

ONLINE

INSTRUCTOR-LED

First Time Managers Training



September 20, 2022



09:00 am – 03:00 pm (GST)




About SIMFOTIX

SIMFOTIX is a trusted name in the executive education industry that offers cutting-edge corporate training programs. SIMFOTIX focuses on creating value for both learners and businesses through its varied program offerings. We, at Simfotix, hold unique expertise in developing our programs based on the design-learning concept that focuses on the key challenges of a learner and organization. Engagement, relevance, and effectiveness are the hallmarks of our learning solutions. So far, SIMFOTIX training programs are attended by over 5000 participants from over 1000 organizations operating MENAT region. Our clients regard their training experience with us inspiring and transformative.

On the e-learning front as well, SIMFOTIX offers courses that result in serious learning but in fun way, we adopt efficient gamification approach that is aligned with clear learning goals that L&D teams want to see as the achieved objectives. We also understand the ever-shifting corporate world challenges and even in online programs, we carry our legacy of quality, relevance, and impact that's why our programs are conducted by learned faculty comprised of global thought-leaders and top industry practitioners.

We also provide bespoke training solutions that are tailored and delivered in a way that it surpasses your expectations.

01	02	03	04
			
SOFT SKILLS COURSES	IT RELATED COURSES	BANKING & FINANCE	GAMIFICATION COURSES

Course Overview

Successful managers must own excellent skill set and special behaviours required to run a thriving business during these hard times of the pandemic.

Managing the process and workload is just not enough nowadays. Instead, the modern manager needs to motivate their team, manage change, manage performance and make sure tasks are done and goals are achieved.

This training workshop will provide attendees with a toolbox full of management skills that they can use to guarantee success in managing themselves and others.

Learning Outcomes

In this workshop, participants will:

By the end of this training participants will learn how to:

- Define their role as a manager and identify how that role differs from other roles they have had.
- Understand the management challenge and the new functions of management.
- Discover how they can prepare for and embrace the forces of change.
- Identify their leadership profile and explore ways to use this knowledge to improve their success as a manager.
- Enhance their ability to communicate with others.
- Create an action plan for managing their career success.
- Understand and apply current thinking in leadership and management theory.
- Adapt their leadership style for the situation at hand.
- Increase leadership effectiveness in cross-cultural environments.
- Cultivate a 'service mindset' in their team and make the team more responsible and accountable for their actions

Course Methodology

The course will be delivered via a presentation, every section will be discussed theoretically followed by practical exercise.

Course Outline

Responsibilities of Managers

- Managing in the new competitive world of work
- Roles and responsibilities
- The four functions and ten roles of management
- Skills needed at different management levels
- Common mistakes made by new managers and supervisors
- Effective decision-making steps
- The traditional approach to problem solving

Leadership and Management Fundamentals

- Communication
- Influence
- Learning Agility
- Self-Awareness

Achieving Personal Mastery

- SOWT Analysis
- Understanding one's leadership style
- The successful leader characteristics

Teams and leadership

- Differences between teams and work groups
- How teams can fail
- Characteristics of high performing teams
- Stages of team formation
- Conflict Management
- Delegation
- Goals Setting
- Coaching and mentoring

Course Director



● Lucy Mackintosh

- BSc (Hons, GCIPD, NLP (Practitioner)
- Corporate Trainer

ABOUT

Lucy Mackintosh is a British citizen, and has lived and worked in the UAE for the past 8 years. She has over 18 years' experience in Human Resource Management and Training and Development and two related qualifications - BSc (Hons) in Human Resource Management from the University of Bath, UK, and a post-graduate diploma in Personnel Management, accredited by the CIPD (Chartered Institute of Personnel and Development). Lucy gained an extensive range of HR experience, working in large organizations in London, including Visa International, the FSA (Financial Services Authority) and the NHS (National Health Service).

In 2007 she was head-hunted for a role at Standard Chartered Bank, Dubai, specializing in employee reward and performance management. During this time she also managed the HR Forum in the UAE, which aimed at promoting HR best practice in the region.

In 2009 Lucy decided to follow her passion for Learning and Development by becoming a full-time corporate Trainer and joined the region's largest training company.

She gained experience in working for a large range of companies in the gulf countries and trained courses in Management, Soft Skills and Personal Effectiveness.

Lucy now works for different training organizations, helping them deliver exceptional service to their clients. She designs, develops and delivers courses on a range of topics, as can be seen below. She is also a qualified NLP (Neuro-Linguistic Programming) Practitioner, MBTI (Myers-Briggs Type Indicator) Facilitator and a Life Coach. These qualifications have increased her skills in understanding, communicating with, and inspiring others. As well as having expertise in her subject matter, and a wealth of practical experience, Lucy brings great positivity and inspiration into the training room. She lives by her personal philosophy of constant self-improvement for herself and others.

