

NEWLY ADDED CONTENT

ILM Endorsed Management Skills for New Managers

*Reinforce Your Strengths As A Manager And Improve Your
Efficiency, Effectiveness And Working Relationships*

22 – 26 April 2018* Conrad Hotel, Dubai, UAE
16 – 20 September 2018* Conrad Hotel, Dubai, UAE
11 – 15 November 2018* Conrad Hotel, Dubai, UAE

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3
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2

Save up to **\$1000**
by booking early!

On This Course, You Will:

1. **Discover** the key competencies and skills that enable you to make the transition from team member to Manager
2. **Learn** how to become more focussed and successful by managing your time and stress
3. **Understand** how to promote change in your department or organisation using Lewin's change management model
4. **Conduct** a SWOT analysis of where your department or organisation is and to understand where it can go next
5. **Study** the key approaches to coaching, delegation, and positive discipline to increase the enthusiasm and ambition of your team members, whilst enhancing poor performance
6. **Use** the Strength Deployment Inventory (SDI) to understand behavioural motivations and improve interpersonal communication – thus improving productivity and reducing conflict

About ILM

The ILM is the UK's largest awarding body for leadership and management qualifications. ILM partners with over 2,000 ILM-approved centres, comprising private training providers, further and higher education colleges, and employers delivering in-house management training.

When you register for an Informa/ILM Endorsed Programme you can be sure that it is:

1. Practically based, and will complement your role at work
2. Expertly designed to meet the needs of leaders and managers across all business sectors
3. Supported by comprehensive learning resources
4. Externally recognised as a high quality programme

Bonus: every learner registered on any type of ILM programme is automatically entitled to 12 months of free studying membership with the Institute of Leadership and Management which brings a terrific range of benefits.

For full details of the benefits of studying membership please visit:
www.institutelm.com

Would you like to run this course in-house?

customised training solutions

The in-house training division of Informa

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Assessment

Assessment for this ILM-endorsed programme is continuous. The Course Director will introduce the use of exercises, case studies, feedback and discussion at the end of each module. There will also be a short quiz to gauge your understanding of all principles discussed throughout the learning.

To be eligible for the ILM Certification you must successfully complete the assessment. Delegates who do not pass the assessment or miss more than two hours throughout the course will receive a Certificate of Attendance from Informa. If delegates have not attended all sessions the Certificate will clearly state the number of hours attended.

Course Introduction

As a manager and leader, you face a wide variety of challenging responsibilities:

- Do you have the right management style for the results you are trying to achieve?
- Do you have effective communication skills to influence and motivate your staff?
- Are you able to manage change successfully?

The **ILM Endorsed Management Skills for New Managers** course will provide you with the tools and techniques to manage effectively and assertively. You will go through essential management development case studies and exercises whilst remaining involved and engaged. Moreover, you will identify key areas where you may need improvement and develop an approach to strengthen your skills base so that you can:

- Effectively manage
- Secure team commitment and maximise results
- Successfully balance your time and priorities
- Achieve the criteria for the 'excellent manager'

Course Methodology

You will achieve maximum benefit from this course through a continuous series of practical group and individual exercises, workshops and questionnaires, together with the constant guidance from your expert Course Director. This approach of combining theory with practical exercises ensures you will be able to put your new skills and techniques into practice immediately. Delegates will be encouraged to apply their own work-based situations as a manager to their learning throughout this course.

Who Should Attend

Managers, Team Leaders and Supervisors.

This course has been specifically designed for those Managers responsible for staff teams and will provide you with the key management skills you need to secure commitment and obtain superior performance from the people you manage.

Your Expert Course Director



Nick Blasdale

Nick is a well-travelled HR, training and sales management professional with over 15 years' experience in major blue chip organisations. He worked for organisations such as Honda, Raychem, WHSmith and Filofax before starting his own consultancy and training business in 1999.

Nick is an enthusiastic, innovative, experienced and effective trainer, capable of engaging people at all levels. Nick specialises in interpersonal skills, work-life balance, time management, stress management, change management, creativity and innovation, presentation skills, values-led leadership and coaching skills. He has worked with major national and international organisations tapping into people's latent potential. Current and recent clients include BT, Hampshire Police, DP World, Laing O'Rourke and Royal Bank of Scotland, among others.

"I have learned so much from [Nick] and am able to apply what I have learned [in my workplace]."

