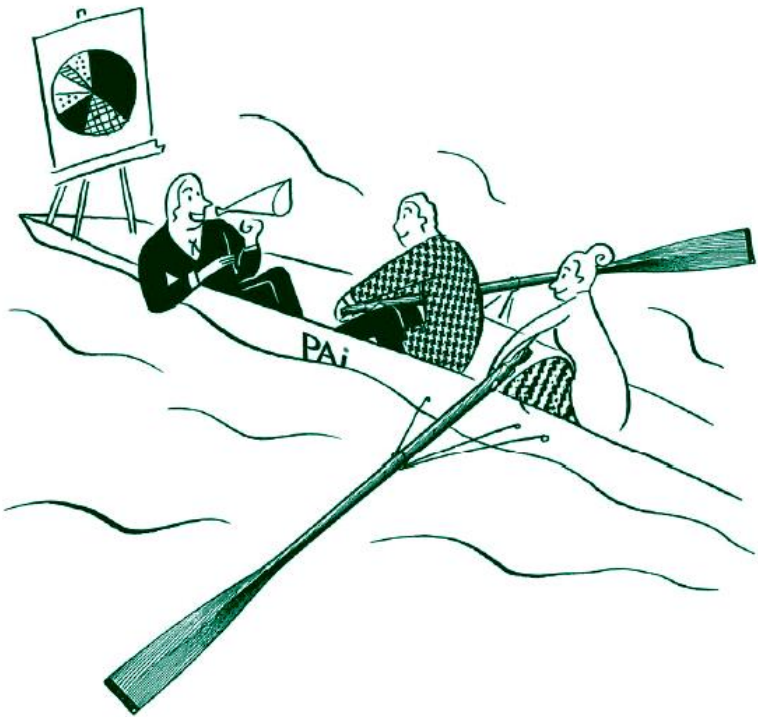


# Inspiring Leadership

Results-oriented management  
all about people



One week professional development workshop  
8 to 12 November 2021, Dubai, United Arab Emirates



ACCREDITED  
BRITISH ACCREDITATION COUNCIL  
ACCREDITED SHORT COURSE PROVIDER

PAi is accredited by the  
British Accreditation Council  
for Independent Further and Higher Education

### **About the workshop**

Organisations are dynamic and subject to constant and often complex change. This dynamism is often stimulated by technology, but societal, cultural and generational factors can also be significant drivers of change. All of these elements need to be recognised and taken into consideration when seeking to manage people effectively. People management is not a skill or competence where 'one size fits all'. Critically, managers must be willing to identify and respond to the inherent differences in experience, background, education and potential performance for individual members of their team. The essential elements of good management are to drive high performance through reward; to resolve conflict; to support continued professional development and, through consistent monitoring and guidance for staff, to ensure that discrete and project-based tasks are completed – to specification, on time and within budget.

This workshop will help you to become an optimum people manager, developing synergy from your working teams and delivering the highest possible performance.

### **Who is the workshop for?**

This workshop is suitable for middle to senior level managers, human resources professionals, project managers and anyone with an interest in improving the performance of their team and of their organisation.

### **How participants will benefit**

The workshop will enable you to:

- Understand how the key elements of the effective management of people, resources, projects and stakeholders can contribute to a high-performing organisation
- Review and assess your own management skills and identify strengths, areas for development and your preferred management style
- Familiarise yourself with current management and organisational development models and technology and, through group work and practical exercises, practise using and adapting them to your own organisation
- Explore current good practice in human resource management, focussing especially on getting the best out of individuals and teams.

### **What the workshop will cover**

- Organisational development
- Performance management
- Managing people
- Negotiation and conflict management
- Managing projects
- The Balanced Scorecard
- Managing multiple stakeholders

