



# Training Catalog

*University of Management & Technology*



**UMT TRAINING CATALOG**  
**Office of Planning & Development**

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## Change Management

<b>Title</b>	<b>Managing Change in Complex Environment</b>
<b>Brief Description</b>	<p>Change management is one of the most important components of progressing organizations. Change is inevitable wherever a new initiative is required for the improvement of the company.</p> <p>This training will facilitate the audience to understand and manage various aspects of change management.</p>
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	<ul style="list-style-type: none"><li>▪ Introduction to Change Management Theory and it's needs</li><li>▪ Group Exercise on identifying hindrance to change in the organization</li><li>▪ Group Exercise on developing strategy to manage change</li><li>▪ Conclusion</li></ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, Role-based Exercise, Group Discussion
<b>Target Audience</b>	M2, M3, M4 & M5
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"><li>▪ Understand important components of change</li><li>▪ Establish understanding of popular change management models</li><li>▪ Analyze barriers to change</li><li>▪ Apply change management models in workplace</li><li>▪ Manage change among teams</li></ul>
<b>Available Trainer(s)/ Companies</b>	Mr Sohail Ejaz
<b>Best Practices</b>	Training will be based on best practice guidelines which are used in global large scale organizations.

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## Overcoming Procrastination:

Title	Overcoming Procrastination
Brief Description	<p>Delaying and postponing tasks is a common human element, leaving important tasks and instead focusing on low priority tasks can significantly affect productivity, motivation and general confidence.</p> <p>This training will facilitate the audience to understand and overcome various factors of 'Procrastination'</p>
Pre-requisite	None
Brief Contents	<ul style="list-style-type: none"><li>• Introduction and rationale of topic</li><li>• Why Overcome Procrastination</li><li>• Reasons of Procrastination</li><li>• Negative Effects of Procrastination</li><li>• Techniques for overcoming Procrastinating</li><li>• Benefits of overcoming Procrastination</li></ul>
Type	Workshop
Mode	Presentation, Self-test survey, Group activity, related videos
Target Audience	M4, M5 & Non-Cadre
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>• Understand what drives different types of procrastination</li><li>• Learn to apply different techniques for managing procrastination at workplace</li><li>• Performing tasks effectively through using "task priority matrix"</li><li>• Use a systematic approaches of goal-setting</li></ul>
Available Trainer(s)/ Companies	Ms Maher Shuja
Best Practices	Training will be based on best practices like timeline cycle, task priority matrix, and Self Assessment Radar

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## Effective Time Management:

Title	Time Management
Brief Description	In order to achieve work targets in a proficient way, efficient time management is a key to get the most out of your day and to cope up with the increased work pressure. This training will facilitate the audience to understand and apply various strategies for effective time management
Pre-requisite	Overcoming Procrastination
Brief Contents	The course consists of 3 sessions: Module 1: Time management Module 2: Management of workplace Module 3: Small project management
Type	Workshop
Mode	Presentation & questionnaires, individual reflections, role plays, and videos.
Target Audience	M4, M5 & Non-Cadre
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>• Develop strategies to reduce the time barriers in their work.</li><li>• Apply time management techniques to plan work.</li><li>• Set up management strategies for papers, phone, meetings, and working place;</li><li>• Develop plans for a small project.</li></ul>
Available Trainer(s)/ Companies	TBA
Best Practices	Training will be based on best practices like identifying time stealers, distinguishing difference between goals & objectives and applying tools for setting priorities,