Walid Hammad, Chief Accountant, **Kuwait Food Company – Americana**, UAE



ILM Endorsed Management Skills for New Managers

Course Outline

Day One

Management And Leadership

- **The values matrix**
 - Distinguishing what we do from how we do it
 - How values define who we are
 - How values define our organisations
- **Using McKinsey's 7S Framework to describe and understand strategy**
 - Putting shared values into context
 - Understanding what makes a department and an organisation effective or ineffective
 - Identifying your department's critical success factors
 - Approaches to strategic thinking
- **Management vs. leadership**
 - Exploring great leaders from history
 - What makes a highly effective Manager?
 - How to use Situational Leadership® to modify your style and approach
 - Action Centred Leadership – understanding what effective leaders do and how to model these behaviours
 - The servant-leader – “people don't care how much you know, until they know how much you care”
- **What changes when I become a Manager?**
 - Shifting from the role of 'problem solver' to 'facilitator of problem solving'
 - Using the STO model of management to understand and structure your time
 - Discovering how your role changes as you become more senior
 - Understanding delegation and the barriers that prevent us from delegating effectively
 - Learning how to achieve the right balance between planning, doing and monitoring – the essential skills of high performing Managers

Video on paradigms, problem solving, and leadership vs. management

Day Two

Managing Yourself

- **Managing your time**
 - Developing a personal sense of time
 - Achieving time and task integration
 - Planning systems and tools
 - Four-phase planning
- **Managing pressure to prevent stress**
 - Understanding the psychology and physiology of stress
 - Where does stress come from and what causes it?
 - Signs and symptoms of stress – recognising it in yourself and in others
 - Can stress ever be good for us?
 - Developing highly effective prevention and coping strategies

- **Managing your priorities**
 - Linking your personal goals and objectives into daily prioritising strategies
 - The Priority Matrix
 - Exploring different approaches to prioritisation management
 - Understanding how pro-activity and re-activity affect the way you prioritise your time
- **Managing your work-life balance**
 - It's your life!
 - Gain a clearer picture of your priorities both in work and outside
 - Understanding the three elements of the work-life balance
 - How does everybody benefit from your new balance?

Day Three

Managing And Building Your Team

- **How to make the change from team member to team leader**
 - What new Managers often do wrong
 - What a team wants from its leader
 - Key things to do as a new Manager
- **What makes a great team?**
 - The importance and value of having different characters in a team
 - What are the competencies of an effective team?
 - Understanding and applying the Belbin Team Role Theory
- **The stages of team development**
 - Forming
 - Storming
 - Norming
 - Performing
- **Managing change within teams**
 - Using the Prosci ADKAR® Model to proactively manage change
 - Lewin's change management model
 - How to gain commitment to change
 - Using change to engage and motivate your team
- **Facilitating problem solving in teams**
 - Understanding how paradigms affect our ability to see, recognise and solve difficult problems
 - De Bono's Six Thinking Hats®
 - Michael Michalko's Thinkpak
- **How good is your team?**
 - Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis
 - Putting a development plan together for your team
 - Using SMARTER (Specific, Measurable, Achievable, Realistic, Timely, Evaluate, and Readjust) to define and set team objectives
 - Participative leadership

Course Timings:
Registration will be at 08:00 on Day One. The course will commence at 08:30 every day and finish at 14:30. There will be breaks for refreshments and lunch will be served at the end of each day's session.

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Day Four

Managing And Maximising Your Team's Motivations And Performance

- **How to manage and motivate 'Generation Y' and 'Generation X'**
 - Recognising the different working styles of 'Generation Y' and 'Generation X'
 - Herzberg's Two-Factor Theory on motivation
 - Achieving 'total reward'
 - 'Generation X': who they are and what they want
 - 'Generation Y': who they are and what they want
 - Professional development possibilities
 - Creating opportunities to make choices
 - What is mentoring and how do we use it to grow and develop our people?
 - Multitasking
 - Accessing technology
 - Customised and engaged leadership
- **How to assess the performance of your people**
 - The performance management cycle
 - The necessity of daily performance assessments
 - Preparing for an appraisal and how to structure it
 - Making an appraisal interview a positive experience
- **How to enhance performance**
 - Resupply
 - Retrain
 - Refit
 - Reassign
 - Release
- **A strategy for positive discipline**
 - Begin with the end in mind
 - The four stages of positive discipline
- **The Manager as a coach**
 - What is coaching?
 - How coaching can improve your performance as a Manager and the performance of your team
 - Engagement through coaching
 - GROW your people!