Our Affiliations

غرفة دبي
DUBAI CHAMBER



هيئة المعرفة والتنمية البشرية
KNOWLEDGE & HUMAN DEVELOPMENT AUTHORITY



Client Testimonials

It was more interactive , more concentrating on the practical side rather than theory. Good Trainer | Professional and having good communications. Trainer's attention to details is great | Well Managed the Training Session | Was very resourceful | Very Good, Clear and Direct instruction and focus | New knowledge . The content was extremely informative and useful. | Interactive and informative. Smart, Collaborator and can deliver the information clearly the presenter is very well educated easy to explain the subject. **Emirates Post Group Participants**

Excellent trainer from SIMFOTIX. | I learned a lot spend very good and it helped me. | Really professional trainer and her sessions was clear and easy and fun. | She explained everything in a easy and beautiful way. | She have good ways to conveying the information to us and we don't feeling bored . **Mubadala Group , MDC BMS**

Simfotix Trainer bear a Persuasive approach in training and the company is professional in the arrangement of training till end to make it a memorable experience. The In-house session and the follow-up session is excellent approach. **The Executive Council of Dubai**

Informative, engaging | New tools to be used for the growth for our organization | brainstorming and Good knowledge of the subject. **Sharjah Airport Authority**

The detailed Explanation & Excellent trainer by SIMFOTIX. Powerful clear course & excellent instructor. Provided the necessary information perfectly. Overall, best training & course. **Etihad Water & Electricity**

Targeted learning should be at the top of your L&D agenda. Thank you Simfotix for being an agile partner in our learning Journey. **Roche Middle East.**

Excellent courses delivered by SIMFOTIX to our team. Easy to understand trainer and well managed. I liked its interactive nature, and Mr Ahmed's examples of common phrases. **DEWA**

My team was positive and happy with the deliverables of MS Excel Training, and they think this session increased their knowledge and efficiency. **"Ministry of Human resources & Emiratization"**

Simfotix In-House training on MS Excel is well organized and our team learned lot of new things. We consider this as a value addition and meeting our objectives. **Road & Transport Authority Dubai RTA.**

A combination of learning and sharing through activities and self presentations. Learning Art of Public Speaking with Simfotix Training is truly a good experience. **Abu Dhabi Terminals**

Client Testimonials

InHouse session was best from SIMFOTIX. The trainer is excellent, and has a good knowledge on his craft. **DP World**

Excellent Training conducted by Simfotix Professional Development. The whole day was full of fun and learning. **Department of Economic Development, Dubai**

Since last two years My Company is working with Simfotix, and every time it is great learning experience. MS Excel is one of the most recommended Program with distinctive methodology and valuable deliverables. **ADNEC “Abu Dhabi National Exhibition Centre”**

The in-house training met the desired objectives for improvement in the Finance function. Group work throughout the two days and team presentation on various analytics put thing in the focus learning direction. Good output Simfotix. **Team Imdad Group.**

Easy way of transferring knowledge makes the learning more digestible. Great work Simfotix for the in-house session. **Emirates NBD Bank**

Simulation Board Game training is one of the great training course and materials. Super helpful for connectivity and engagement among our departments to upscale productivity. Thank you! **Ghobash Group**

Our team attended MS Excel Training with Simfotix and it was never so much learning before in this course. All skill levels on the course fully catered for with a very patient approach, it's worth attending. **DU Telecomm**

Inhouse Training with Simfotix Training for Credit Transformation Program goes with a Wonderful learning experience of our Credit Risk Team. Looking forward to engage them in other upcoming training. **Finance House Abu Dhabi**

Thank you Simfotix for a comprehensive and value training to our Saudi Arabia Finance Team. Case Study and exercises were the key element of this workshop. As Learning & Development we are satisfied to work with them in future. GM Learning & Development , **MAF Carrefour International.**

The Power Bi session was engaging and informative. Overall program outcome is what we agreed and delivered to our functional departments. We would like to do more programs with Simfotix. **Mashreq Bank**

Reference to the specific people in respective companies can be furnished on request.

Some of Our Valued Clients

ROCHE Middle East	Etisalat	DU Telecomm EITC	Abu Dhabi National Exhibition Council
Mubadala Group (Business Management Services)	King Abdullah University of Science and Technology , KSA	Emirates NBD Bank	Department of Culture and Tourism Abu Dhabi
Maersk	Dar Al Riyadh KSA	Fama Holdings Group KSA	The Executive Council of Dubai
Al Hilal Bank	MAF Retail (Carrefour)	Abu Dhabi Terminals	Department of Economic Development Dubai
Federal Electricity & Water Authority FEWA	Ghobash Group UAE	Saudi Airline	Ministry of Human Resources and Emiratization
Sharjah Islamic Bank	Abu Dhabi Finance (Mubadala Company)	Al Tayer Group	Dubai Electricity & Water Authority DEWA
Mashreq Bank	Arab Bank UAE	Abu Dhabi Ports	Averda Saudi Company
Abunayyan Holding KSA	Zain KSA	SAVOLA FOODS, SUGAR-KSA	Binzagr Company
Imdaad Group	Wartsila Power KSA	Abdul Aziz Al Majid	Chedid Re KSA
AbuDhabi Customs	ACWA Power	HSBC Bank	DP World
Saudi Telecom Company	SS Lootah International Investment Group	DHL Express	Securities and Commodities Authority (SCA)
HSBC	Emirates Group	Aster Group	United Al Saqr Group
Al Batha Group	Global Foods UAE	AXA Insurance	Coca-Cola
Commercial Bank of Dubai	Emirates Islamic Bank	Dubai Financial Services Authority	Schlumberger
Ministry of Telecommunication Oman	Al Ghurair Group	Finance HouseDubai	

Registration Details:

Regular Fee: USD 380 Per Participant (Plus VAT)

Team Offer: Pay for 2 and register 3rd for free.

Includes: Courseware, and SIMFOTIX Certificate

For registration (s) send us your **Name, Designation, Organization, and Mobile Number** to register@simfotix.com

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