



CERTIFIED TEAM LEADER [CTL]

PITMAN

Mirqab-Shuhada Str.-Souk Alsafat-3rd Floor



IPM HISTORY:

INSTITUTE OF PROFESSIONAL MANAGERS was created Five years ago as a private initiative designed to offer postgraduate training programs in the field of business administration and senior management in the United Arab Emirates, Qatar, the Arab Republic of Egypt & The launching of a group known professors and experts in the field of training and education in the Middle East IPM Has been established for cooperation with major universities, colleges and business schools and associations specializing in professional certification in the business administration

INTRODUCTION:

Working in teams is much more effective than working with the old style bureaucratic management. This has been well demonstrated by first the Japanese experience and later in other countries around the world. But the transition from hierarchy to teamwork requires the study and application of the principles of team style management. In this program you will learn how to:

- Enhance your team leadership skills.
- Motivate and manage your people for effective accomplishment.
- Deal effectively with conflict in a team.
- Build a high performance team.

SEMINAR OBJECTIVES:

- Recognize the difference between ineffective and effective teams.
- Study the different team player styles and their impact.
- Devise a strategy to manage the team through the stages of development.
- Discover techniques for improving their personal performance as a team leader.
- Examine the art of motivating employees.
- Consider methods of dealing with conflicts between team members.
- Review strategies for handling difficult people.



TRAINING METHODOLOGY

Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations

CASE STUDY SIMULATION: NEW!!!!!!

The computer based simulation case study will emphasize application of operations management techniques. It is a dynamic business exercise designed for practicing managers to make strategic choices related to simulated real-world business variables. Participants, organized in teams, must implement their strategy by making a wide range of, leadership development, and asset management. An additional benefit for participants is they will experience interrelationship of business decision and how each functional area affects the other. This is to learn - by - doing approach to management development and education.

WHO SHOULD ATTEND?

- New members of the management team.
- Team leaders interested in further management development.
- Managers seeking to enhance their skills in leading teams.

PROGRAM TEXTBOOK

Team working is vital to organizational success. With examples from across the globe and a careful blend of theory and practice, this up-to-the-minute consideration of the roles played by teams and leaders is intended to inform the debate about how teams should be employed in work situations. Website links and additional reading material to assist in the study of team leadership are included on an ancillary website.

DAY 1&2:

Building a High Performance Team:

- The Goals of Teamwork.
- High Performance Team Master Plan.
- Identifying Effective Team Behaviors.
- Identifying Ineffective Team Behaviors.
- Understanding Team Player Styles.
- Overcoming Obstacles to Effective Teams.

DAY 3&4:

Leading Different Types of Teams:

- Employing Teams at Harley Davidson.
- Creating Virtual Teams through Technology.
- Overcoming Resistance to Teamwork.
- Meeting Team Performance Challenges.
- Understanding the Stages of Team Development.
- Essential Skills for Team Leaders.

DAY 5&6 :

Self Motivation and Development:

- Harnessing the Power of Your Abilities.
- Choosing Empowering Beliefs and Values.
- Building Your Self Confidence.
- Maintaining a Positive Attitude.
- Strengthening Determination and Commitment.
- Turning Ideas into Action.



DAY 7&8:

Dealing with Team Conflict:

- Defining Team 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

DAY 9&10:

Dealing with Difficult Team Members:

- Common Causes of Difficult People on a Team.
- Types of Difficult People.
- Adopting an Assertive Approach.
- Models for Effective Counseling.
- Managing the Difficult Team Member.
- Dealing Appropriately with Personal Criticism.

MDI CERTIFICATE FORMAT:

A framed certificate of completion will be awarded to class members who attend at least 80% of the 40 training hours are granted by Management Development Institute through the College of Business Administration at Missouri State University.

ABOUT IPM EXAMS

IPM COURSES PRE-REQUISITE:

BACHELOR DEGREE IN ANY FIELDS

- 3 Years experience
- Copy of CV
- Copy of university Certificate
- 2 Passport Pictures

FOR NON-BACHELOR HOLDER:

- Copy of CV
- 10 Years of experience

IPM MEMBERSHIP:

- Attend the 40 hours course training
- Pass the course exam

IPM EXAM:

- 40 Multiple Choose Question
- 1 Hour Duration



IMPORTANT NOTE:

Exam fees are included in the course fees, in case the delegate fail in the exam he/she can re-take the exam free of charge, if he/she fail again a fees of 200\$ should be paid, if he/she fail again training course should be re-taken before setting new date for the exam.

