MERCURY

Leadership Skills Development for Senior Managers and Team Leaders

26 July – 6 August 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Leadership Skills Development for Senior Managers and Team Leaders

Ref: 15655_1065479 **Date:** 26 July – 6 August 2027 **Location:** Nairobi (Kenya) **Fees:** 9800 Euro

Introduction:

Senior managers' and team leaders' roles are paramount in today's rapidly evolving business landscape. As organizations strive for excellence, the a demand for effective leadership. This Leadership Skills Development for Senior Managers and Team Leaders course is designed for emerging leaders to equip participants with the essential leadership skills to navigate and thrive in this dynamic environment.

Participants will acquire and refine the skills to become exemplary leaders. The Leadership Skills Development for Senior Managers and Team Leaders course delves into various leadership styles, providing insights on how to apply them effectively in diverse situations. Emphasis will be on understanding the art of motivating employees to achieve designated goals and exploring the pivotal role of a leader in this process.

We will cover managing relationships and interactions with followers. Participants will learn how to influence and develop their team members, guiding them to reach their fullest potential. The Leadership Skills Development for Senior Managers and Team Leaders course highlights the importance of promoting and sustaining the company's culture, ensuring leaders can foster a positive and productive work environment.

Key competencies such as adaptability, attention to detail, people orientation, accountability, and communication will be thoroughly examined. Participants will understand these attributes of effective leadership. The Leadership Skills Development for Senior Managers and Team Leaders course emphasizes learning and underscoring the importance of continuous improvement and growth in leadership roles.

This Leadership Skills Development for Senior Managers and Team Leaders course targets Senior Software Engineers, Delivery and Support Team Leaders, Chatbot Platform Team Leaders, Finance Managers, and HR Managers. Throughout this program, participants will engage in leadership skills development training designed to hone critical capabilities required in today's complex business environment.

Targeted Groups:

- Senior Software Engineer.
- Delivery and Support Team Leader.
- Chatbot Platform Team Leader.
- Finance Manager.
- HR Manager.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Course Objectives:

At the end of this Leadership Skills Development for Senior Managers and Team Leaders course, participants will be able to:

- Acquire the skills needed to be good leaders.
- Learn different leadership styles and how to use them in different situations.
- Learn how to motivate employees to achieve designated goals and the leader's role.
- Understand how to manage relationships and interactions with followers.
- Learn how to transform followers through influence and development to reach their fullest potential.
- Learn how to promote the company culture.
- Adaptability, innovation, flexibility, taking risks and experiments.
- Attention to detail precision.
- People Orientation.
- Accountability.
- Communication and making people informed.
- Learning with a particular emphasis on learning and development.

Targeted Competencies:

By the end of this Leadership Skills Development for Senior Managers and Team Leaders training, participants' competencies will:

- Leadership Skills Acquisition.
- Understanding Leadership Styles.
- Employee Motivation Techniques.
- Relationship and Interaction Management.
- Influence and Development of Followers.
- Promotion of Company Culture.
- Adaptability and Innovation.
- Attention to Detail.
- People Orientation.
- Accountability.
- Effective Communication.
- Emphasis on Learning and Development.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content:

Unit 1: Foundations of Effective Leadership:

- Definition of leadership.
- Importance of leadership in organizational success.
- Characteristics of Influential Leaders.
- Self-assessment of current leadership skills.
- Goal setting for leadership development.

Unit 2: Leadership Styles and Situational Adaptation:

- Overview of different leadership styles.
- Autocratic, democratic, and laissez-faire leadership.
- Transformational and transactional leadership.
- Matching leadership styles to situations.
- Case studies and real-world examples.
- Practical exercises for situational leadership.

Unit 3: Motivating and Engaging Employees:

- Understanding employee motivation.
- Techniques to inspire and motivate team members.
- Setting clear goals and expectations.
- Recognizing and rewarding achievements.
- Building a positive work environment.
- The Leader Role in Employee Engagement.

Unit 4: Managing Relationships and Interactions:

- Building trust and rapport with team members.
- Effective communication strategies.
- Conflict resolution and management.
- Enhancing teamwork and collaboration.
- Providing constructive feedback.
- Fostering a culture of mutual respect.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 5: Promoting Organizational Culture and Continuous Improvement:

- Understanding the company culture and values.
- Strategies to promote and sustain the company culture.
- Encouraging innovation and flexibility.
- Taking calculated risks and experimenting.
- Attention to detail and precision in work.
- Emphasizing accountability and ownership.
- Continuous learning and development.
- Personal and professional growth of team members.

Unit 6: Transformational Leadership and Influence:

- Definition and principles of transformational leadership.
- Developing a vision and inspiring followers.
- Strategies for influencing and guiding team members.
- Techniques for fostering creativity and innovation.
- Empowering followers to reach their full potential.
- Case studies of successful transformational leaders.

Unit 7: Enhancing Adaptability and Innovation:

- Understanding the importance of adaptability in leadership.
- Techniques for fostering a flexible and innovative mindset.
- Encouraging team members to take risks and experiment.
- Managing change and overcoming resistance.
- Tools for creative problem-solving.
- Implementing and sustaining innovative practices.

Unit 8: Precision and Attention to Detail:

- The role of attention to detail in leadership.
- Strategies for improving accuracy and precision in work.
- Implementing quality control measures.
- Techniques for minimizing errors and maximizing efficiency.
- Encouraging a culture of excellence and meticulousness.
- Practical exercises for enhancing attention to detail.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 9: People Orientation and Relationship Building:

- Importance of people orientation in leadership.
- Techniques for understanding and addressing team members' needs.
- Building vital interpersonal relationships.
- Strategies for improving team morale and cohesion.
- Promoting diversity and inclusion.
- Case studies on effective people-oriented leadership.

Unit 10: Accountability and Communication

- Understanding the role of accountability in leadership.
- Strategies for fostering a culture of accountability.
- Techniques for setting clear expectations and holding team members accountable.
- Enhancing communication skills for effective leadership.
- Tools for ensuring transparency and keeping team members informed.
- Practical exercises for improving communication and accountability.