The Essentials of Leadership & Management

13 - 24 Dec 2015  Dubai
08 - 19 May 2016  Dubai
11 - 22 Dec 2016  Dubai

This course is Designed, Developed, and will be Delivered under ISO 29990:2010 Standards

This course will feature:
- Leadership styles and transformation
- How to build strong collaborative team work
- Develop strategies for using personal leadership power and building strong, mutual influence relationships within organisation
- Using the performance management process profitably
- The 4D Management model: direct, delegate, develop and deliver
“Delegates will be exposed to focus on developing leadership skills, personal influence, as well as explore strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently, and take accountability.”

**WHY CHOOSE THIS COURSE?**

This course aims to encourage effective, collaborative methods of leadership and management. The course helps delegates to work in their organisations and leverage the leadership potential of team members. Delegates will be exposed to focus on developing leadership skills, personal influence, as well as explore strategies for building a team of strong professionals who will support each other, deal with tough problems efficiently, and take accountability. This course focuses on tactful leadership practices that are effective in any business.

This course also offers a comprehensive overview of good management practice for those new to supervision. This course introduces delegates to the variety of skills needed to be successful and offers insights into how to personally manage the transition from being a ‘technical expert’ to supervision and team management. If you are new to supervision or management this course offers a compendium of ideas which will impact your practice immediately.

**WHAT ARE THE GOALS?**

- Discover the core competencies required for exemplary leadership
- Examine the ethical aspects of leadership and values which drive lasting results
- Appraise and select supervision tools that “fast track” performance
- Comprehend and utilise the value of the performance management process
- Create and monitor personalised action plans for self, others and the team

**WHO IS THIS COURSE FOR?**

This course is suitable to a wide range of professionals but will greatly benefit:

- Employees about to undertake supervisory or management positions
- Current Supervisors who are interested in building their management skills
- Team Leaders, site, operations and production Supervisors
- First time Managers with no formal management training
- Young employees identified as ‘high potential’ future Managers

**HOW WILL THIS BE PRESENTED?**

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes highly interactive, hands-on learning style of the Instructor. Many activities will be presented to cause the delegate to engage in and reflect on the information - a large percentage of the time; the course will require interaction and activities. The Tutor will utilise a combination of presentations, videos, class discussion, group and self-reflective exercises in order to examine all the elements of content. In a risk free environment delegates can practice skills in a non-threatening environment. The emphasis will be on building the confidence for success.

**QUALITY CERTIFICATION**

PetroKnowledge utilizes a Quality Management System which covers technical, administrative and commercial aspects of its business operations. It was designed in accordance with the principles of ISO 9001:2008 quality standard.

PetroKnowledge has acquired the ISO 29990:2010 international standard which ensures that the design, development, and delivery of the learning service meet the ISO requirements. This quality mark ensures excellence of our training programs.
The Course Content

MODULE 1: THE ESSENTIALS OF LEADERSHIP

DAY 1
Developing a Leader
- Individual Leadership Development
- Leadership Styles and Agility
- The Mindset of a Leader
- The Leadership Values
- Top Leadership Behaviours

DAY 2
Interpersonal Leadership Skill
- Active Listening
- Aggressive, Passive, Assertiveness
- Developing Empathic Attunement
- Engaging in Collaborative Behaviours
- Coaching for Better Performance

DAY 3
Developing A Winning Team
- Understanding Team Dynamics
- Managing Performances
- Improving Team Effectiveness
- Delegating Effectively
- Team Building Exercises

DAY 4
Organisational Leadership Management
- Managing Change within the Organisation
- Impacting Organisational Culture
- Enhancing Leadership Influence
- Being An Enabling Leader
- Developing Organisational Commitment and Meaning

DAY 5
The Leader’s Network
- Stakeholder Relations
- The Network Weaver Roles
- Network Management
- Network Growth Indicators
- The Principles of Public Engagement

DAY 7
Performance Management
- A focus on Continuous Improvement
- The role of performance management in organisations
- Communicating team purpose and clarifying personal contributions
- Establishing SMART objectives and measure them
- Planning, prepare and conducting successful performance reviews
- Management behaviour and outcomes

DAY 8
Building High Performing Teams
- Creating the Highly Effective Teams
- Stages in team development and the managers role
- Appreciating team roles and diversity
- Team audit; exercise to evaluate current team performance
- Problem solving in teams; team exercise for creative decisions
- Change management and why individuals resist

DAY 9
Motivating and engaging your people
- Building trust: a critical in managing effectively
- How to give feedback: a tool for development and progression
- Handling difficult conversations
- Coaching for personal and team success
- Communication skills for coaching and management
- How to Motivate and your people

DAY 10
Managing Priorities and Delegating Deliverables
- What are my key deliverables?
- Managing Time Effectively
- Delegate to motivate
- Communicating with impact
- Personal management SWOT analysis
- Action planning for future improvement
Please use BLOCK CAPITALS to fill in this form. It is important that you read carefully through all information before starting to complete the form.

**REGISTRATION DETAILS**

Family Name

First Name (Mr./Ms.)

Position

Company

Mailing Address

Telephone  Mobile

Fax  Email

**AUTHORISATION**

Authorised by

Position

Mailing Address

Telephone  Mobile

Fax  Email

**HOTEL ACCOMMODATION**

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation *at least 3 weeks* prior to the commencement of the programme.

**CERTIFICATION**

A Certificate of Completion will only be awarded to those delegates who attend the entire course.

**COURSE SCHEDULE**

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**REGISTRATION FEES**

US$ $8,300/- per participant

This fee is inclusive of Documentation, Lunch and Refreshments

**MODE OF PAYMENT**

- Please invoice my company
- Please invoice me
- Cheque payable to “PetroKnowledge Limited”

**WAYS TO REGISTER**

T:  +971 2 5577 389  
F:  +971 2 5577 128  
E:  info@petroknowledge.com  
W:  www.petroknowledge.com

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**CANCELLATIONS & SUBSTITUTIONS**

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrolment. All registrants will be notified in advance and a full refund will be provided upon request.

**DISCLAIMER**

Circumstances beyond the control of PetroKnowledge may necessitate postponement, change of venue or substitution of the Instructor. As such, PetroKnowledge reserves the right to implement such amendments.