## Effective Communication Skills

Title	Effective Communication Skills
<b>Brief Description</b>	<p>Effective communication plays a vital role In success of any organization. In professional life everyone has to interact and communicate with people within and across the department / organization.</p> <p>The course is based on the assumptions that communication at any level in an enterprise often faces some problems/barriers.</p>
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	<p>Module 1 – Nature of communication</p> <p>Module 2 -- Effective Writing Skills</p> <p>Module 3 -- Interpersonal Relationships</p> <p>Module 4 -- Effective Presentation Skills</p> <p>Module 5 -- Conducting effective meetings</p>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation & questionnaires, individual reflections, role plays, and videos.
<b>Target Audience</b>	M4, M5 & Non-Cadre
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Identify elements of communication process and factors influencing it</li> <li>• Identify forms of communication</li> <li>• Describe channels of communication at work</li> <li>• Improve ability to deliver effective presentations by using verbal and non verbal language;</li> <li>• Improve ability to participate and conduct meetings effectively               <ul style="list-style-type: none"> <li>▪ To effectively communicate with peers, decision makers, subordinates, and customers</li> <li>▪ To deal with day to day work issues through communication</li> </ul> </li> </ul>
<b>Available Trainer(s)/ Companies</b>	Ms Sadia Asif
<b>Best Practices</b>	Training will be based on best practices like 'Effective Communication Model', tree of understanding, non-verbal listening test and chain of communication

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## Stress Management

Title	Stress Management
Brief Description	<p>Stress has a detrimental effect on performance, it makes us behave inappropriately. In order to cope well at work we need the skills to learn how to respond well to these difficult situations.</p> <p>This stress management workshop will give participants the knowledge to recognize the symptoms, sources of stress and different ways to manage stress which will benefit the individuals, their colleagues and overall organization</p>
Pre-requisite	Overcoming Procrastination/time Management
Brief Contents	<ul style="list-style-type: none"><li>• Defining Stress</li><li>• Major Work &amp; life Stressors</li><li>• Strategic Lens to view stress</li><li>• Causes of Stress</li><li>• Fight or Flight Response</li><li>• Techniques for reducing Stress</li></ul>
Type	Workshop
Mode	Presentation, individual reflections, group activity, and videos.
Target Audience	M4, M5 & Non Cadre
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>▪ Develop ability to Distinguish between good &amp; bad stress</li><li>▪ To develop ability of strategically view work/life stress</li><li>▪ Improve ability of individual to identify major work/life stressors</li><li>▪ To explore do we need to manage or reduce stress.</li></ul>
Available Trainer(s)/ Companies	Ms Maher Shuja
Best Practices	Training will be based on best practices like workplace stress survey which is being used by 'The American institute of stress' trigger points to explore stress and developing picture of one's life at work & home

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## Managing Balance B/W EQ & IQ

Title	Managing Balance B/W EQ & IQ
Brief Description	<p>Everyone at workplace experiences different emotions at varying levels of intensity on any given day. Emotional Intelligence is an essential skill one needs to acquire for professional and personal development.</p> <p>This workshop will provide with the fundamental knowledge and practical skills on Emotional Intelligence, to manage emotions rather than letting the emotions manage you.</p>
Pre-requisite	None
Brief Contents	<ul style="list-style-type: none"><li>• Why being brainy is not just enough</li><li>• Working with people means working with emotions</li><li>• Difference between EQ &amp; IQ</li><li>• What constitute a whole person</li><li>• Baron Model of emotional intelligence</li><li>• Major components of EQ/EI</li><li>• Techniques to raise EQ</li><li>• Effects of EI on career success</li></ul>
Type	Workshop
Mode	Presentation, case study, group activity, and videos.
Target Audience	M3, M4 & M5
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>▪ To understand the importance of EQ</li><li>▪ To maintain a good balance between EQ &amp; IQ</li><li>▪ Learning strategies to raise EI</li></ul>
Available Trainer(s)/ Companies	Ms Maher Shuja Or any good external training Organization
Best Practices	<ul style="list-style-type: none"><li>• Training will be based on best practices like “Baron Model of emotional intelligence” and identification of major components of EQ/EI</li></ul>



