MERCURY

The Principled Director: Mastering Strategic Vision, Influence, and Character

14 – 18 June 2027
Kigali (Rwanda)



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The Principled Director: Mastering Strategic Vision, Influence, and Character

Ref: 15621_1065257 **Date:** 14 – 18 June 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

The Principled Director: Mastering Strategic Vision, Influence, and Character is a 1-week course focused on guiding enterprise strategy, exerting executive persuasion, and upholding professional integrity. It is designed for senior department heads, operational directors, and governance committee leads seeking to elevate organizational impact. You will complete and take back the Principled Governance and Influence Charter. The course is delivered by Mercury Training Center.

About This Course

Senior organizational leaders often face misaligned priorities, fractured stakeholder relationships, and complex ethical dilemmas. To succeed in this course, you should already direct cross-functional teams and oversee department resource allocations. You practice by auditing operational integrity risks, reframing stakeholder friction through diagnostic emotional intelligence models, and resolving strategic trade-offs using divergent inquiry tools.

Who It Is For

- Department heads responsible for translating organizational mandate into coherent divisional priorities
- Operational directors responsible for navigating cross-department negotiations and resource commitments
- Governance committee leads responsible for maintaining institutional ethics and oversight frameworks
- Senior unit heads responsible for fostering team accountability and continuous organizational renewal

This course is not for newly appointed front-line supervisors seeking basic delegation tutorials, who are better served by an introductory supervisory essentials course, nor for enterprise board members seeking statutory fiduciary compliance reviews, who are better served by a board governance regulatory course.

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Competencies You Will Build

- Strategic Direction Formulation: you translate enterprise purpose into measurable divisional mandates and milestones
- Persuasive Stakeholder Engagement: you align competing departmental interests through structured influence dialogues
- Principled Accountability: you establish transparent performance expectations that reinforce organizational ethics
- Emotional Intelligence Application: you diagnose interpersonal blind spots to resolve entrenched operational conflict
- Divergent Diagnostic Inquiry: you apply split-brain and SCAMPER techniques to unravel stubborn organizational impasses
- Decisive Dilemma Resolution: you navigate complex operational trade-offs using the IDEAL structured assessment framework

What You Will Be Able to Do

By the end of the course you will be able to:

- From an organizational mandate brief, formulate divisional roadmaps that communicate purpose, expectations, and milestones
- Given cross-functional deadlock records, construct stakeholder alignment strategies that secure multi-party commitment
- Using emotional intelligence diagnostic inventories, detect behavioral blind spots to adapt engagement across diverse personality profiles
- From recurring operational friction reports, apply SCAMPER inquiry grids to generate alternative workflow remedies
- Given an ambiguous organizational incident, execute an IDEAL assessment matrix to resolve conflicting ethical priorities
- Using divisional performance data, structure accountable delegation protocols that ensure ownership and personal integrity

Course Content

Day 1: Strategic Vision and Purposeful Direction

- Enterprise Purpose Mapping for Cross-Functional Mandate Alignment
- Proactive Guidance Models for Departmental Transition Periods
- Inspiring Stakeholder Engagement Frameworks for Multi-Tier Alignment
- Delegation Authority Matrices for Structured Operational Autonomy
- Adaptive Direction Profiling for Volatile Organizational Environments

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Day 2: Character, Integrity, and Accountable Communication

- Organizational Integrity Auditing for Divisional Oversight Systems
- Personal Credibility Benchmarking Using Accountable Dialogue Standards
- Active Empathetic Inquiries for Resolving Departmental Friction
- Ethical Dilemma Resolution Using Transparent Communication Protocols
- Team Cohesion Guidelines for Shared Workplace Accountability

Day 3: Emotional Intelligence and Interpersonal Dynamics

- Personality Profiling Assessments for Executive Perception Calibration
- Interpersonal Blind Spot Mitigation Using Diagnostic Reflection Grids
- Emotional Climate Appraisal in High-Pressure Operating Contexts
- Conflict Resolution Frameworks for Entrenched Cross-Unit Disputes
- Relationship Architecture Mapping for Collaborative Enterprise Culture

Day 4: Divergent Inquiry and Decisive Problem Diagnosis

- Split-Brain Cognitive Models for Complex Operational Challenge Analysis
- IDEAL Diagnostic Framework for Enterprise Issue Formulation
- SCAMPER Systematic Inquiry Grids for Organizational Innovation Scenarios
- Metaphorical Thinking Frameworks for Challenging Operational Assumptions
- Idea Evaluation Scorecards for Screening Multi-Department Proposals

Day 5: Enterprise Alignment and Strategic Charter Finalization

- Exercise in Multi-Stakeholder Influence and Alignment Under Competing Priorities
- Exercise in Divergent Thinking Tools to Overcome Workflow Bottlenecks
- Exercise in Accountable Intervention Protocol Application During Ethical Crises
- Consensus Building Simulations for Cross-Department Initiative Approval
- Completing and Presenting the Principled Governance and Influence Charter

Case Studies and Exercises

The following are suggested activities used during the course.

- Case study: a healthcare network undergoing structural reorganization; you define departmental boundaries, draft accountability standards, and align clinical leads behind operational mandates.
- Case study: a manufacturing conglomerate facing inter-facility friction; you diagnose relational blind spots, reframe divergent priorities, and build cross-site operational consensus.
- Exercise: a financial services operations unit stalled by procedural bottlenecks; you apply SCAMPER inquiry tools and IDEAL assessment models to remove execution roadblocks.
- Exercise: an energy utility navigating conflicting safety and cost priorities; you construct an accountable communication plan to guide executive decision trade-offs with integrity.

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What You Take Back

You return with the Principled Governance and Influence Charter to guide strategic execution and team integrity across your department. In your first month back, you use it to clarify delegation parameters, resolve recurring interpersonal misalignment, and steer complex operational decisions through tested structured inquiry methods.

- Stakeholder influence diagnostic mapping and alignment planning templates
- Accountable dialogue scripts and credibility evaluation scorecards
- SCAMPER and IDEAL problem diagnosis worksheets for operational roadblocks
- Principled delegation authority and integrity audit checklists

Quick Answers FAQ

What should I know before Principled Director training?

You should have experience managing operational teams, coordinating inter-department projects, and handling performance accountability. Familiarity with basic departmental planning and organizational workflow design ensures you can actively contribute to the advanced case analyses.

How does Principled Director training differ from broad management certificates?

General management programs cover broad administrative tasks over two weeks. This focused one-week curriculum concentrates specifically on director-level influence, strategic vision articulation, emotional intelligence, and principled judgment during complex operational trade-offs.

Why is character and influence central to director performance?

Executive authority alone rarely secures cross-functional commitment. Directors must combine strategic clarity with high emotional intelligence and personal integrity to gain stakeholder trust, navigate organizational friction, and sustain lasting enterprise performance.

What work product do I take back from the course?

You complete and take back the Principled Governance and Influence Charter. This customizable operational toolkit includes diagnostic influence maps, divergent inquiry worksheets, and delegation accountability frameworks ready for immediate workplace application.

For Your Manager

Your team member will return equipped to translate executive priorities into clear divisional roadmaps and resolve cross-functional friction with principled authority. They take back the Principled Governance and Influence Charter, which they immediately deploy to strengthen accountability structures, improve stakeholder alignment, and resolve complex operational trade-offs across departmental boundaries.