## Programme outline

	AM	PM
Day 1	Welcome and introductions <ul style="list-style-type: none"> <li>• Setting the learning climate</li> <li>• Programme overview</li> </ul> Organisational development <ul style="list-style-type: none"> <li>• Defining organisational development</li> <li>• Drivers for organisational development</li> <li>• Organisational development intervention in practice</li> <li>• Diagnostic cultural analysis</li> <li>• Modelling organisational development (characteristics)</li> <li>• Business review improvement</li> </ul>	Performance management: Part one <ul style="list-style-type: none"> <li>• Time management</li> <li>• Core performance management requirements</li> <li>• Performance regimes</li> <li>• Managing by objectives</li> <li>• Linking and measuring achievements; targets, objectives and performance standards</li> </ul> Participants' informal presentations
Day 2	Performance management: Part two <ul style="list-style-type: none"> <li>• Delegation</li> <li>• Management information</li> <li>• Group dynamics</li> <li>• Motivating others</li> </ul>	Managing people <ul style="list-style-type: none"> <li>• 5 – way management model                             <ul style="list-style-type: none"> <li>• Managing emotions: emotional intelligence</li> </ul> </li> <li>• Team development and team building</li> </ul>
Day 3	The Balanced Scorecard (BSC) <ul style="list-style-type: none"> <li>• The model                             <ul style="list-style-type: none"> <li>• The four balanced perspectives</li> </ul> </li> <li>• The five strategic management principles</li> <li>• Benefits of implementing the BSC                             <ul style="list-style-type: none"> <li>• Strategic management systems, tools and techniques</li> </ul> </li> </ul>	Understanding and managing conflict <ul style="list-style-type: none"> <li>• What is conflict?</li> <li>• Core reasons for conflict</li> <li>• Conflict and negotiation</li> <li>• What is the cost of conflict?</li> <li>• Range of resolution outcomes</li> </ul>
Day 4	Developing negotiation capacity <ul style="list-style-type: none"> <li>• Appreciating key factors and range of outcomes</li> <li>• Choosing style and approach</li> <li>• Personality types</li> <li>• Phases of negotiation</li> </ul>	Managing multiple stakeholders <ul style="list-style-type: none"> <li>• Stakeholder analysis</li> <li>• Stakeholder engagement / consultation</li> <li>• Allegiance types</li> <li>• Stakeholder engagement communication strategies</li> <li>• Levers for cultural change</li> <li>• Gaining commitment</li> </ul>
Day 5	Managing projects <ul style="list-style-type: none"> <li>• What is a project?</li> <li>• Benefits of good project management</li> <li>• Project fundamentals:                             <ul style="list-style-type: none"> <li>• Definition</li> <li>• Organisation</li> <li>• Planning</li> <li>• Control</li> </ul> </li> <li>• Cost benefit analysis</li> </ul>	Evaluation of the workshop <ul style="list-style-type: none"> <li>• Review and reflection</li> <li>• Presentation of certificates of attendance</li> </ul>

We reserve the right to change the programme as necessary.

## Workshop Director

The Workshop Director will be Ann Hall.

Ann is a qualified and very experienced trainer who has been designing and delivering training sessions and programmes for over 20 years. Ann's creative approach to training is to ensure that participants are fully engaged and can participate actively in the learning event. She has designed a wide range of human resources / leadership / coaching / training programmes, as well as negotiation and mediation skills programmes in both the UK and overseas. Ann has delivered training in approximately 17 countries, including Botswana, The Gambia, Libya, Uganda, Thailand, Bahrain and St Lucia. She has also worked widely in the UK and other European countries. Ann is a qualified workplace mediator through the Law Society and has undertaken numerous mediation cases in both the public sector and the private sector. She is qualified by the Chartered Institute of Personnel and Development as a coach and is currently working with senior civil servants as an associate coach.

## How to apply

Please complete the PAI application form online via our website:

<https://public-admin.co.uk/booking-form/>

You can also complete our hard copy application form. Please contact us at [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk) to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

### **Language**

The workshop is conducted in English. You will need to have a good working knowledge of the language.

### **Location and arrival arrangements**

The workshop is based in Dubai. We will provide you with details of the workshop location nearer the time.

### **Fees**

The tuition fee is £2,425. It includes tuition, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

### **Other costs**

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation.

### **Value Added Tax**

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

### **Ways to pay**

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

### **Discounts**

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

### **Cancellation**

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee.

### **Substitutions and transfers**

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

*Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions please let us know.*

[\(http://www.public-admin.co.uk/terms-and-conditions-for-booking/\)](http://www.public-admin.co.uk/terms-and-conditions-for-booking/)

### **Insurance**

We advise you to arrange travel and health insurance cover before you leave your home country.

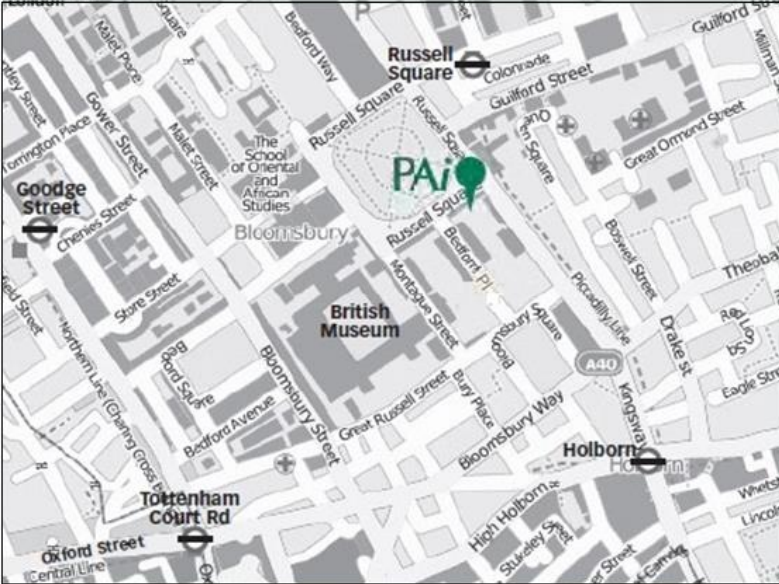
## Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

## Where we are



## Public Administration International

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