BLACKBIRD FOR TRAINING

Leadership Qualities and Effective Management

29 August – 2 September 2027
Dubai (UAE)



Leadership Qualities and Effective Management

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Introduction

This course focuses on developing the leadership qualities and effective management skills needed by leaders and managers in modern work environments. Management is no longer limited to assigning tasks and monitoring performance. It now requires the ability to guide teams, motivate individuals, make sound decisions, and deal with daily challenges with awareness and flexibility.

The course explores the relationship between leadership and management and how leaders can combine clear vision, strong communication, performance management, trust-building, and result achievement. It also focuses on practical skills that help improve leadership style, manage teams, handle work pressure, solve problems, and increase commitment and productivity within the organization.

The course content is structured in a clear sequence, starting with the core qualities of effective leadership, then moving into communication and influence skills, team and performance management, decision-making and problem-solving, and finally building a practical leadership development plan that can be applied in the workplace.

Course Objectives

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

- Understand the essential qualities of an effective leader and their role in improving organizational performance.
- Differentiate between traditional management and influential leadership in the workplace.
- Develop clear communication methods that help guide teams and reduce misunderstandings.
- Build trust within teams and strengthen cooperation and accountability.
- Manage team performance through clear goals and measurable indicators.
- Motivate employees in practical ways that fit daily work challenges.
- Handle management problems and make more balanced decisions.
- Manage conflicts within the team in a professional and structured way.
- Improve delegation skills and follow up on results without reducing team independence.
- Develop influence and persuasion skills in different management situations.
- Deal with work pressure and organizational changes with greater flexibility.
- Prepare a personal plan to improve leadership and management style.



Course Outlines

Day 1: Leadership Qualities and the Role of the Leader in the Workplace.

- The concept of effective leadership in modern organizations.
- The difference between leadership and management in role, behavior, and outcomes.
- Key qualities of an influential leader.
- The impact of leadership behavior on team performance.
- Different leadership styles and when to use each style.
- Building trust and credibility within the workplace.
- Identifying strengths and improvement areas in leadership style.
- Practical exercise on analyzing leadership situations from the workplace.

Day 2: Leadership Communication and Influence.

- Clear communication skills in daily management.
- Active listening and its role in understanding team needs.
- Giving instructions in a brief and actionable way.
- Using questions to manage dialogue and encourage thinking.
- Handling feedback and objections within the team.
- Influence and persuasion skills in management situations.
- Communication in one-to-one and group meetings.
- Practical application on managing a leadership conversation with a team member.

Day 3: Team Management and Performance Improvement.

- Building cooperative teams aligned with goals.
- Defining roles and responsibilities within the team.
- Delegating tasks effectively and following up on execution.
- Setting clear goals and suitable performance indicators.
- Monitoring performance without excessive control.
- Motivating the team and improving commitment.
- Handling poor performance professionally.
- Practical activity on preparing a performance follow-up plan for a team.

Day 4: Decision-Making and Management Problem-Solving.

- Steps for analyzing workplace problems.
- Collecting information and identifying the causes of problems.
- Distinguishing between symptoms and root causes.
- Evaluating alternatives and choosing the most suitable decision.
- Managing risks related to management decisions.
- Handling conflicts between team members.
- Making decisions under time pressure or incomplete information.
- Case study on a management problem and preparing a practical action plan.



Day 5: Leadership in Change and Leadership Development Plan.

- The role of the leader in managing organizational change.
- Handling employee resistance to change.
- Maintaining team alignment during transitions.
- Managing priorities and daily pressure effectively.
- Developing leadership flexibility in difficult situations.
- Preparing a personal plan to improve leadership skills.
- Defining practical actions that can be applied after the course.
- Presenting and discussing participants' leadership development plans.

Why Attend this Course: Wins & Losses!

- Develop a practical understanding of effective leadership and modern management.
- Improve the ability to guide and motivate teams.
- Strengthen communication and influence skills in the workplace.
- Build better professional relationships with employees and colleagues.
- Improve performance follow-up and address weak results effectively.
- Increase the ability to make clearer management decisions.
- Handle conflicts and problems in a structured way.
- Improve delegation and responsibility management skills.
- Increase trust and commitment within the team.
- Develop a more flexible and aware leadership style.
- Support organizational goals through better team management.
- Prepare a personal plan for leadership performance improvement after the course.

Conclusion

This course provides a practical framework for developing leadership qualities and effective management skills, with a focus on leadership behavior, communication, team management, performance follow-up, problem-solving, and decision-making. The course connects leadership concepts with daily situations faced by managers and team leaders within organizations.

The course begins by exploring the role of the leader and the core qualities of effective leadership. It then moves into communication and influence skills, followed by team management and performance improvement. The program also focuses on analyzing problems and making structured decisions before moving into change leadership and preparing an actionable leadership development plan.

This program helps participants improve the way they manage teams, develop their ability to deal with management challenges, and build a clearer and more cooperative work environment. It also provides practical tools that can be used in meetings, follow-up, delegation, conflict resolution, and employee motivation.

By the end of the course, participants will be better able to apply effective leadership practices that improve performance, strengthen accountability within the team, support change, and achieve better results in the workplace.

