of a Manager as a Coach • Coaching Techniques and Models (GROW Model) • Mentoring vs. Coaching • Providing Developmental Feedback
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, 09th of April 2025

0730 – 0830	Emotional Intelligence for Team Managers Understanding Emotional Intelligence (EI) • Self-Awareness and Self-Regulation • Social Awareness and Relationship Management • Applying EI in Team Interactions
0830 – 0930	Change Management in Teams Understanding the Change Process (Kotter's 8-Step Model) • Communicating Change Effectively • Managing Resistance to Change • Sustaining Change in Teams
0930 – 0945	Break
0945 – 1100	Cross-Functional & Remote Team Management Challenges of Managing Cross-Functional Teams • Best Practices for Remote Team Management • Tools for Remote Collaboration • Building a Cohesive Team Culture Virtually
1100 – 1230	Creativity & Innovation in Teams Fostering a Creative Team Environment • Techniques for Idea Generation (Brainstorming, SCAMPER) • Encouraging Risk-Taking and Innovation • Case Studies on Innovative Teams
1230 - 1245	Break
1245 – 1330	Managing Team Conflicts & Difficult Situations Recognizing Early Signs of Conflict • Techniques for Resolving Team Conflicts • Dealing with Difficult Team Members • Post-Conflict Team Rebuilding
1330 - 1420	Ethical Leadership & Decision-Making Principles of Ethical Leadership • Ethical Dilemmas in Team Management • Building a Culture of Integrity • Case Studies of Ethical and Unethical Leadership
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, 10th of April 2025

0730 – 0830	Recap & Reflection of Key Learnings <i>Reviewing Key Concepts from the Course • Reflecting on Personal Insights and Takeaways • Group Discussions and Sharing Experiences • Identifying Areas for Improvement</i>
0830 - 0930	Team Management Simulation & Case Studies <i>Interactive Team Management Simulations • Analyzing Real-Life Team Management Case Studies • Group Exercises on Decision-Making and Problem-Solving • Presenting Findings and Lessons Learned</i>
0930 - 0945	<i>Break</i>
0945 – 1100	Action Planning for Team Development <i>Conducting Team Assessments • Setting Developmental Goals for Teams • Creating Action Plans for Team Growth • Monitoring Progress and Adjusting Plans</i>
1100 - 1230	Presentation & Communication Practice <i>Team Presentation Exercises • Peer and Instructor Feedback • Individual Presentation on Team Management Strategies • Techniques for Continuous Presentation Improvement</i>
1230 - 1245	<i>Break</i>
1245 - 1345	Developing a Personal Leadership Plan <i>Assessing Personal Leadership Strengths and Weaknesses • Setting SMART Goals for Leadership Development • Creating a Personalized Development Plan • Identifying Resources for Continuous Learning</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

Practical sessions will be arranged for all participants throughout the course using “MS Office applications”.



Course Coordinator

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