



**183-P24-CE-1**



**In-Class**



**24 hours**



**EGP 5620**

## **Course Description:**

This program empowers team leaders and managers to master essential leadership skills. By exploring strategic management, effective communication, motivation theories, and efficient time use, participants will enhance their team management capabilities and problem-solving abilities. Applying these techniques will lead to a more productive organization with organized and effective teams.

## **Target Audience:**

This course is designed for team leaders and managers who aim to enhance their leadership skills. They will be able to manage their teams effectively, improve communication, apply motivation strategies, and solve problems efficiently, ultimately leading to a more productive and organized workplace.

## **Course Objectives:**

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

- Recognize managerial functions and fundamental leadership concepts
- Define strategic management and its components
- Apply team management techniques in an effective way
- Explore various methods and forms of effective communication
- Apply motivation theories and demonstrate delegation techniques
- Identify problem-solving process and decision-making
- Use time in the most efficient and effective way

## **Course Outline:**

### **Module 1: The Concept of Leadership**

- Difference between leader and manager
- Managerial functions
- Skills required to practice the management process
- Leadership styles
- Leadership theories
- Skills and qualities of an effective manager

### **Module 2: Fundamentals of Strategic Management**

- Strategic management
- Components of strategic management
- Corporation's value chain

### **Module 3: Managing and Building a Team**

- Definition of a team
- Benefits of a team



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- Team charters
- Team management (for the team, for individuals)
- Team management process
- Handling team conflicts
- Methods of evaluating the team
- Obstacles to work with the team
- Training team members
- Dos/Don'ts

#### **Module 4: Effective Communication**

- Definition of effective communication
- The importance of communication and its objectives
- The communication processes
- Communication channels
- Directions of communication
- Modes of communication
- Intrapersonal communication
- Interpersonal communication
- Social styles
- Perception
- Important of trust
- Tips and tricks to improve communication
- Encouraged behavior and discouraged behavior in communication

#### **Module 5: Motivation and Effective Delegation**

- Definition of motivation
- Types of motivations
- Benefits of motivation
- Theories of motivation
- Converts desires to motivators
- Practical steps in motivation
- Deferent motivational methods
- Constrains of motivation
- Definition of delegation
- Advantages and importance of delegation
- Delegation process
- Factors affecting the effectiveness of delegation
- Limitation on delegation
- Delegation obstacles
- Dos and Don'ts in Delegation



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## **Module 6: Problem-Solving and Decision-Making**

- Defining the problem
- Problem-solving process
- Defining the decision
- Types of decisions
- Obstacles to decision making
- Mistakes to avoid when making decisions and solving problems

## **Module 7: Time and Stress Management**

- Time management
- Time quadrants and prioritization
- Stress management

### **Assessment Strategy:**

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises

### **Upon Successful Completion of this Course, participants will obtain:**

2 CEUs

### **Course Language:**

English/Arabic

### **Prerequisites:**

Intermediate level of English language proficiency, in case of attending the course offered in English