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## Team Building

<b>Title</b>	<b>Team Building</b>
<b>Brief Description</b>	The foundation of a successful team relies upon understanding yourself and other team members. The ability to work effectively with other people (who might be very different from you) is a key ingredient to a productive team. In this program, we will learn importance of an effective team taking initiatives and dealing with others while working in a team
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	<b>Module-I</b> (Importance of Team Building) <b>Module-II</b> (Taking Ownership and Initiative) <b>Module-III</b> (Conflict Management Through Effective Communication) <b>Module-IV</b> (Working as a Team)
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, role plays, group activity, and videos.
<b>Target Audience</b>	M2, M3, M4 & M5
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"><li>• To learn importance of working in a team</li><li>• Help individuals take initiative and ownership to make teams more effective</li><li>• Managing conflicting situation in a team</li><li>• Learn to work as a team</li></ul>
<b>Available Trainer(s)/ Companies</b>	Mr Sohail Ejaz or any good external training consultancy

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## Self exploration & Understanding

Title	Self Exploration & Understanding
Brief Description	<p>Those with keen understanding of their strengths and weaknesses are in much better position than those with limited understanding of themselves.</p> <p>The training will facilitate the audience to develop talent through self-discovery as it is the first step of development. The session will provide tools and understanding to help individuals explore their abilities to excel in personal and professional life.</p>
Pre-requisite	None
Brief Contents	<ul style="list-style-type: none"><li>• Purpose of self exploration</li><li>• Personal SWOT</li><li>• Find the real you</li><li>• Develop personal mission</li><li>• Identify self motivational factors</li><li>• Issues hindering growth</li><li>• Self improvement techniques/habits</li></ul>
Type	Workshop
Mode	Presentation, individual reflections, group activity, and videos.
Target Audience	M4, M5, Management Support, Academic Support & Non-Cadre
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>• To unlock potential for success</li><li>• To improve awareness of self identity through reflecting on talents and passions</li><li>• Enhance self-esteem by discovering individual uniqueness</li><li>• To overcome personality challenges</li><li>• To remove negative thoughts hindering growth</li></ul>
Available Trainer(s)/ Companies	Mr Sohail Ejaz & Ms Maher Shuja

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## Conflict Management

Title	Conflict Management
Brief Description	At work place, people disagree and sometimes these disagreements can develop into arguments; creating a conflicting situation. In the corporate world conflict management refers to the process of mitigating the negative effects of conflict while taking advantage of the positive outcomes that it may creates. This program is designed to demonstrate and teach correct conflict management principles.
Pre-requisite	None
Brief Contents	<ul style="list-style-type: none"><li>• Defining conflict</li><li>• Effect of conflict on organizational performance</li><li>• Types of conflict</li><li>• Sources of conflict</li><li>• Managing energy of conflict</li><li>• Conflict Management styles</li><li>• Understanding differences</li><li>• Tools for Conflict Management</li></ul>
Type	Workshop
Mode	Presentation, group activity, role plays and videos.
Target Audience	M3, M4 & M5
Duration	1 day
Objectives	<ul style="list-style-type: none"><li>• To Identify type and sources of conflict</li><li>• To develop capability of understanding differences among thoughts and views.</li><li>• Realizing effect of conflict on individual and organizational performance.</li><li>• To learn conflict resolution strategies</li></ul>
Available Trainer(s)/ Companies	TBA

## MS EXCEL

<b>Title</b>	<b>Ms Excel</b>
<b>Brief Description</b>	Excel is an extremely powerful Microsoft Office application designed to enhance efficiency at work but most users do not realize the full range of functionality available in excel. This program will help to discover the application's capabilities while working through hands-on exercises to create different reports.
<b>Pre-requisite</b>	Ms Excel Basic
<b>Brief Contents</b>	<ul style="list-style-type: none"> <li>➤ Basics of Excel (re-fresher)</li> <li>➤ Excel Named Ranges</li> <li>➤ Formulas               <ul style="list-style-type: none"> <li>• Worksheet Formulas</li> <li>• Nesting Formulas</li> <li>• Excel Formula Palette/Insert Function</li> </ul> </li> <li>➤ Conditional Functions</li> <li>➤ Basic Lookup Functions</li> <li>➤ Conditional Formatting</li> <li>➤ Data Validation</li> <li>➤ External Formula References</li> <li>➤ Auto Filters and Advanced Filters</li> <li>➤ Auto fill &amp; Custom Lists</li> <li>➤ Excel Protection</li> <li>➤ Hyperlinks</li> <li>➤ Outlining/Grouping</li> </ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation and skill level analysis
<b>Target Audience</b>	M3, M4, M5, Management Support & Academic Support
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• A working understanding of the basic features of MS Excel</li> <li>• Confidence to use Excel on a daily basis</li> <li>• Knowledge of functions and formulae to save time and reduce workload</li> </ul>
<b>Available Trainer(s)/ Companies</b>	Mr Imran Zahid

