



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Effectively manage the team

Objectives

- Learn the basic concepts and benefits of collective work management.
- Determine the basic characteristics of the collective work.
- Identify international experiences in applying collective work management.
- The main secret of impact on others.
- How to make use of your potential.
- How to leave a good impression on others.
- Great secrets to attract people to you.
- Make the other person feel comfortable for you immediately.
- Protect the dignity and dignity of the workers and blow up the potential of individuals.
- Identify key lessons learned from the experiences of leading companies in the field of managing empowerment, motivation, innovation and innovation.
- Leadership of working groups efficiently and effectively.
- Apply the principles of the innovation process in practical reality.
- How to develop individuals' capabilities for innovation and innovation.

Who Should Attend?

- Customer service staff
- Customer Service Managers
- All of them are related to customer service
- Directors and Heads of Departments

Seminar Outline

DAY 1

- Interaction between individuals in the group
- Desires and motives that determine the differences.
- Role of members of the group.
- Community building and roles related to maintaining work performance
- Individual actions that are not responsible for the movement of the group
- The extent to which the manager moves with subordinates in the work groups and guidance skills
- Preparation of individuals and collective interaction within the task forces.
- Communication, motivation and disciplined procedures and their impact on the effectiveness of groups and working groups and elements of cohesion of the group.
- The roles played by individuals in the work teams, self-situations and networks
- Reciprocal, intersecting, hidden and adaptive communication to increase team effectiveness



DAY 2

- Exchange of information among team members.
- Help and / or defend members of the group.
- Expressing positive attitudes towards the institution, management and work.
- Enjoy high motivation for good performance.
- Practice of supervision and self-direction

DAY 3

- Different role options
- Select your role options
- Balancing the roles and merit of the owners
- Learn new roles - see things differently
- Strengthening the working group
- Encourage innovation.

DAY 4

- The link between authorization and motivation
- When you must use power to gain leverage and reliability,
- And when should not be used
- Assign the right man to the right job - set goals
- Objectives of the Working Group
- Assessment of efforts and feedback
- Dealing with different people

DAY 5

- Agreement Objectives
- Enhanced capacity of team members
- Personal development
- Drafting the Action Plan



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