MERCURY

The Management & Leadership Development Programme



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Introduction:

A management position requires the holder to perform many roles simultaneously: strategist, team-builder, innovator, decision-maker, mentor, and leader. Success at a management level involves integrating the requirements of these roles with confidence and assurance. This uniquely designed course offers existing Supervisors, Team Leaders & professionals, and those being prepared for promotion to a senior level, the opportunity to develop the awareness, understanding, knowledge, and skills which will enable them to maximize their performance and success in today's fast-changing and demanding business environment.

Targeted Groups:

Managers

- Supervisors
- Team leaders
- Employees who being prepared for promotion to a managerial or supervisory role

Course Objectives:

At the end of this course the participants will be able to:

- Understand their leadership strengths and weaknesses
- Gain an honest and accurate awareness of their self
- Monitor and adapt their emotions and behaviors for their benefit and that of their Team & Department
- Have a positive influence on the emotions and motivation of others
- Create an atmosphere that fosters emotional intelligence
- Adaptability in dealing with different personalities
- Understand and apply the psychology of leadership
- Study the design of visionary strategic plans
- Consider how to translate strategic plans into action plans
- Examine a model for organizational self-assessment
- Provide insights into strategic planning problems to avoid
- Develop a vision for their area of responsibility
- Highlight examples of strategic success and failure
- Understand the nature of the organizational life cycle
- Provide insights into productive contingency planning
- Improve teamwork and teambuilding skills through greater emotional intelligence
- Enhance cooperation through better relationship building skills
- Develop a emotionally intelligence work environment
- Learn how to cultivate emotional intelligence competencies
- Manage their emotions & emotions of others
- Understand the different personality styles
- Focus on the challenges and opportunities of the future

Targeted Competencies:

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- Leadership skills
- Team management
- Strategic planning
- Emotional Intelligence
- Communication skills

Course Content:

Unit 1: Introduction to Emotional Intelligence:

- Understanding emotional intelligence & its components
- Significance of EQ to effective leadership
- Importance of perception
- Attitudes & behavior of leaders
- Consequences of low EQ to personal effectiveness
- Removing emotional blind spots

Unit 2: Psychology of Leadership:

- Theories of leadership
- Importance of self-concept
- Understanding personality styles
- Optimizing our personality strengths
- Adaptability in dealing with different personalities
- Task versus relationship-oriented leadership

Unit 3: Apply Psychology in Leading in an Emotionally Intelligent Way:

- Enhancing self-awareness
- Empathy: Increase your level of social awareness
- Delegating tasks and responsibilities
- Influencing and inspiring people
- Identifying personality disorders
- Managing difficult behavior & poor performance

Unit 4: Building an Emotionally Intelligent Team-based on Psychological Principles:

- Importance of EQ to team effectiveness
- Motivating a high-performance team
- Building unified teams
- EQ for building trusting relationships
- Conflict resolution for promoting consensus & collaboration
- Increase the EQ of your teams & entire organization

Unit 5: Communication for Successful Leadership:

- Giving & receiving feedback
- Psychology of persuasion

- Creating an inspiring vision
- Solving people problems at work
- Non-alienation for high EQ leadership
- Developing leadership integrity

Unit 6: The Strategic Planning Process:

- Achieving competitive advantage by developing flexibility
- Intelligence gathering for SWOT analysis
- Formulating strategy and managing change
- Mission statement, preparing for the future
- Market analysis and contingency planning
- Transforming the organization; strategy implementation and monitoring

Unit 7: Assessing The Current State of The Organization:

- Leadership and strategic planning with customer and market focus
- Measurement, analysis and knowledge management
- Human resources and process management for business results

Unit 8: Avoiding The Pitfalls of Strategic Planning:

- Lack of vision, captured by the past or lured into complacency by success
- Inability to evaluate fresh ideas, denying the truth and thinking inside the box
- Strategic drift

Unit 9: Personal Strategic Planning:

- Personal goal setting, creating a personal strategic plan
- Developing inspiration and gathering support
- Overcoming adversity by leveraging your skills and building on success