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## BALANCED SCORECARD

<b>Title</b>	<b>BALANCED SCORECARD</b>
<b>Brief Description</b>	<p>The Balanced Scorecard is a framework to help organizations align their strategy with vision and mission and translate them into measureable objectives that drive both performance and behavior. It is a performance management system used by many leading global companies.</p> <p>This training workshop will help participants align their departmental functions with UMT vision and define measurable objectives.</p>
<b>Pre-Requisite</b>	None
<b>Brief Contents</b>	<ul style="list-style-type: none"><li>• Introduction to the Balanced Scorecard</li><li>• Benefits of the Balanced Scorecard</li><li>• Linking Mission and Vision to operations</li><li>• Strategic Measures and Strategic Targets</li><li>• Application and uses of the Balanced Scorecard</li><li>• Overview of the Balanced Scorecard creation process</li><li>• How to implement the Balanced Scorecard</li></ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation with practical activities
<b>Target Audience</b>	M3, M4 & M5
<b>Duration</b>	Full day
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Understand the various perspectives of Balanced Scorecard.</li><li>• Overview of other global best practices of similar structure.</li><li>• Create team synergy within the department.</li><li>• Define departmental objectives aligned with vision, mission, and core functions.</li><li>• Define performance measures, targets, and initiatives aligned with departmental objectives.</li></ul>
<b>Available Trainer(s)/ Companies</b>	Mr Sohail Ejaz

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## Negotiation Skills

Title	Negotiation Skills
<b>Brief Description</b>	Negotiating is a part of everyday life. We negotiate on our work place, with our friends, and even our family members. Negotiation can help you achieve aims and solve problems. It is about reaching win: win solutions, where all parties feel the outcome is fair. This course will help participants understand the process of negotiation. In this workshop participants will learn what negotiation is and how to get most out of it. Participants will discover their personality styles and how to negotiate effectively with other personality styles. Participants will explore the effective strategies for negotiating.
<b>Pre-requisite</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Brief Contents</b>	Types of Negotiation The Negotiation Process Techniques/Skills for successful negotiation Understanding Personality styles Bargaining and Problem solving Dealing with conflicting issues. Building an agreement. Arriving at consensus
<b>Type</b>	Workshop
<b>Mode</b>	Presentation and other group activities/role plays/videos.
<b>Target Audience</b>	M4, M4 & Management Support
<b>Duration</b>	Half day
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Understand the basic types of negotiations</li><li>• Learn the phases of negotiations &amp; gain the skills necessary for successfully negotiating</li><li>• Learn to negotiate effectively with different personality styles.</li><li>• Learn bargaining techniques and strategies for mutual gain.</li><li>• Use the negotiating process to solve conflicts and problems with both internal and external customers/clients.</li></ul>
<b>Available Trainer(s)</b>	External Training Organization

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## Leadership Development Programs

