MERCURY

Team Leader and Management Skills Masterclass

13 – 17 December 2026
Dubai (UAE)



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

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Ref: 1125_334149 **Date:** 13 – 17 December 2026 **Location:** Dubai (UAE) **Fees:** 4600 Euro

Introduction

This fast-paced masterclass management seminar provides an opportunity to stand back from the day-to-day pressures of managerial life and focus on the broader arena.

Rather than covering all management areas, the program focuses on topics many management professionals need more time to address during their typical busy working day.

The aim is for participants in this management masterclass to gain a holistic view of their broader organizational and strategic context and give them the tools to formulate meaningful, longer-term personal and organizational objectives.

Masterclass Management and Leadership Integration

Incorporates elements of a leadership masterclass; this masterclass management course is comprehensive on leadership and management skills.

This management masterclass is designed to equip team leaders and managers with the necessary team and leadership management skills, which are critical for leadership and team development for managerial success.

Targeted Groups

- Managers.
- Supervisors and team leaders.
- HR staff.
- Employees who aspire to acquire exceptional managerial skills to advance their careers.

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Course Objectives

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

- Describe the effect of the external and competitive environment on their organization.
- Select appropriate methods for measuring and managing performance.
- Describe their organization's culture and climate and their effects on performance.
- Link human resource management to strategic objectives.
- Consider a range of approaches to delegation.
- Select appropriate strategies for influencing and motivating others.
- Analyze the external and internal forces at work in an organization.
- Develop and communicate a compelling strategic vision.
- Measure and manage performance.
- Interpret organizational culture.
- Build influence and trust within and beyond the team.
- Delegate effectively.
- Reflect on their management style so that they can improve.
- Win people to their way of thinking.
- Deal with complex and lazy employees.
- Take control of their time.
- Manage upwards as well as with their team.
- Motivate and create a culture of responsibility.

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Targeted Competencies

- Management skills.
- Strategic thinking.
- Change management.
- Performance management.
- Time management.
- Problem-solving.
- Decision making.
- Communication skills.

Course Content

Unit 1: Strategic Orientation

- Strategic context: the external environment.
- The new business reality.
- Predictable trends in business.
- Competitive forces.
- Stakeholder analysis.
- Strategic resources and constraints.
- Creating a compelling strategic vision.
- Creativity and change.

Unit 2: Managing Resources and Performance

- Aligning vision, aims, and objectives.
- Performance measurement.
- From measurement to improvement.
- Coaching process to correct poor performance.
- Coaching to challenge.
- Self-coaching and the power to change.
- Coaching and influencing upwards.
- Risk and its management.

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Unit 3: Organizational Behaviour and Human Resources

- Organizational form.
- Culture, climate, values, and norms.
- Team and group dynamics.
- Assigning responsibilities.
- Deputize to free up time.
- Fundamentals of Human Resource Management.
- Appraisal and reward.
- Learning and development.

Unit 4: Key Management Competencies: Prioritisation, Time Management, and Delegation

- Balancing the important and the urgent.
- Setting personal goals.
- Creating time from nothing.
- Batching and how it can win back time.
- Income-producing activities.
- Getting things done through other people.
- Delegation and empowerment.
- Management case study.

Unit 5: Linking Management to Leadership: Influence, Motivation, and Trust

- Negotiation and persuasion: the pillars of influence.
- The secret six is business negotiation.
- The nature of motivation.
- The trust bank account.
- Ethics.
- Personal leadership style.
- Leadership in action: group exercise.
- Balancing work and home life.