MERCURY

The Complete Course on Management & Leadership

8 – 19 November 2027
Cape Town (South Africa)



Dubai - UAE: +971 4 450 5697
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Ref: 1049_1085045 **Date:** 8 – 19 November 2027 **Location:** Cape Town (South Africa) **Fees:** 9500 Euro

Introduction

Demands to increase the effectiveness and efficiency of leaders and managers in today's business environment are more prevalent than ever before. People can become more effective and efficient if they have the desire and willpower to change their work behavior. However, confident leadership and management principles must be learned and practiced, and these principles take work to come naturally.

Participating in this management and leadership course, a person learns and develops skills in these areas through a never-ending process of self-study, education, training, and experience. In a fast-paced, constantly changing world, personal development is an effective practice a manager must possess to sharpen the variety of skills needed to carry out responsibilities and accomplish the organization's goals.

This comprehensive Course on Management and Leadership is designed to assist individuals at all levels in developing or enhancing their leadership and management capabilities to achieve extraordinary results. By incorporating critical concepts from leadership training courses for managers, this course will enable participants to refine their skill sets and grow as organizational leaders.

Targeted Groups

- Head of departments
- Managers among all the managerial levels
- Supervisors
- Team leaders
- Employees who have the potential to be promoted to a supervisory or managerial role

Leadership Training and Development Across Levels

Enhancing the abilities of individuals at every stage of their management journey is crucial for organizational growth.

In tandem with leadership training for mid-level managers and leadership development programs for senior managers and directors, this course offers a comprehensive curriculum to amplify individuals' impact in their respective roles.

These leadership and management training courses are meticulously designed to empower attendees in effectively shaping their organizations' future.

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Course Objectives

By the end of this management and leadership course, participants will be able to:

- Provide proven methods and cutting-edge techniques for taking managerial performance to the next level
- Enhance skills and abilities which can be put to immediate use in the workplace
- Articulate an understanding of the role of management and leadership in one's business
- Identify best management and leadership practices
- Understand management and leadership and its role in the development of successful organizations
- Allow managers to maintain more skills in a wide variety of managerial areas
- Allow managers to be more effective in achieving organizational objectives
- Improve skills in interpersonal interaction to practice leadership principles
- Promote an awareness to realize which techniques are the most effective in any given situation
- Add personal value and competency for an organizational leader
- Accomplish strategic change in an organization in a more productive manner
- Establish corporate and individual decision-making capabilities based on leadership principles
- Provide opportunities for organizational analysis and the creation of corporate development plans
- Improve business performance by learning productive, effective, and efficient skills
- Enhance leadership techniques to do the work productively with others

Targeted Competencies

- Organizational performance with excellence standards
- Strategic leadership
- Interpersonal leadership
- Conflict management
- Change management
- Communication skills
- Change leadership
- Creative problem-solving
- Diversity understanding

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Course Content

Unit 1: The Foundation of Management

- Understanding what courage is
- Having the courage to know yourself
- Choosing the right management style
- Putting yourself on the line-taking responsibility
- Overcoming limiting thoughts and behaviors
- Having the courage to turn your ideas into action

Unit 2: Dealing with Workplace Conflict

- Defining organizational conflict
- Understanding the causes of conflict
- The Thomas-Kilman Conflict Mode Instrument
- Dealing with different learning styles
- Managing conflict effectively
- Obtaining the benefits of productive disagreement

Unit 3: Managing Organisational Improvement

- Focusing on continuous improvement
- Malcolm Baldrige assessment criteria
- The role of organizational culture
- Overcoming resistance to change
- Coping with risk and risk avoidance
- Measuring the success of improvement efforts

Unit 4: Leading Motivated Teams

- Characteristics of effective teams
- Characteristics of ineffective teams
- Managing the factors affecting team performance
- Supporting team development
- Understanding team member styles
- Enhancing team member competencies

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Unit 5: Effective Problem Solving

- Balancing analytical and creative thinking
- Effective use of mind mapping
- Capturing the power of brainstorming
- Breaking the ten mental locks
- The four roles of the problem-solving process
- Treating problems as challenges

Unit 6: Leadership Roles in our Dynamic, Changing Work Culture

- Introduction to leadership and the course
- Identification of strategic principles of leadership skills
- Challenges leaders face in changing organizations
- Conditions in the changing culture that require leadership
- The role of leadership in strategic thinking organizations
- Understanding the role of organizational change in leadership

Unit 7: Leadership in Organizational Excellence

- The role that organization type plays in leadership development
- Developing a culture of organizational excellence in our work environments
- Questioning the status quo of productive organizations
- Leaders model the way through personal execution
- Developing a concept of leadership excellence and customer focus
- The components of change by implementing a new culture

Unit 8: Open Communication as a Key Leadership Principle

- Importance of leadership and communication methods
- Interpersonal, open communication is two-way
- Understanding how interpersonal communication preferences differ
- Communicating empowerment techniques in leadership
- Leaders need to develop an active listening communication style
- Communication and interaction openness create trust

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Unit 9: Leadership Resulting from Trusting Interpersonal Relationships

- Successful interpersonal interaction develops leaders with trust
- Characteristics of a leader's interpersonal interaction
- Identification of the personal interaction style
- Individual strengths and challenges of each interpersonal style
- Understanding how people work better together using diverse interaction styles
- Leadership is establishing trust in interpersonal relationships

Unit 10: Developing an Environment of Innovation and Dealing with Reactions to Change

- Understanding the leadership benefits of an environment of innovation and improvement
- Leadership in developing a personal change plan
- Understanding problems inherent in change
- Leading others through critical change initiatives
- Preparing other people for leadership
- Further readings for sharpening leadership skills