### Strategic Leadership

<b>Title</b>	<b>Strategic Leadership</b>
<b>Brief Description</b>	Organizations need strong and capable strategic leaders who can motivate, coach, and inspire people to do strategic work that will help ensure the organization's success over the long term. The workshop helps leaders see the big picture and find new ways for their team to contribute maximum value over the long run by operating from a more-strategic point of reference
<b>Pre-requisite</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Brief Contents</b>	<ul style="list-style-type: none"><li>• Aligning Leadership, Strategy, Vision and Culture</li><li>• Building a Strategy to Shift from Good to Great</li><li>• The Necessary Art of Persuasion</li><li>• Strategy:</li><li>• Analysis and Action</li><li>• Action Planning: The Art of Execution</li></ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, case studies activity, role plays and videos
<b>Target Audience</b>	M2 & M3
<b>Duration</b>	Full day
<b>Objectives</b>	<ol style="list-style-type: none"><li>1. Deliver business results and meet shorter-term expectations in a way that supports the Institute in accomplishing mission, vision, and strategy.</li><li>2. Use strategic insight and business-strategy skills to create compelling business initiatives.</li><li>3. Formulate and execute innovative strategic plans</li><li>6. Enhance the strategic agility of team.</li></ol>
<b>Available Trainer(s)</b>	External Training Organizations

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## Managerial Grid

<b>Title</b>	<b>Managerial Grid (Knowing your Leadership Style)</b>
<b>Brief Description</b>	No one leadership style is best for all situations, but it's useful to understand what your natural approach is, so you can develop skills that you may be missing. It's unwise to neglect either tasks or people. The managerial grid model (1964) is a behavioral leadership model developed by Robert Blake and Jane Mouton. Helps Managers to analyze their own leadership styles through a technique known as grid training.
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	The model identifies four different leadership styles based around a focus of people and a focus on production. This can be thought of as a spectrum with task-orientation and affiliation orientation at either ends of that spectrum. The visual representation of their model uses two axes: (1) Concern for people is plotted along the vertical axis (2) Concern for task is along the horizontal axis
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, Grid activity and discussion
<b>Target Audience</b>	M2 & M3
<b>Duration</b>	Full day
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Identify where you stand with respect to concern for production and people</li><li>• Better prioritizing between task-orientation and affiliation orientation</li><li>• To optimize both Team motivation and outcome</li><li>• To help leaders reach to the ideal state of 9, 9</li></ul>
<b>Available Trainer(s)</b>	External Training Organization



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## Effective Delegation

Title	Effective Delegation
Brief Description	<p>Clear, timely and purposeful delegation can boost the productivity of individuals, teams and organizations, yet many managers find themselves lacking the skills or the confidence to do it well.</p> <p>This course provides an insight into what to delegate, when, to whom and how. It will also provide coaching and development techniques, because the ability to provide clear support and feedback is fundamental to delegating effectively.</p>
Pre-requisite	None
Brief Contents	<p>The course includes three sessions as follows.</p> <p><b>Module 1:</b> Nature of delegation</p> <p><b>Module 2:</b> Process of delegation</p> <p><b>Module 3:</b> Delegation and management</p>
Type	Workshop
Mode	Lectures, group discussions, questionnaires, individual reflections, role plays, simulations and videos
Target Audience	Deputy Managers & above
Duration	1-2 days
Objectives	<ul style="list-style-type: none"><li>• Explain the importance and benefits of delegating effectively.</li><li>• Apply successfully all the steps in delegating.</li><li>• Delegate to manage effectively.</li></ul>
Available Trainer(s)/ Companies	External training consultancy
Best Practices	Training will be based on best practices like discussing effective process of delegation, mentoring and coaching techniques for team and selecting an effective monitoring system

