

LEADERSHIP EXCELLENCE

(Handling Pressure and Stress)



This Leadership program is based on a set of values and assumptions about people and their desire to develop skills, to be involved in decision making and to make a contribution to their organisations. This program sets forth those values and beliefs, introduces several key definitions and concepts and provides an overview of the Leadership Models.

Delegates will learn that there is *no best leadership style*, but why there are *best attitudes*. They will also learn that Leadership Excellence is a program for developing people, valuing differences and opening up communication. Because this program promotes dialogue between managers and employees, it invites employees to discuss their needs for leadership with their managers.

It is also a program that deals with Emotional Intelligence,, as well as assertiveness with a strategy, for reaching agreements about what people need from their managers in order to develop their skills, motivation and confidence, whilst reducing pressure and stress.

PROGRAM OBJECTIVES

At the end of the course delegates will be able to:

- *Develop personal learning goals for improving leadership skills.*
- *Appreciate the need for flexibility and adaptability when leading people.*
- *Identify the root causes of stress*
- *Identify the skills of a situational leader.*
- *Define the functions of leadership.*
- *Select an appropriate leadership style from situational variables.*
- *Describe the 4 leadership styles.*
- *Learn how to say No! with tact.*
- *Utilise the principles of conflict resolution*
- *Identify skills needed to adapt from one situation to another.*
- *View the negative impact of ‘over’ and ‘under’ supervision.*
- *Learn how to redirect poor performance.*

WHO SHOULD ATTEND

Both technical and managerial/supervisory staff who have responsibility for some employees, or are involved in a project situation which requires a leadership approach to build a successful team.

COURSE DURATION

5 Days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The program is very much action-oriented in style with a mixture of activity-led group exercises, assessment profiling and extensive evaluation of leadership strengths and weaknesses.

COURSE OUTLINE

PART 1 – The Leadership Advantage

Part One explores the roles of managers as leaders and their relationships with their employees. Delegates will learn how to use a range of techniques to manage and develop people with different ability, skill and experience levels.

The Objectives of Leadership

Great World Leaders

Bases of Power

Applied Leadership Questionnaire

Leadership Model

Diagnosing Independence Levels

The Main Points

PART 2 – Emotional Intelligence

In Part Two we look at the important role of emotional intelligence in leadership positions. The ability to understand one's own emotional constricts and those of other people is the key to reducing the pressure and stress of leading in today's competitive environment.

Emotional Intelligence

Self-Awareness and Self-Management

Interpersonal Intelligence

EQ versus IQ

Constructive Criticism

Social Awareness

Results-Focused Management

People and Problems

Relationship Management

Self-Confidence brings Resilience

Amygdala Hijacking

Self-control
Personal Listening profile

PART 3 - Situational Leadership for the Future

Part Three explores the role of the situational leader as teacher and coach, which is to challenge employees to become increasingly self-motivated and self-directed. They will consider the role of the leader in rapidly changing organisations, learn to appreciate the need for flexibility and adaptability and develop personal learning goals for improving leadership skills.

Mini Lecture:	Defining Leadership Style
Module 1:	The Context
Module 2:	The Situation
Module 3:	The Leader
Module 4:	The Match
Module 5:	The Application
Summary:	The Key Points of Situational Leadership

PART 4 – Action-Centred Leadership

Part Four is where delegates are led to appreciate the essential functions of a leader, observe those leadership functions in action, and apply those functions back in a work situation. The course culminates in everyone analysing their own Leadership Profile, based on Dr. John Adair's Functional Leadership Model and understanding the options open to them when leading their teams.

Objectives of Action Centred Leadership

Leadership Analysis
Achieving Results through People
Leadership Checklist
The Leadership Model
Personal Leadership Profile
The Scoring Process
Interpreting the Scores
The Three Approaches

PART 5- Leading People for Success

In the final part we deal with the concepts of win-lose and fight-flight when developing the overall leadership profile. The practical aspects of the leadership role are married to the emotional issues to give a complete and comprehensive leadership profile.

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.