



# Mastering Management and Leadership Skills Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-10-13

**End Date:** 2026-10-17

## Course Details

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**Net Fee:** £4750.00

**Duration:** 12 Days

**Category ID:** MAL

**Course Code:** MAL-119

## Syllabus

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### Course Syllabus

#### Introduction:

Both leadership and management in the 21st Century are becoming increasingly more complex. Typically organisations in both the public and private sectors are facing changes driven by political, economic, sociological, technological, legal and environmental issues.

In order to successfully meet these challenges organisations need to ensure that their leaders and managers at all levels have a comprehensive understanding of their roles, goals and required competencies. This programme is focused on meeting this requirement. In these 10 days you will learn about:

- The range of 21st Century competencies
- The need to think strategically
- The principles of managing change

- Techniques for dealing with difficult staff

### **The Goals:**

- Understand the need to take personal responsibility for managing change and transforming the organization's vision into reality
- Know the importance of character in management
- Know the four dimensions of behavioral styles
- Understand the value of "distinctions" in management
- Understand how to be a Champion of Change
- Clarify your role as a leader and manager
- Identify Five Core Competencies of effective managers
- Embrace the Ten Key Element System used by major organizations to embrace strategy and change
- Have tools for Analysis and Strategy development
- Analyze Resources & Competencies
- Understand a proven model for Developing a Successful Strategy
- Learn how to build a high performance team
- 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

### **The Contents:**

#### **The Leader in You**

- Taking a world view
- The value of management training
- Define the terms "leadership" and "management"
- The role of character in management
- The four dimensions and characteristics of behavioral style
- Your own behavioral style and the strengths of three other styles
- The functions of a 21st Century Manager

#### **Developing Personal Excellence**

- Your personal operating system
- Maximising personal productivity
- Developing critical personal networks
- Getting the most out of meetings
- Establishing Direction
- Developing ten key elements for business excellence
- Analysing your organisation's external environment
- Understanding your market

## **Encouraging Your People to Give Their Best**

- Two main factors of leadership
- Recruiting and selecting people
- Establishing expectations
- Building capacity in your people
- Tracking and appraising performance
- Creative problem solving
- Introduction to teamwork

## **Making the Best of Your Resources**

- Your (non people) resources
- The cost of (poor) quality – getting things wrong
- Using technology to achieve maximum impact
- Exploring and managing risks
- Minimising environmental impact

## **Achieving Results your Customers will Value**

- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work
- Achieving Results your Customers will Value
- Focusing on customers
- Defining and managing business processes
- Creating innovation where you work

## **Facilitating Change**

- Managing Change
- Systems Thinking
- Organising for Change
- Post Course Action Plan
- About the ILM assignment
- My personal development
- My organisation development

## **Building a High Performance Team**

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

## **Leading Different Types of Teams**

- Understanding the Stages of Team Development
- Essential Skills for Team Leaders

### **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

### **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

### **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