## Problem Solving & Decision Making

<b>Title</b>	<b>Problem Solving &amp; Decision Making</b>
<b>Brief Description</b>	Throughout the day we are constantly making decisions and frequently solving problems. Each day we are confronted with a variety of problems and decisions that require a rational, thoughtful response. This course is about proactively attacking problems and making timely decisions. The course is designed to help participants solve work problems and make decisions to bring value to their own work and organization on whole.
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	<ul style="list-style-type: none"> <li>• Defining Problem Solving &amp; Decision Making</li> <li>• Causes of problems</li> <li>• The Decision making &amp; Problem Solving Process</li> <li>• Levels of Decision Making</li> <li>• Decision-Making Styles</li> <li>• Appropriate Strategies for 'Decision Making'</li> <li>• Practice the problem-solving process by working on actual problems in the course</li> </ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, group activity, role plays and videos.
<b>Target Audience</b>	Deputy Managers & above
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Apply problem-solving steps and tools</li> <li>• Analyze information to clearly describe problems</li> <li>• Identify appropriate solutions</li> <li>• Think creatively and be a contributing member of a problem-solving team</li> <li>• Select the best approach for making decisions</li> <li>• Make correct and timely decisions</li> <li>• Use problem-solving model and toolkit</li> </ul>
<b>Available Trainer(s)/ Companies</b>	External Training Organizations

## Essentials of People Management

<b>Title</b>	<b>Essentials of People Management</b>
<b>Brief Description</b>	Managing individuals & teams is very crucial for optimizing overall performance. This program will assist managers, supervisors and team leaders who are looking to successfully manage people and bringing the best out of their team.
<b>Pre-requisite</b>	None
<b>Brief Contents</b>	<ul style="list-style-type: none"> <li>• Communicating effectively with team members.</li> <li>• Motivating team members and other stakeholders.</li> <li>• Developing emotional intelligence and knowing how to use it within your team.</li> <li>• Performance management, monitoring performance and feedback.</li> <li>• Managing change within your team.</li> <li>• Negotiation skills for reaching agreed positions.</li> <li>• Dealing with difficult people for managing resistance, counseling, and conflict resolution.</li> </ul>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, group activity, role plays and videos.
<b>Target Audience</b>	Deputy Managers & above
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Develop your leadership style and communication skills when managing others.</li> <li>• Increase your awareness of how to motivate people to achieve effective business outcomes.</li> <li>• Assist you in managing conflict with team members and other stakeholders by effective use of negotiation skills.</li> <li>• Help manage difficult people and difficult behaviors.</li> <li>• Equip you to facilitate effective change using best practice models.</li> <li>• Coach and performance manage others for achieving the best outcome at both an individual and organizational level.</li> </ul>
<b>Available Trainer(s)/ Companies</b>	PSTD & any other External Training organization
<b>Content Repository</b>	D:\Trainings PPT(in soft Form) T&D 3: Training Materials (in hard form)

## Leading for Organizational Excellence

<b>Title</b>	<b>Leading for Organizational Excellence</b>
<b>Brief Description</b>	Organizational excellence refers to ongoing efforts to establish an internal framework of standards and processes, intended to engage and motivate employees to deliver products and services that fulfill customer requirements within business expectations. Leadership for Organizational Excellence aware individual's regarding how to master and implement best practices that will turn both personal & organization vision into a reality.
<b>Pre-requisite</b>	Effective Delegation, Problem Solving & Decision Making
<b>Brief Contents</b>	<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>• Leadership traits</li> <li>• Communication</li> <li>• Employee engagement</li> </ul> <b>ORGANIZATIONAL EXCELLENCE</b> <ul style="list-style-type: none"> <li>• Leadership crisis</li> <li>• Management systems</li> </ul> <b>STRATEGIC PLANNING</b> <ul style="list-style-type: none"> <li>• Plan development</li> <li>• Plan deployment</li> <li>• Plan management</li> </ul> <b>LEAN MANAGEMENT SYSTEM</b>
<b>Type</b>	Workshop
<b>Mode</b>	Presentation, group activity, role plays and videos.
<b>Target Audience</b>	M2, M3 & M4
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Learn how to define barriers and solutions.</li> <li>• Discover how to develop a vision/mission statement.</li> <li>• Clarify leadership roles and responsibilities.</li> <li>• Develop a plan for advancing organizational excellence.</li> </ul>
<b>Available Trainer(s)/ Companies</b>	PIMS & any other External Training organization