

# Leadership and Management Skills

## Training Course

With

Elegant Professional Management

Dev. Training Center





## Course Overview

This one-day course is designed to build essential leadership and management skills that help professionals lead teams, make sound decisions, communicate effectively, and achieve organizational goals. The program blends theory with practical exercises to ensure immediate workplace application.

## Suitable Participants

This course is ideal for:

- Team Leaders and Supervisors
- Middle Managers
- Project Managers
- Entrepreneurs
- Aspiring Leaders

## Course Objectives / Learning Outcomes

At the end of the training, participants will be able to:

- Understand the difference between leadership and management.
- Identify and apply different leadership styles.
- Communicate clearly and lead with emotional intelligence.
- Build high-performing teams and delegate effectively.
- Solve problems and make informed decisions.
- Manage conflicts and prioritize tasks.
- Develop a personal action plan for leadership growth.



## MODULE 1: Introduction to Leadership and Management

### Key Content:

- Definitions of leadership vs. management
- The evolving role of managers in modern organizations
- Core responsibilities of leaders and managers
- Leadership myths (e.g., “Leaders are born, not made”)

### Activities:

- Icebreaker: “What does leadership mean to you?”
- Group discussion: Compare famous leaders vs. great managers.

## MODULE 2: Leadership Styles and Approaches

### Key Content:

- Leadership theories:
  - Transformational
  - Transactional
  - Servant Leadership
  - Situational Leadership
- Autocratic, Democratic, Laissez-Faire styles
- When to use which style

### Activities:

- Self-assessment: Leadership Style Questionnaire
- Scenario Analysis: Match leadership style to workplace situation

## MODULE 3: Communication and Emotional Intelligence

### Key Content:

- Verbal and non-verbal communication
- Active listening, feedback models (e.g., SBI – Situation, Behavior, Impact)
- Components of Emotional Intelligence:
  - Self-awareness
  - Self-regulation
  - Motivation
  - Empathy
  - Social skills
- Managing emotions in leadership

### Activities:

- Role-play: Giving and receiving constructive feedback
- Mini EQ quiz and reflection
- Case study: Handling a difficult conversation

## MODULE 4: Team Building and Delegation

### Key Content:

- Stages of team development (Tuckman Model)
- Roles in effective teams
- Delegation process: What to delegate, to whom, and how
- Empowerment and autonomy
- Common delegation mistakes

## Activities:

- Group activity: Build the ideal team
- Delegation role-play and feedback

## MODULE 5: Problem Solving and Decision Making

### Key Content:

- Common decision-making traps
- Structured problem-solving models:
  - PDCA (Plan-Do-Check-Act)
  - 5 Whys
  - Root Cause Analysis
  - SWOT for decisions
- Collaborative vs. individual decision-making
- Risk assessment

### Activities:

- Case study: Solve a leadership dilemma
- Group problem-solving activity using a provided template

## MODULE 6: Time and Conflict Management

### Key Content:

- Time management tools:
  - Eisenhower Matrix
  - Time blocking
  - SMART goals

- Conflict types: task vs. relationship conflicts
- Conflict resolution strategies:
  - Win-win negotiation
  - Assertiveness vs. aggressiveness
  - Conflict-handling styles (Thomas-Kilmann Model)

**Activities:**

- Time-prioritization exercise
- Conflict role-play: Manager vs. Team Member

**MODULE 7: Leadership in Action – Case Studies and Role-Plays**

**Key Content:**

- Real-world leadership scenarios from different industries
- Peer learning through group interaction and role-plays
- Reflection on strengths and improvement areas

**Activities:**

- Group role-play: Leading a team through change or crisis
- Debrief discussion and trainer feedback

**MODULE 8: Personal Leadership Action Plan and Wrap-Up**

**Key Content:**

- Personal goal-setting using SMART model
- Leadership growth roadmap (short-term & long-term)
- Wrap-up discussion and learning recap
- Certification and feedback

## Activities:

- Complete individual action plan worksheets
- Share key takeaways with the group
- Certificate distribution

## Key Features

- Hands-on learning through role-plays and discussions
- Real-world leadership scenarios
- Certified and experienced trainers
- Training materials and workbooks included
- Certificate of Completion provided

## Why Choose Elegant Training Center?

- **Expertise:** Trainers with global certifications and real-world experience
- **Customization:** Content tailored to individual and business needs
- **Location:** Centrally located in Dubai with modern facilities
- **Practical Focus:** Designed to maximize real-world application
- **Recognition:** Trusted by companies across the UAE