



## The Art of Making Leaders

The Power Skills We Need to Lead

### ► Upcoming Sessions

08-12 Jul 2024	Dubai - UAE	\$5,950
23-27 Sep 2024	London - UK	\$5,950
18-22 Nov 2024	Dubai - UAE	\$5,950
13-17 Jan 2025	London - UK	\$5,950
07-11 Jul 2025	Dubai - UAE	\$5,950
22-26 Sep 2025	London - UK	\$5,950
17-21 Nov 2025	Dubai - UAE	\$5,950

### ► Training Details

#### Training Course Overview

This highly interactive training course will provide an understanding of effective management and supervision and highlight the importance of proactive planning, client relations, effective time management, proper communication and human interaction skills to enable new managers / supervisors to demonstrate productive leadership and management techniques.

#### Training Course Objectives

**By the end of this Anderson training course, participants will be able to:**

- Comprehend and develop skills necessary for new managers / supervisors
- Learn how to set goals and plan effectively and efficiently
- Develop abilities to support strategic thinking and customer focus
- Enable the use of positive techniques to build effective working relationships
- Implement concepts of team building, team performance and motivation
- Understand the significance of productive communication techniques
- Understand the importance of performance standards, goals and objectives

#### Designed For

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

- Individuals who have recently been appointed to a new management or supervisory position
- Potential leaders seeking to develop the necessary skills for effective management
- Those who are responsible for managing any type of group or team and representatives of all functional disciplines from any type of industry, business or organization, including the service industry

## Learning Methods

This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. It utilises a blended learning approach and employs a variety of approaches such as action learning, group discussions, video case studies and self-reflection exercises.

## ► 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 Certificate of Completion will be provided to delegates who attend and complete the 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](mailto:info@anderson.ae)

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

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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