MERCURY

Leadership and Management Excellence Training Course

14 – 18 June 2027
Cape Town (South Africa)



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

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Ref: 15880_1067089 **Date:** 14 – 18 June 2027 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

The Leadership and Management Excellence training course empowers professionals with the skills and strategies to lead teams and drive organizational success. It equips them with advanced leadership development techniques, decision-making, strategic planning, and effective communication by addressing modern leadership challenges and fostering a culture of innovation. They will gain the confidence and expertise to inspire teams, enhance performance, and achieve organizational goals in a rapidly evolving business landscape.

The Leadership and Management Excellence course enhances executive leadership and management skills. It covers the definition of leadership and management, their importance, and effective leadership and management practices. Participants will gain insights into leadership and management roles, principles, and styles, including those used in nursing. It delves into the fundamentals and development of leadership and management, providing valuable leadership and management skills training.

Through case studies, learners will explore real-world leadership and management scenarios, focusing on improving leadership and management skills and achieving leadership and management goals. This Leadership and Management Excellence program is ideal for those seeking to develop a deep understanding of leadership and management excellence, fostering personal growth and organizational success.

Targeted Groups:

- Senior Managers.
- Team Leaders.
- Department Heads.
- Aspiring Leaders.
- Project Managers.
- Supervisors.
- Organizational Change Agents.
- Business Strategists.
- Human Resources Professionals.
- Entrepreneurs and Business Owners.

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Course Objectives:

At the end of this Leadership and Management Excellence course, the participants will be able to:

- Develop advanced leadership and management skills.
- Enhance strategic decision-making abilities.
- Strengthen communication and interpersonal effectiveness.
- Foster innovation and creative problem-solving.
- Build high-performing and collaborative teams.
- Master techniques for conflict resolution and negotiation.
- Cultivate emotional intelligence for effective leadership.
- Navigate organizational change with confidence.
- Optimize performance management processes.
- Align leadership practices with organizational goals.

Targeted Competencies:

By the end of this Leadership and Management Excellence training, the participant's competencies will:

- Strategic Thinking.
- Decision-Making.
- Effective Communication.
- Team Leadership.
- Conflict Resolution.
- Change Management.
- Emotional Intelligence.
- Performance Management.
- Problem-Solving.
- Innovation and Creativity.

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Course Content:

Unit 1: Foundations of Leadership and Management:

- Explore the key differences between leadership and management.
- Understand the essential roles and responsibilities of leaders and managers.
- Learn core leadership styles and their impact on team dynamics.
- Assess personal leadership strengths and areas for improvement.
- Establish a vision and mission for effective leadership.

Unit 2: Strategic Planning and Decision-Making:

- Understand the fundamentals of strategic planning.
- Learn tools for conducting SWOT and PESTLE analyses.
- Set clear, measurable objectives and align them with organizational goals.
- Master decision-making techniques for complex scenarios.
- Evaluate risks and opportunities to make informed choices.

Unit 3: Communication and Team Leadership:

- Enhance verbal and non-verbal communication skills.
- Practice active listening for better understanding and collaboration.
- Build trust and rapport within teams.
- Develop techniques for leading and motivating diverse teams.
- Address and resolve team conflicts effectively.

Unit 4: Emotional Intelligence and Change Management:

- Explore the role of emotional intelligence in leadership success.
- Identify and manage emotions in high-pressure situations.
- Build resilience and adaptability in dynamic environments.
- Lead teams through organizational change and transformation.
- Understand the psychology of change to minimize resistance.

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Unit 5: Performance Management and Continuous Improvement:

- Set clear expectations and define performance standards.
- Conduct effective performance evaluations and provide feedback.
- Implement coaching and mentoring techniques for skill development.
- Use key performance indicators KPIs to track progress.
- Foster a culture of continuous improvement and innovation.