BLACKBIRD FOR TRAINING

Professional Certificate in Leadership & Communication

18 – 22 July 2027
Amman (Jordan)



Professional Certificate in Leadership & Communication

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Introduction

The Professional Certificate in Leadership & Communication is designed to strengthen leadership capability, communication confidence, and team guidance in environments where decisions require accuracy, judgment, risk awareness, and cross-functional alignment.

In corporate credit environments, leadership is not limited to supervising tasks or reviewing outputs. It requires the ability to guide teams through complex cases, communicate decisions clearly, manage stakeholder expectations, and maintain consistency under pressure. Strong leadership also depends on the ability to explain direction, address concerns, coach team members, and create disciplined follow-through.

This one-week leadership training program follows a practical sequence. It begins with leadership awareness and communication foundations, then moves into team direction, decision communication, stakeholder alignment, and performance conversations. The course is aligned with the title Professional Certificate in Leadership & Communication and the required focus on leadership development.

Course Objectives

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

- Strengthen leadership presence in complex business and credit-related environments.
- Communicate expectations, priorities, and decisions with clarity.
- Guide teams through challenging cases and operational pressure.
- Improve team accountability through structured communication.
- Build trust through consistency, transparency, and professional follow-up.
- Handle difficult conversations with confidence and balance.
- Communicate risk-related decisions in a clear and practical way.
- Align stakeholders around priorities, actions, and responsibilities.
- Improve feedback and coaching conversations with team members.
- Support better decision-making through clearer dialogue and stronger listening.
- Reduce misunderstanding caused by unclear instructions or incomplete communication.
- Build a practical leadership communication plan for daily work situations.



Course Outlines

Day 1: Leadership Presence and Communication Foundations.

- Understanding leadership as a combination of direction, judgment, communication, and accountability.
- Recognizing the impact of leadership communication on team confidence and execution quality.
- Differentiating between giving instructions, providing direction, and creating understanding.
- Communicating priorities in environments where accuracy and risk awareness matter.
- Building credibility through clarity, consistency, and professional behavior.
- Identifying communication habits that create confusion or delay.
- Using active listening to understand team concerns and operational challenges.
- Structuring messages around purpose, context, action, and expected outcome.

Day 2: Guiding Teams and Building Accountability.

- Setting clear expectations for tasks, case reviews, timelines, and quality standards.
- Guiding team members without creating overdependence.
- Using questions to develop team judgment and problem-solving ability.
- Building accountability through ownership, follow-up, and documented actions.
- Managing different working styles within the team.
- Addressing repeated mistakes without reducing motivation.
- Creating a practical rhythm for team updates and progress reviews.
- Balancing support with firmness when performance or quality issues arise.
- Role-play on guiding a team member through a complex work situation.

Day 3: Communicating Decisions, Risk, and Priorities.

- Communicating decisions in a way that explains logic, impact, and required action.
- Presenting credit-related or business-sensitive decisions with confidence and clarity.
- Explaining risk considerations without overcomplicating the message.
- Managing disagreements when stakeholders have different expectations.
- Handling pressure while maintaining professional communication.
- Turning complex information into clear decision points.
- Using facts, context, and business impact to support recommendations.
- Reducing misunderstanding in decision communication.



Day 4: Stakeholder Communication and Cross-Functional Alignment.

- Identifying stakeholders involved in decisions, reviews, approvals, and follow-up actions.
- Understanding stakeholder priorities, concerns, and information needs.
- Adapting communication style for senior leaders, internal teams, support functions, and business partners.
- Managing expectations around timelines, requirements, risks, and next steps.
- Building alignment when priorities or interpretations differ.
- Communicating updates in a way that supports faster and better decisions.
- Managing escalation with facts, impact, and proposed solutions.
- Strengthening trust through timely follow-up and reliable communication.

Day 5: Coaching, Difficult Conversations, and Leadership Action Planning.

- Using feedback conversations to improve performance and judgment.
- Differentiating between coaching, correction, and escalation.
- Handling difficult conversations with structure and professionalism.
- Managing defensive responses, resistance, or low ownership.
- Turning performance gaps into development actions.
- Building communication routines that support long-term team improvement.
- Measuring leadership communication effectiveness through clarity, follow-through, and reduced rework.
- Preparing a personal leadership communication plan.
- Presenting practical recommendations for improving leadership communication and team performance.

Why Attend This Course: Wins & Losses!

- Improve leadership communication in complex and sensitive work environments.
- Strengthen the ability to guide teams with clarity and confidence.
- Build stronger accountability through better expectations and follow-up.
- Communicate decisions, priorities, and risks in a more structured way.
- Improve stakeholder alignment around actions and responsibilities.
- Handle difficult conversations with more balance and professionalism.
- Support team development through coaching and practical feedback.
- Reduce errors and rework caused by unclear communication.
- Improve trust through consistency and reliable follow-up.
- Strengthen decision discussions with better listening and clearer messages.
- Build a practical leadership approach that supports performance and control.
- Create a stronger link between communication, execution, and team results.



Conclusion

The Professional Certificate in Leadership & Communication provides a practical leadership development framework for professionals who need to guide teams, communicate decisions, manage stakeholders, and maintain performance discipline in complex business environments.

The program begins by building leadership presence and communication clarity, then moves into team guidance, accountability, decision communication, stakeholder alignment, coaching, and difficult conversations. This sequence helps participants connect leadership behavior with daily execution, decision quality, and team performance.

The course also emphasizes that communication is not a separate soft skill. It is a leadership tool that supports control, trust, accountability, stakeholder confidence, and better business outcomes.

By the end of the course, participants will be better prepared to lead with clarity, communicate with influence, guide teams through challenging situations, and build stronger professional relationships that support consistent performance and sound decision-making.

