



# Teamwork Coaching, Monitoring and Conflict Management

التميز في قيادة فرق العمل والتوجيه والمراقبة وادارة  
الخلاقات

13 - 17 May 2024

Istanbul / Turkey

## Introduction

The demand on executives that possess various Managerial skills escalates, Although the concept of teams is not new, the process of shaping effective organizational teams is still evolutionary. Team members and leaders need to understand the dynamics, issues, and challenges of this form accomplishing work. As executives become more aware of the positive correlation between teamwork and organizational performance, their need increases for more acknowledge about team development. One key to building effective teams understands the stages of team development that occur overtime.

In today's competitive business environment, the demand for executive coaches has mushroomed.

## Objectives

**By the end of this course practitioners shall learn to:**

- Acknowledge the role of team leader
- Know the 9 classification of conflict resolution
- Know how leaders influence Team
- Know the stages of team Building
- Acknowledge the importance of executive coaching
- Identify coaching importance and coaching skills
- Acknowledge coaching phases and process
- Use your monitoring and evaluation findings to stimulate conflict management and conflict resolution

## Who Should Attend?

The nominee for this course is all employees of all departments, preferably:

- Executive level
- All heads and managers of Department
- All Section Head

## Course Outline

### Day One

#### **Team Building from a Gestalt Perspective**

- What Is a Team?
- Team Effectiveness
  - Leadership
  - Group Dynamics
- Contact
- Why Teams?
  - Synergy
  - Interdependence
  - Support Base

#### **Fostering The Effectiveness of Groups at Work**

- The Importance of The Group Experience in Organizations
- The Stages of Group Development
  - Pre-Group Stage
- Leadership Functions in The Pre-Group Stage
- Group Members' Functions in The Pre-Group Stage
  - Initial Stage
- Leadership Functions in The Initial Stage
- Group Members' Functions in The Initial Stage
  - Transition Stage
- Leadership Functions in The Transition Stage
- Group Members' Functions in The Transition Stage
  - Working Stage
  - Final Stage
  - Post-Group Stage

### Day Two

#### **A Model of Team Building**

- Elements Of Teams
- Team Objectives
- Team Characteristics
- A New Model of Team Building
- A Model of Team Building
- Stage One: Awareness
- Stage Two: Conflict
- Stage Three: Cooperation

- Stage Four: Productivity
- Stage Five: Separation
- Other Models of Team Building
- The Team Development Rating Scale
- Team Leadership
  - Transactional Skills
  - Transformational Skills
- Practical Applications of The Model

### **The Team-Development Model**

- Descriptions Of the Eight Dimensions.
  - Participation.
  - Collaboration.
  - Flexibility.
  - Sensitivity.
  - Risk Taking.
  - Commitment.
  - Facilitation.
  - Openness.
- Dimensional Balance
  - Participation/Risk Taking.
  - Collaboration/Commitment.
  - Facilitation/Flexibility.
  - Openness/Sensitivity.

### **Day Three**

#### The Team-Performance Model

- Development Of the Team-Performance Model
  - Stage One: Orientation
  - Stage Two: Trust Building
  - Stage Three: Goal/Role Clarification
  - Stage Four: Commitment
  - Stage Five: Implementation
  - Stage Six: High Performance
  - Stage Seven: Renewal
- Applications Of the Model

#### Executive Coaching

- Five Ways Organizations Can Get the Most Value from Their Investments In Coaching
- State Of the Practice Vs. State of The Art

- Six Questions for Selecting the Right Coach
- Conditions Of Developing Executive Coaching
- Use Coaching to Meet Strategic Organizational Needs

## **Day Four**

### Coaching Background

- Coaching Definitions
- Benefits Of Coaching
- Why is Coaching Avoided?
  - Negative View of Coaching
- Positive Reasons for Coaching
- Signals That Suggest the Need for Coaching
- Who Is the Ideal Coach?
- The Five Principles of Coaching

### Coaching Phases

- Pre-Coaching
  - Identifying Coaching Opportunities
  - Target Your Coaching
  - Use Performance Appraisal to Guide Your Coaching
    - Signs Of Declining Performance
    - Diagnosing Reasons for Performance Problems
- During Coaching
  - 4 Steps for Coaching
    - Observation
    - Discussion
    - Active Coaching
    - Follow Up
- Post Coaching
  - Motivation And Disciplinary Actions
- What Coaching Is and Is Not

## **Day Five**

### The Coaching Process

- Coaching Structure
- Coaching Functions
  - Counseling;
  - Mentoring;
  - Tutoring; And
  - Confronting Or Challenging.
- Effective Coaching

- Coaching Employees for Positive Outcome
- Coaching Processes
  - Problem-Solving Processes
    - Involving
    - Developing
- Counseling.
- Mentoring And Tutoring.
  - Resolving
- Performance-Improvement Processes
  - Presenting
  - Using Reactions to Gather Information
  - Resolving

#### Leading Others Through Conflict

- Resolving Conflicts
- Causes Of Conflict
- Evaluating Your Personal Conflict Management Skills
- Avoiding Conflict Resolution Traps
- Improve Your Listening Skills
- Preventing Conflict



### Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7" Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

### Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

### Schedule

#### The course agenda will be as follows:

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

### Course Fees\*

- **3,950 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

بتصاعد الطلب على المديرين الذين يمتلكون مهارات إدارية متعددة. فعلى الرغم من أن مفهوم فرق العمل ليس جديدا إلا أن عملية تشكيل فرق عمل تنظيمية فعالة لا تزال قيد التطوير. يحتاج أعضاء الفريق وقادته إلى فهم ديناميكيات العمل، والقضايا، والتحديات التي تواجههم عند إنجاز العمل. الفرق هي مجموعات من اثنين أو أكثر من الناس الذين يجب أن تنسق جهودها من أجل إنجاز مهمة. فإذا كانت المهمة شخص واحد يمكنه القيام بها، عندها يكون استخدام الفريق هو مضيعة للموارد. أصبح المدراء التنفيذيين أكثر وعيا بالارتباط الإيجابي بين فريق العمل والأداء التنظيمي، إلا أن ذلك يزيد من حاجتها إلى مزيد من الاعتراف بأهمية تطوير الفريق. ويعد فهم مراحل تطوير الفريق التي تحدث مع الوقت هو مفتاح بناء الفرق الفعالة

يزداد الطلب على تدريب المناصب الإدارية العليا في ظل المناخ التنافسي العالمي في مجال الأعمال الآن.

## الاهداف

في نهاية هذه الدورة سوف يتمكن المتدربون من:

- التعرف على دور قائد الفريق
- التعرف على التسعة تصنيفات الخاصة بحل النزاعات
- التعرف على خصائص القادة المتفوقون
- التعرف على كيفية تأسيس فعالية القائد وكيفية استخدامها لبث الحماس في الفريق
- تعرف على كيفية تأثير القادة في الفريق
- التعرف على مراحل بناء الفريق
- استخدام النتائج الناتجة عن الرقابة والتقييم لدعم إدارة الصراعات وحلها

## الحضور

يهدف هذا البرنامج التدريبي لصقل قدرات كبراء المدراء التنفيذيين، المدراء الماليين، مدراء الموارد البشرية، مدراء المشاريع، المهندسين و المخططين و مدراء تكنولوجيا المعلومات.

**القطاعات المستهدفة:**

القطاع الحكومي، قطاع التطوير العقاري، صناعات الطيران والدفاع والصناعات الهندسية و الإنشاءات، قطاع التصنيع والصناعة ، قطاع النفط والغاز والصناعات البتروكيمياوية وقطاع محطات الطاقة و المياه.