

# Effective Leadership & Management

AN ISM EXECUTIVE TRAINING COURSE



*"The factor that ... ultimately determines which organizations succeed or fail is the leadership of those organizations."*

**Bennis and Nanus**

## Introduction:

This course will provide experienced and new managers with new skills and approaches to develop their leadership, management and team skills.

This is a challenging and highly participative programme that is designed to give managers the opportunity to experience using proven, effective management techniques, team building skills and motivation boosting methods so that they can immediately benefit from these on completion of the course.

## Course Content

- Demonstrate effective leadership styles.
- Understand how working through and with others is effective in producing excellent results.
- Use a systematic approach to assess how team members work best with one another.
- Demonstrate that individual and team empowerment produces excellent results.
- Deal with tasks that have defined time schedules.
- Demonstrate improved personal effectiveness through better leadership and teamwork.
- Set goals and measure performance more effectively.
- Solve conflict issues with confidence.
- Use a range of effective motivational techniques.
- Delegate tasks with confidence.
- Integrate individual and team goals.



## This course will cover:

### A framework for analysing team behaviour:

- Relating managerial styles to work-related issues.
- Experiencing team formulation and the
- Measuring the effectiveness of team leadership.
- Exploring how practical behaviour within teams is affected by leadership issues. Striking a balance between the needs of the task and the needs of individuals.

### Conflict within teams:

- The control of differences assessment.
- Developing effective ways of achieving consensus.
- Exploring ways of resolving conflict in teams.
- Studying team interaction in relation to the dimensions of objectives, decision making, direction, communication and critique.
- Using critical evaluation to improve performance.
- The importance of facts and feelings.
- Analysing the decision making process.

### Team styles:

- Exploring why some teams work well and others do not.
- Considering the composition of teams.
- Reviewing team styles.
- Relating individual team and back-up styles to improving leadership skills.
- Reviewing the benefits of empowerment within teams.

### Motivating others:

- Exploring ways of effectively motivating people at work.
- Motivation theories and models.
- The importance of effective delegation.
- The human face of management.

### Setting objectives:

- Developing a framework for setting effective supervisory and leadership objectives.
- Analysing the business and planning process.

### The leadership process:

- Differing leadership styles and their effectiveness.
- Developing leadership potential.
- The leader as a coach, facilitator and counsellor.
- Effective team briefing.
- Clarifying the logic of team building and its contribution to organisational success.

### Effective teamwork and leadership in action:

- Practising the principles of successful leadership and teamwork: a major practical team exercise to draw together the principles learned.

Please note:

This programme is in great demand. There is some reading and exercises to complete before attending and therefore it is important for you to reserve your place early to ensure that you have the time to benefit from this important aspect of the course and ensure your place.



“No organisation is ever stronger than the quality of its leadership. So in order to assure future success companies must look to the business leaders of tomorrow. These individuals are not made but they can be grown and developed through a never ending process of self-study, education, training and experience. This course is a fully comprehensive leadership program which will put you on that path. Ultimately the only test of leadership is that somebody follows...”

### Course Leader: Bill Roy

A renowned learning, development and coaching specialist with a focused interest in motivation & leadership development.

Bill is an Organisational Psychologist, Management & Leadership Training professional with over 25 years of training and development experience in the UK and abroad.

He has worked with a wide range of organisations in both the private and public sector, helping them to overcome the more difficult people management, development and leadership issues.

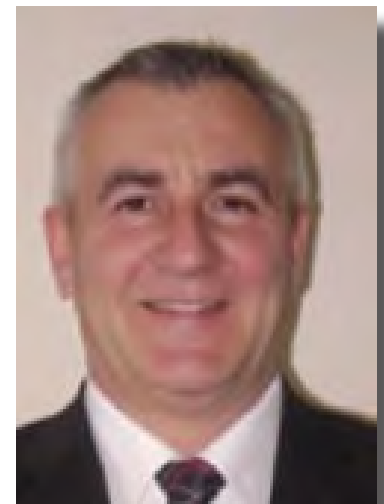
He has established himself as a dynamic and much sought after management consultant, trainer, facilitator and coach and is constantly in high demand as a result.

