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Leadership Development Certification



Top Management's vision to grow profitably can be realized only when Senior and Middle management executives have the capability to "lead". Groom and create an accountable, result driven and execution oriented team with our Leadership program



Course Outline

- ❖ **Strategic Orientation**
 - Leadership vs. Management
 - Strategic Planning & Implementation
 - Manage Performance
- ❖ **Customer Engagement**
 - Win and Keep Customers
 - Develop and Measure Engagement
- ❖ **Problem and Conflict Resolution**
 - Ideation Synthesis (Affinity, IRD)
 - Six Thinking Hats, C-E, Pareto & Lean
- ❖ **Objective Decision Making**
 - K-T Method, Matrix and Decision trees
 - Force Fields
- ❖ **Technology Orientation**
 - Assessment and Planning
 - Project Management
- ❖ **Team Management**
 - Communicate and Listen
 - Present and Persuade
 - Delegate and outsource
- ❖ **Personal and Financial Skills**
 - Manage Time, Cost and Profits
 - Pride, Enthusiasm & Accountability
 - Productivity and Quality Orientation
- ❖ **Assessment**

Who should attend?

- ✓ Top / Senior Level Executive Leadership
- ✓ Mid-Level Business / Functional Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Small-Medium-Micro Business Owners
- ✓ Institutional Heads and Administrators

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 32 PDUs / 3.2 CEUs**

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