Key Takeaways

1. Redefine management and leadership success measures for 21st century
2. Acquire communication techniques for multicultural workplace
3. Discover new ways of solving old problems with a structured approach to creative problem solving
4. Understand motivation strategies for 21st century workforce
5. Improve your managerial skills and get insights to latest Best Practices in management.
ABOUT LYNCHPIN

Established in 2009, Lynchpin Training is one of the leading multi-discipline training organizations in UAE. Having trained over 1100 people across Middle East from banks, asset management firms, FMCG companies, government organizations, oil and gas companies, and consulting firms, today we offer innovative and down-to-earth training solutions in finance, leadership, and management. We have built a reputation of excellence.

We train people in skills they need to work more efficiently, boost careers and improve organizational performance. Whether you are looking to enhance leadership skills, get management training, or coaching for financial certification, at Lynchpin you will find an outstanding solution for all your training needs. Lynchpin’s comprehensive training services bring an outstanding solution for all your training needs, including:

- +80 Soft Skills
- Specialist Industry Courses
- EMIRATI Development Program
- Corporate Finance & Banking Courses
- Coaching for Industry Certification Exams

Most of our courses are available as tailored, inhouse and public courses. For more information please visit www.lynchpintraining.com

TRAINER’S PROFILE

LYNETTE HATLEY

Originally born and brought up in South Africa Lynette Hatley has over 25 years’ experience in training, leadership development and management consulting.

She has a B.Com and B.Com (Hons) from the University of South Africa (UNISA), and an MBA (General Management) from the University of the Witwatersrand (Wits Business School) in Johannesburg, South Africa. Her undergraduate qualification is in Accounting and Business Economics, and her Honours in Marketing.

Applying experiential training techniques and providing highly interactive innovative and inspirational workshops Lynette is a highly rated facilitator for training assignments, including business coaching, personality discovery and empowerment, performance improvement and motivation, assertive communication, confidence building and public speaking, train the trainer, transformational leadership, creative thinking, finance for non-finance managers and other wide range of programmes in management.

Lynette has delivered trainings to Panasonic, Baker Hughes, Adidas, Canon, Barclay’s Bank, DEWA, TNT Express, TECOM, GAC, Aramex, Hoerbinger, Gekko, Almarai (Saudi Arabia), Majid Al Futtaim, LUKOIL, First Gulf Bank, First Select, Niffan, Women’s College (Jeddah, Saudi Arabia), Ramada Hotel, CBI Bank and others.

WHO SHOULD ATTEND?

This course will benefit both existing and new managers at all levels:

- Existing managers will adapt to the future and is ready to change their views of work and the role of employees in today’s workplace.
- New managers will become familiar with the important aspects of being a manager in the 21st Century

OBJECTIVES

The aim of this course is:
To develop effective leadership in the 21st Century workplace

- Describe what leadership and management mean in 21st Century
- Develop critical management skills that give you advantage in 21st Century
- Understand different leadership styles
- Describe the skills and attributes of a good leader
- Learn how to foster innovation while planning for change and make continuous improvements
- Manage with Emotional Intelligence
- Understand the impact the leader can have on motivation and therefore performance
- Reflect on their own role as leaders and areas for development within it
DAY 1

Redefining management and leadership success for 21st century

A discussion of what it takes to be a “successful manager” in 21st century.
- Key roles of managers in 21st century workplace
- Managers as Leaders
- Leadership styles

Managing change

This session is about conveying change to the team, implementing the necessary change drivers that business needs to adapt to the rapid market place changes swiftly, and how to foster innovation in the workplace.
- Planning for change
- Making continuous improvement happen
- Fostering innovation

Creative problem solving and Decision making

We’ll look at the structured process of creative problem solving that result in innovative and new solutions to old problems.
- Creative problem solving process in action

DAY 2

Effective communication skills for 21st century

It’s an overview of key techniques and Best Practices to communicate effectively within cultural diversity, and getting a message to teammates, upper management, and customers.
- Communication process with impact
- Communication challenges for managers in multicultural workplace
- Active listening
- Asking questions to clarify understanding
- Being assertive

Emotional Intelligence

Emotional Intelligence is Best Practice and the basis of successful contemporary leadership showing effective ways to communicate effectively, relieve stress, empathize with others, overcome challenges, and defuse conflict.
- Managing your emotions
- Understanding behavior and improving communication

Developing 21st century workforce

We’ll discuss learning continuum, its’ effectiveness in various situations, and elements of self-managed learning environment.
- Learning continuum
- Self-managed learning

Coaching and Feedback

This session will take us through complete concept of coaching, and its application in the actual workplace. Additionally you’ll learn essentials of performance management.
- Define coaching and its purpose
- Difference between coaching and mentoring
- Coaching model
- Skills of effective coaches managing performance

Delegation

We will look at how you can manage through delegation.
- Steps to effective delegation

Conflict management

This session will show different techniques of managing conflicts effectively.
- Define conflict
- Conflict behaviours
- Approaches to managing conflict

Teamwork and Collaboration

We’ll take you through team formation stages, to let you help create a highly productive and performing team united with a common goal.
- Creating a high performance team

Motivation

“Carrot and stick” approaches are no longer effective for improving performance. This session will show motivation strategies and Best Practices of how to incentivize people in ways that stimulate their desire to do good work, and not just “get it done”.
- Identifying the factors and strategies that motivate 21st century employees

AGENDA FOR 21ST CENTURY MANAGEMENT SKILLS AND STRATEGIES

GREAT REASONS TO ATTEND

Individual needs

An emphasis on the learner’s perspective and individual needs and challenges lead to learning achieved through personally determined experience and involvement; also immediate transfer of skills and application of solutions in real workplace

How experiential learning works

In small teams, delegates will “learn by doing” focusing on workplace scenarios and business situations wherever managerial challenges exist to handle them effectively applying Best Management Practices

Certificate of attendance

Delegates who attend all sessions will receive a Lynchpin Training certificate at the end the course.

TO REGISTER CONTACT

T: +971 4 4019339 | E: waqas@lynchpintraining.com | W: www.lynchpintraining.com
**THREE WAYS TO REGISTER**

- **+971 4 4019339**
- **+971 563090819**
- **waqas@lynchpintraining.com**

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*Early Bird before August 15, 2013 (Get 15% discount)*
USD 1080 per person

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**TO REGISTER**

**CONTACT**

**W**: www.lynchpintraining.com

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**Terms and Conditions**

1. Please note that full payment must be received prior to the course to be admitted to the event.

2. There will be a 50% refund if the delegate cancels registration more than 7 days before the course starts. There will be no refund if the delegate cancels registration 7 days or less prior to the course start date. If you are unable to attend a substitution delegate welcome in your place at any time.

3. Lynchpin Training reserves the right to make changes to Program Content, dates, trainer, venue, timings if such action is deemed necessary.

4. Delegates are not allowed to record using any photographic, audio or video device during the course.

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Company: .................................................................
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**Attendee(s) Details - Please complete in block capitals**

Name: ........................................................................Job title: ...........................................................
Tel: .................................................................Fax: .................................................................Email: ............................................................

**Special requirements (e.g. meals, accessibility):**

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**To assist us with future correspondence, please supply the following details:**

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