MERCURY

The Management & Leadership Development Programme

4 – 15 January 2027
Johannesburg (South Africa)



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

The Management & Leadership Development Programme

Ref: 1105_1083545 **Date:** 4 – 15 January 2027 **Location:** Johannesburg (South Africa) **Fees:** 9500 Euro

Introduction

A management position requires the holder to perform many roles simultaneously: strategist, team-builder, innovator, decision-maker, mentor, and leader. Success at a management level involves integrating the requirements of these roles with confidence and assurance.

This uniquely designed leadership development Programme offers existing supervisors, team leaders, professionals, and those being prepared for promotion to a senior level the opportunity to develop the awareness, understanding, knowledge, and skills that will enable them to maximize their performance and success in today's fast-changing and demanding business environment.

Targeted Groups

- Managers.
- Supervisors.
- Team leaders.
- Employees who are prepared for promotion to a managerial or supervisory role.

Course Objectives

At the end of this management and leadership development Programme, the participants will be able to:

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

- Understand their leadership strengths and weaknesses.
- Gain an honest and accurate awareness of their self.
- Monitor and adapt their emotions and behaviors for their benefit and that of their Team and department.
- Have a positive influence on the emotions and motivation of others
- Create an atmosphere that fosters emotional intelligence.
- Adaptability in dealing with different personalities
- Understand and apply the psychology of leadership.
- Study the design of visionary strategic plans.
- Consider how to translate strategic plans into action plans.
- Examine a model for organizational self-assessment.
- Provide insights into strategic planning problems to avoid
- Develop a vision for their area of responsibility.
- Highlight examples of strategic success and failure.
- Understand the nature of the organizational life cycle.
- Provide insights into productive contingency planning.
- Improve teamwork and teambuilding skills through greater emotional intelligence.
- Enhance cooperation through better relationship-building skills.
- Develop an emotional intelligence work environment.
- Learn how to cultivate emotional intelligence competencies.
- Manage their emotions and the emotions of others.
- Understand the different personality styles.
- Focus on the challenges and opportunities of the future.

Targeted Competencies

- Leadership skills.
- Team management.
- Strategic planning.
- Emotional intelligence.
- Communication skills.

Course Content

Unit 1: Introduction to Emotional Intelligence

- Understanding emotional intelligence and its components.
- Significance of EQ to effective leadership.
- Importance of perception.
- Attitudes and behavior of leaders.
- Consequences of low EQ on personal effectiveness.
- Removing emotional blind spots.

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

Unit 2: Psychology of Leadership

- Theories of leadership.
- Importance of self-concept.
- Understanding personality styles.
- Optimizing our personality strengths.
- Adaptability in dealing with different personalities.
- Task versus relationship-oriented leadership.

Unit 3: Apply Psychology in Leading in an Emotionally Intelligent Way

- Enhancing self-awareness.
- Empathy: increase your level of social awareness.
- Delegating tasks and responsibilities.
- Influencing and inspiring people.
- Identifying personality disorders.
- Managing challenging behavior and poor performance.

Unit 4: Building an Emotionally Intelligent Team-based on Psychological Principles

- Importance of EQ to the team effectiveness.
- Motivating a high-performance team.
- Building unified teams.
- EQ for building trusting relationships.
- Conflict resolution for promoting consensus collaboration.
- Increase the EQ of your Team's entire organization.

Unit 5: Communication for Successful Leadership

- Giving and receiving feedback.
- Psychology of persuasion.
- Creating an inspiring vision.
- Solving people's problems at work.
- Non-alienation for high EQ leadership.
- Developing leadership integrity.

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

Unit 6: The Strategic Planning Process

- Achieving competitive advantage by developing flexibility.
- Intelligence gathering for SWOT analysis.
- Formulating strategy and managing change.
- Mission statement, preparing for the future.
- Market analysis and contingency planning.
- Transforming the organization's strategy implementation and monitoring.

Unit 7: Assessing The Current State of The Organization

- Leadership and strategic planning with customer and market focus.
- Measurement, analysis, and knowledge management.
- Human resources and process management for business results.

Unit 8: Avoiding The Pitfalls of Strategic Planning

- Lack of vision, captured by the past or lured into complacency by success.
- Inability to evaluate fresh ideas, deny the truth, and think inside the box.
- Strategic drift.

Unit 9: Personal Strategic Planning

- Personal goal setting, creating a personal strategic plan.
- Developing inspiration and gathering support.
- Overcoming adversity by leveraging your skills and building on success.

Indicators of Success for Leadership and Management Development Programmes

Indicators of success are essential to measuring the efficacy of leadership and management development programs. Participants in this management development training will learn strategies for monitoring success, including achieving personal and organizational goals, improved performance metrics, and a certificate in strategic leadership development to showcase their dedication and skill improvement.