Over recent years, Bill has been working almost exclusively with ‘blue-chip’ clients in a wide international setting, who have a significant global footprint.

He travels widely and has recently completed a variety of training projects in Africa, UAE and Lebanon.

Bill also maintains links with a number of companies in central Brazil, where he lived with his family for some time and provided coaching support for senior company executives in one of Brazil’s most successful telecommunications companies.

Bill is passionate about training and his knowledge, experience, creativity and sense of fun combined with his highly interactive and participative style of delivery and facilitation are consistently appreciated as an opportunity to unlock the potential of the delegates who attend his courses.



# COURSE REGISTRATION FORM

## Effective Leadership



Telephone: + 971 4 457 3814, Facsimile: + 971 4 457 3999 Email: info@ismdubai.com

### 1 CHOOSE YOUR PACKAGE

- PLATINUM PACKAGE** Send 4 delegates 20% discount or 5th seat FREE!
- 3 Delegates (receive a 10% discount) 5805 Dhs per person
- 2 Delegates (receive a 5% discount) 6128 Dhs per person
- Please book 1 Delegate 6450 Dhs

"ISM COURSES ARE ALWAYS  
GREAT VALUE FOR MONEY"  
Steven Brown, CEO, iSegway

Registration fees include expert tuition, comprehensive course documentation, workshop materials lunch & refreshments and your official ISM framed Certificate documentation, workshop materials lunch & refreshments and your official ISM framed Certificate

### 2 ATTENDEE DETAILS - Please complete in block capitals

	Full Name	Job Title	Tel (inc. country code)	Email
1				
2				
3				
4				
5				

### 3 COMPANY DETAILS - Please complete in block capitals

Organisation name: \_\_\_\_\_ Industry \_\_\_\_\_  
 Address: \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Country: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Email \_\_\_\_\_

### 4 APPROVING MANAGER SIGNATURE - To process the booking this needs to be completed in full

NB. Signatory must be authorised to sign on behalf of contracting organisation

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_  
 Email: \_\_\_\_\_ Industry: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 P.O Box: \_\_\_\_\_ Country: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Authorising Signature\* (Mandatory): \_\_\_\_\_

By signing this form I have read and agreed to ISM's terms and conditions listed below

### 5 INVOICE CONTACT AND PAYMENT

NB. Payment is required BEFORE the course date. Course details will be sent to you once payments are received.

Contact person for invoicing : \_\_\_\_\_  
 Tel: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_

Please Fax back the completed form to + 971 4 457 3999  
 We will send you confirmation of your booking and further details.  
 Thankyou.

#### Enquiry form for related courses

Fax to: + 971 4 457 3999

- Please send me details of 2012 training calendar
- Social Media & Digital Marketing 13th & 14th May 2012
- Finance for Non Financial Managers 15th, 16th 17th May 2012
- Marketing Masterclass 20th, 21st & 22nd May 2012
- Presentation Skills 23rd & 24th May 2012
- Professional Selling Skills 27th, 28th & 29th May 2012

Name: \_\_\_\_\_  
 Job title: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 PO Box No: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Tel No: \_\_\_\_\_ Fax: \_\_\_\_\_

### TERMS & CONDITIONS

ISM reserves the right to change dates, venues, topics and trainers due to unavoidable circumstances.

**Cancellation:** If you cannot attend personally, a substitute delegate is welcome to join this course in your place - for no extra charge. Should you (or a substitute) be unable to attend, we will promptly refund your fee less a service charge of 10%. As spaces are strictly limited, we regret that registration received less than 30 days before the start date of the course may incur a late booking surcharge of Aed 150

**Condition:** You must inform us in writing 30 days or more before the start date of this course. No refunds are possible for cancellations received less than 30 days, before this course. Instead you will be issued with a 50% Discount Training Voucher, which entitles you (or a nominated colleague) to attend a public course arranged by ISM.