



Engagement Leadership

The Power of Engagement to Improve Corporate Success

► Upcoming Sessions

19-23 Aug 2024	Online	\$3,950
14-18 Oct 2024	Online	\$3,950
11-15 Nov 2024	Online	\$3,950
24-28 Feb 2025	Online	\$3,950
02-06 Jun 2025	Online	\$3,950
10-14 Nov 2025	Online	\$3,950

► Training Details

Online Training Course Overview

Today, most organizational leaders seek innovative methods to foster stronger, reciprocal loyalty and commitment among employees towards the company, its leadership, and customers, thereby enhancing their competitive edge in the marketplace. This Anderson training course is designed to equip participants with essential skills to enhance engagement across the organization, thereby improving financial metrics and productivity levels.

The course emphasizes engagement principles that penetrate deep into the organizational culture, starting from leadership at every level. The goal is to cultivate a culture of engagement that enhances loyalty and motivation among all stakeholders, leading to significant organizational improvements.

Participants will learn proven relationship-building skills that can transform their daily practices and yield exceptional results from their teams. Key focus areas include Emotional Intelligence and Positive Psychology, tailored to enhance engagement skills in practical business contexts. The course ensures these skills are not only taught but applied to deliver immediate benefits to any organization.

Online Training Course Objectives

By attending this Anderson online training course, delegates will be able to:

- Improve organizational engagements with customers, suppliers, leaders and employees.
- Learn powerful techniques to overcome obstacles and improve performance
- Apply powerful new mental skills to create innovative ways to solve problems
- Apply the skills of Engagement to build strong relationships across the spectrum of business
- Improve your organizations image and success with clients and suppliers

Designed for

This Anderson online training course is suitable to wide range of professionals, but will greatly benefit:

- ▶ Leaders and executives of any size or type of organization
- ▶ Potential leaders from the ranks of supervisors, staff managers or team leaders
- ▶ Any employee directly responsible for customer sales
- ▶ Any customer support employee responsible for customer support including internal customers
- ▶ Human resource managers to learn how to create an engagement culture

▶ Training Details

Day One : Leadership Skills Required of a New Manager / Supervisor

- ▶ Understanding of your management and supervisory leadership skills and development needs
- ▶ Challenges managers and supervisors face in a VUCA world
- ▶ The difference between leadership and management and the role of the manager
- ▶ Identifying how organisations evolve and change over time
- ▶ The new thinking about leadership in today's successful organisations
- ▶ Understanding the managers role in supporting strategic management and customer focus

Day Two: Importance of Goal Setting and Planning for a New Manager / Supervisor

- ▶ Developing goals and objectives that align with the company's strategic and business plan
- ▶ Developing and maintaining personal goals, objectives and actions
- ▶ Developing a concept of planning based on recognised tools and approaches and standardised principles
- ▶ Identifying the role of stakeholders in effective planning
- ▶ Using a planning process to set planning goals and get work started
- ▶ Developing and implementing goals and plans with your team

Day Three: Time Management and Communication as Effective Disciplines for New Managers / Supervisors

- ▶ Understanding how time is used in the working situation by self and others
- ▶ Determining the challenges for effective time management
- ▶ Using a process to identify time issues and solutions to the issues
- ▶ Learning how delegation and empowerment are used in time management
- ▶ Using effective communication to foster efficiency
- ▶ Understanding the impacts of verbal and non-verbal communication on time management and performance

Day Four: How New Managers / Supervisors Build Effective Working Relationships

- ▶ Characteristics of effective working relationships
- ▶ Identification of the personal communication and relationship building styles and approaches
- ▶ Exploring your strengths and challenges when building working relationships
- ▶ Tools and approaches to support the development of trust with colleagues and others
- ▶ Understanding stages of team development and how it can be supported and managed
- ▶ Understanding how to work effectively with different personalities and styles

Day Five: Developing Personal and Work Group Improvement Plans

- ▶ Encouraging and supporting innovation and creativity leading to improvements
- ▶ Understanding and managing interpersonal work group dynamics and relationships
- ▶ Identification of the differing responses to change within teams and colleagues
- ▶ Dealing with change resistance
- ▶ Developing action plans for personal and work group improvement

► The Certificate

Anderson e-Certificate of completion will be provided the delegates who attend and complete this course.

► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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