



Target Audience

- Mid to High Level Managers
- Team Leaders
- Owners, CEOs of SMEs, and Division Heads
- Department Heads
- Senior Staff, Supervisors, and Shift Leaders



Additional Benefits

- Highly skilled professional LAU-CEP trainers
- Small class size for direct interaction with participants
- Quality control program implementation
- Workshop calendar suitable for working participants
- Industry proven resources used as support material for workshops

LAU-CEP attendance certificates will be provided upon the completion of each workshop

Contact Information:

CEP
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For corporate training, pre and post skill assessments are available

Information on external funding is available upon request

Business Leadership Diploma

- The Pyramid of Leadership
- Effective Team Leading
- Leading Dynamic Teams



Business Leadership Diploma

Your Corporate Education Partner ...
Beyond Standards



The Pyramid of Leadership

Duration: 24 hours

>>> > Agenda:

- 🕒 Leadership Competencies
- 🕒 Leadership Abilities
- 🕒 Visioning
- 🕒 Create and Lead Teams
- 🕒 Foster Conflict Resolutions (Win-Win)
- 🕒 Assess Situations Quickly and Accurately
- 🕒 Coaching and Training
- 🕒 Implement Employee Involvement Strategies
- 🕒 Teamwork
- 🕒 Communicating
- 🕒 Self –Direction
- 🕒 Creative Problem Solving
- 🕒 Interpersonal Skills
- 🕒 Manage Client Relationships
- 🕒 Build Appropriate Relationships
- 🕒 Flexibility
- 🕒 Professionalism
- 🕒 Business Acumen and Technical Competency

Workshop Benefits:

- Know your competencies as a leader
- Use these competencies effectively to create and lead teams
- Ensure a win-win situation when dealing with conflicts between your team members
- Know how to assess situations and deal with them accurately
- Strengthen teamwork
- Strengthen your teams communication skills
- Detect problems and solve them immediately
- Build a reliable relationship with your customers through developing communication and interpersonal skills

Effective Team Leading

Duration: 24 hours

>>> > Agenda:

- 🕒 Provide exceptional service through superior management
- 🕒 Meet intellectual and emotional needs of customers
- 🕒 Examine service standards and communicate with the team
- 🕒 Provide techniques for providing feedback
- 🕒 Learn to recognize areas that create gaps between what is provided and what the customer expects
- 🕒 Explore the pathways of becoming more responsive and customer oriented
- 🕒 Empower employees to meet customer needs
- 🕒 Build trust and empower team members to anticipate and take action to solve customer problems
- 🕒 Provide support to team members
- 🕒 Build teamwork and collaboration
- 🕒 Learn how to positively deal with the barriers restricting teamwork
- 🕒 Master the tools and techniques to enable teams to self-manage on their work sites
- 🕒 Provide tools to focus and energize your teams
- 🕒 Learn to create pockets of service excellence within your own control
- 🕒 Coach team members to improve performance
- 🕒 Teach participants to observe critical behavior
- 🕒 Catch employees doing something right and use this for a lesson in motivation

Workshop Benefits:

- Learn to empower your people to anticipate and manage flash points
- Identify predictable service points
- Make employees conscious competent
- Record their best manager experiences
- Summarize seven principles of feedback
- Give positive feedback that is focused and creates a mental consolidation
- How to give negative feedback in a way that gets the employee to cooperate in resolving the non-performance problem
- Develop a plan for giving feedback to specific employees and a log for tracking results
- Use empowerment effectively in a changing environment
- Develop a strategy for empowering your people
- Learn what works in an organization and what gets in the way

Leading Dynamic Teams

Duration: 12 hours

>>> > Agenda:

1 The Power Of Effective Teamwork

- > The Benefits of Teamwork
- > What is a Team?
- > A Good Starting Point
- > High-Performance Teamwork
- > Understanding Your Team
- > Team Stage Evaluation

2 Five Keys To Team Success

- > Crystallize Your Thinking
- > Develop a Plan of Action for Your Goals
- > Develop Sincere Desire
- > Develop Supreme Confidence
- > Develop Dogged Determination
- > Team Plan of Action
- > Personal Development Plan
- > Problem Solver

3 High-Performance Teamwork

- > The Cornerstone of Teamwork
- > Trust Creates Respect, Synergy, and Success
- > Assuming Responsibility
- > Being Accountable
- > Communicating for Results
- > Celebrating Your Success Levels of Trust
- > Communication Strengths
- > Opportunities for Growth

>>> > Workshop Benefits:

- 🕒 Develop high-performance teams
- 🕒 Work together to achieve team goals
- 🕒 Assume responsibility and accountability
- 🕒 Handle challenges through team communication
- 🕒 Create mutual trust, support, and collaboration