Management & leadership · ML206

Mastering People Management & Team Leadership

Amman (Jordan) · 20 - 31 Dec 2026

Date	Venue	Duration
20 - 31 Dec 2026	**Amman (Jordan)**	**2 Weeks**
Fee	Ref	Language
£5,000 GBP	**ML206**	**English**

Introduction

This course enables experienced managers to'master' people management and to believe that team leadership can be taught and has a tangible impact on the manager, the team, and the organisation. An important distinction to recognise is the distinction between leadership and management.
But what exactly makes a leader credible? Why and how do followers become inspired? The ability to 'influence' others is part of the solution - organisations benefit more from motivated teams than from groups of individuals. Leadership is what makes this happen; it is a skill that entails understanding several core management concepts and then putting them into practice.
This course provides experienced managers with the leadership skills they need to thrive in any situation.

This course will focus on:

- How to be more effective, increase personal impact, make better use of time, and delegate appropriately
- Appreciate the benefits of clear communication, influence through building rapport, how to recognise and then manage conflict
- Key factors and steps in team building, people management, and how to motivate
- Mastering people management & team leadership through dynamic coaching, mentoring, and development
- Understanding and defining the key aspects and potential of your role

Course Objectives of Mastering People Management & Team Leadership

This course will introduce the fundamental principles of how to effectively manage people and lead teams and show participants how to share this knowledge through active coaching and mentoring.

At the end of this course, you will get to:

- Understand your role as manager and leader
- Establish clear objectives and standards of performance for your teams
- Manage your workload using effective prioritisation and delegation techniques
- Maximise your influencing skills through skilled communication
- Build an effective team and exceed expectations

Course Methodology of Mastering People Management & Team Leadership

This course utilises a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays, and syndicate discussions. Formal inputs are used to introduce underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with the novel – and sometimes challenging – techniques.

Organisational Impact of Mastering People Management & Team Leadership

Participants who have shared and practised different ways of performing the key leadership functions offer:

- Increased self-awareness, flexibility, and confidence.
- Motivated to deal with operational tasks
- Better able to stand back from the everyday detail
- Capable of focusing on the longer-term organisational needs
- Secure in the knowledge that their team are truly capable, or able to identify why not

Personal Impact of Mastering People Management & Team Leadership

Participants will be exposed to and gain:

- Increasing career flexibility: managers with these skills are in short supply
- A range of different approaches to leadership and management practice
- The ability to select leadership and management approaches most suitable for their situation and personal style
- Confidence through the opportunity to experiment with key techniques before applying them in the workplace
- The self-assurance to move beyond traditional assumptions about the ‘right way to manage

Target Audience of Mastering People Management & Team Leadership

This course facilitates the transfer of knowledge regards how to manage and lead. It combines technical theory ‘book smarts’ with real-life experience ‘street smarts’. It applies to all levels and functions within a company.

This course is fit for a wide range of professionals but will greatly benefit:

- Those who need to develop their understanding of leadership, management, and communication

- Those who are looking for business gains and benefits from managing their teams more effectively
- Leaders and managers responsible for working through others to achieve company goals

Course Outlines of Mastering People Management & Team Leadership

DAY 1

Understanding Your Role

- Leader or Manager?
- Self-perception
- Beyond the Job Description: Finding-out What Your Organisation Requires of You
- Balancing Conflicting Stakeholder Demands
- Understanding the Nature of Change
- A Model for Implementing Change

DAY 2

Personal Effectiveness, Time Management, and Delegation

- Understanding Yourself and Your Organisational Environment
- Outcome Orientation
- Setting Personal and Team Objectives
- Managing Performance
- Finding and Using Time Effectively
- A Model for Effective Delegation

DAY 3

Communication, Influence and Conflict Management

- Channels of Communication
- Effective Listening Skills
- Emotions and Rapport
- Persuasion and Negotiation: The Keys to Personal Influence
- Managing Conflict Assertively

DAY 4

Team Building, People Management, and Motivation

- How High-performing Teams Work?
- Identifying Team Roles
- Motivation and Reward
- Building and Sharing a Vision
- Different Approaches to Leadership

DAY 5

Enhancing Team Performance through Coaching and Development

- How did People learn?
- Coaching for Personal and Team Growth
- Feedback Skills

- Development Planning
- Next Steps

DAY 6

Effective Performance Management

- Setting SMART Goals for Individuals and Teams
- Monitoring and Tracking Performance
- Providing Regular and Constructive Feedback
- Conducting Performance Appraisals
- Addressing Performance Issues and Improvement Plans
- Group Exercise: Performance Management Role-Play

DAY 7

Strategic Leadership and Decision Making

- Understanding Strategic Thinking and Planning
- Aligning Team Goals with Organisational Objectives
- Making Informed and Data-Driven Decisions
- Identifying and Mitigating Risks
- Leading Change Initiatives
- Case Studies: Strategic Leadership in Action

DAY 8

Building a Positive Organisational Culture

- The Role of Leaders in Shaping Organisational Culture
- Creating a Culture of Trust, Respect, and Accountability
- Fostering Innovation and Continuous Improvement
- Diversity and Inclusion in the Workplace
- Handling Organisational Politics
- Group Activity: Designing a Positive Culture Action Plan

DAY 9

Effective Team Communication and Collaboration

- Enhancing Team Communication and Collaboration
- Overcoming Communication Barriers and Misunderstandings
- Managing Virtual and Remote Teams
- Promoting Knowledge Sharing and Open Communication
- Team Decision-Making and Consensus Building
- Role-Plays: Effective Team Meetings and Discussions

DAY 10

Sustaining High-Performance Teams

- Recognising and Celebrating Team Achievements
- Team-Building Activities and Retreats
- Developing Team Resilience and Adaptability
- Succession Planning and Talent Development
- Final Assessment: Team Leadership Case Study and Presentation

- Closing Remarks and Course Evaluation

Register or ask about this course online

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