Coaching and observation video, with a practice session and review of the skills learned

- **The power of delegation**
 - The delegation questionnaire – how do you currently do it?
 - The delegation process – how you could do it in the future!
 - Delegation as a tool for empowerment and personal growth

Delegation case study

• Nurturing talent

- The development cycle
- When should you be a mentor, a counsellor, or a coach?
- Different ways of developing your people
- Becoming an employer of choice

Day Five

Managing Your Personal Influence

- **The Strength Deployment Inventory (SDI)**
 - You will complete the SDI: a learning tool for effectively and accurately understanding the motives behind behaviour
 - When people discover the unique motivation of themselves and others, they greatly enhance their ability to communicate more effectively and handle personal and interpersonal conflict more productively
 - Understanding yourself
 - Valuing the differences of people
 - How and why people build different maps of the world
 - Identifying and understanding your Motivational Value System
 - To influence others, start by looking at yourself
 - Understanding others
 - Separating personality and behaviour
 - Recognising the value systems of others
 - Understanding the value of conflict
 - How to recognise, manage and resolve conflict
- **Intelligence Quotient (IQ) vs. Emotional Quotient (EQ)**
 - What is EQ?
 - Taking your performance from good to great!
 - Building personal awareness
 - The competencies of EQ
- **Developing personal resilience**
 - What is it?
 - Gaining and keeping personal control
 - Resilience and stress management
 - Personal resilience and change readiness
 - The benefits of applying resilience at work
 - The building blocks of personal resilience
- **Presenting your ideas with clarity and confidence**
 - Key guidelines for looking confident and feeling great!
 - Creative ways to design and deliver presentations
 - Preparing for all eventualities
 - Using pressure and nerves to channel energy into your message
 - The power of preparation

ILM Endorsed Management Skills for New Managers

WAYS TO REGISTER

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- Informa Middle East Ltd.
PO Box 9428, Dubai, UAE

***Book and pay full fee for two colleagues and the third attends for FREE.**

*Not applicable in conjunction with corporate discounts.
Payment to be settled before start of the course to avail the offer.
The 3 for 2 offer is valid on full price final fee registration only.*

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The in-house training division of Informa Middle East

SAVE UP TO 40%

If you have 6 or more people interested in attending, and would like to customise this training course to suit your team and business, contact our **Training Consultants** on **+971 4 407 2624** or email **cts@informa.com**.

Course	Course Fee Before 11 February 2018	Course Fee Before 18 March 2018	Final Fee
ILM Endorsed Management Skills for New Managers 22 – 26 April 2018* (BC7070)	US\$ 4,495	US\$ 4,995	US\$ 5,495

Course	Course Fee Before 8 July 2018	Course Fee Before 12 August 2018	Final Fee
ILM Endorsed Management Skills for New Managers 16 – 20 September 2018* (BC7155)	US\$ 4,495	US\$ 4,995	US\$ 5,495

Course	Course Fee Before 2 September 2018	Course Fee Before 7 October 2018	Final Fee
ILM Endorsed Management Skills for New Managers 11 – 15 November 2018* (BC7250)	US\$ 4,495	US\$ 4,995	US\$ 5,495

DISCOUNTS AVAILABLE FOR 2 OR MORE PEOPLE

CALL: +971 4 335 2483
E-MAIL: a.watts@informa.com

Course fees include documentation, luncheon and refreshments. Delegates who attend all sessions will receive a Certificate of Attendance.

All registrations are subject to our terms and conditions which are available at www.informa-mea.com/terms. Please read them as they include important information. By submitting your registration you agree to be bound by the terms and conditions in full.

Pricing excludes 5% VAT, which will be charged where applicable

DELEGATE DETAILS

First Name: _____ Surname: _____

Job Title: _____

Company: _____

Address: _____

Postal Code: _____ Country: _____ City: _____

Tel: _____ Mobile: _____ Fax: _____

Email: _____

PAYMENTS

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

AVOID VISA DELAYS – BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.

CANCELLATION

- If you are unable to attend, a replacement delegate will be welcomed in your place. If you cancel your registration 57 days or more before the event, you will receive a refund minus a 10% cancellation fee (plus VAT where applicable). Cancellation after 56 days before the event or if you fail to attend the event will be 100% payable. All cancellations must be sent by email to **register-mea@informa.com** marked for the attention of Customer Services Cancellation.
- All registrations are subject to acceptance by Informa Middle East which will be confirmed to you in writing
- Due to unforeseen circumstances, Informa reserves the right to cancel the course, change the programme, alter the venue, speaker or topics
- For full details, please visit www.informa-mea.com/terms-and-conditions-for-delegates

BC7070/BC7155/BC7250

EVENT VENUE

Conrad Hotel, Dubai, UAE
Tel: +971 4 444 7444

ACCOMMODATION DETAILS

We highly recommend you secure your room reservation at the earliest to avoid last minute inconvenience. You can contact the Hospitality Desk for assistance on:
Tel: +971 4 407 2693 Fax: +971 4 407 2517
Email: hospitality@informa.com

AA/LM

LEADERSHIP & MANAGEMENT

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