

and

are collaborating whereby

New Horizons (Institute for Work Competencies)

Higher Education Institution licence 2016-015

is awarding an

Award in

LEADING PEOPLE AT THE WORKPLACE

MQF Level 5 (16 ECTS)

February – August 2021



Award in

LEADING PEOPLE AT THE WORKPLACE

FEE

€1,850 per person

Participants can apply for EU funding under the Investing in Skills Scheme and/or Training Pay Scheme managed by JobsPlus and/or under the Get Qualified Scheme managed by the Ministry for Education. Click [here](#) for further info.

TRAINER

Mr Joseph Gerada

DURATION

Training sessions are held once a week from 3.00pm to 6.10pm

Most sessions are done on-line and fully interactive with the trainer and the other delegates. Some sessions shall be carried in the training room and face to face provided the directives of the health authorities allow it.

VENUE

When the training session is not on-line, it shall be held at the MEA premises at: 35/1, South Street, Valletta VLT 1100, Malta

For further information

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For registration click [here](#)

course **DESCRIPTION**

Organisations today face the challenge of increasing competition coupled with increasingly demanding and knowledgeable customers. Delivering outstanding levels of customer service depends on the quality of the product produced and the competence of front line workers and the leaders who manage them. Operational pressures, coupled with scheduling and sometimes budgetary constraints, often mean that several months may pass before the critical persons in management positions receive any focused management training. In case of newly promoted persons, they are often needed to start work yesterday and again training is put on the back burner.

Aware of this reality, this programme focuses on the essential skills and competencies needed for effective leadership by line managers and supervisors at work.

Benefits for the ORGANISATION

The line managers and supervisors as well as prospective new leaders are the backbone of the organisation in terms of quality of the service and the transfer of knowledge, skills and attitudes to the employees. Therefore investment in this important tier of management is critical for the success of any business.

This 84-hour training programme covers the major issues for this category of individuals and gives them a sound understanding of the basic functions of management and how the various constituent parts tie in together for effective leadership. They will also acquire the basic skills of coaching and therefore the most important tool to develop the competences of the employees across the organisation.

Following the programme, the organisation should expect its delegate/s to be familiar with the big picture of the organisation and the business environment that it operates in, able to reflect better on their work and identify areas for improvement, analyse and explore options for solutions while having the skills to take the appropriate action for change.

Benefits for the DELEGATE

The course is an MQF Level 5 Award accredited by the National Commission for Further and Higher Education. The mode of training is entirely interactive where discussions and peer to peer learning features prominently in the workshops. In addition delegate shall engage in exercises that help them discover their own perceptions about people management issues while developing their skills to respond effectively and professionally.

The delegate shall expect to understand the wider implications of leading people, practice management skills with confidence and enjoy the success that effective teams inevitably achieve.

Mode of TRAINING

The programme is conducted by a professional trainer and specialist in Human Resource Management and Development with over 30 years of experience in leading organisations in both the public and private sectors.

The mode of training is interactive with time for discussion and sharing of experience, analysis of work related video clips and an array of exercises that help the delegate discover his or her strengths and weakness. Moreover identify areas for improvement and plan action for change.

Mode of ASSESSMENT

There are no written assignments but a system of recording on a diary and or journal where the delegate reflects and documents the learning made and how he or she applied it in practice at work. The assessment is about helping the individual develop the skills to do things in practice as opposed to know about things. The supervisor or the manager of the delegate shall also have a role in observing the delegate and assist in the learning.

entry REQUIREMENTS

Individuals who are already in supervisory or management positions and / or identified for such positions in the course of the next 12 months. They need to have the ability to read and write in the Maltese and / or English languages.

Access to an on-line platform is necessary.

EVENT BOOKING T&Cs policy

Please click [here](#) to view the MEA's Event booking terms and conditions and cancellation policy.

CERTIFICATION

The delegate is required to obtain a 50% overall grade and a 75% attendance in order to qualify for a certificate of achievement by New Horizons. The course is equivalent to 16 ECTS. If any of the conditions are not satisfied, the Board of Studies may consider issuing a certificate of participation to the delegate concerned.

Since the course will consist of intensive sessions with heavy participant involvement and discussion, attendance is limited to a maximum of **eighteen (18)** persons. Applications will be accommodated on a first come first served basis.

We reserve the right to alter the programme due to circumstances beyond our control.

course **STRUCTURE & DATES**

Module 1

Shaping the work environment (6 ETCSs)

Dates*: February 2nd, 9th, 16th, 23rd
March 2nd, 9th, 16th, 23rd, 30th,
April 6th, 13th

- 1.1 Strategic Management skills
- 1.2 Understanding Self & Others
- 1.3 Leadership skills 1 / 2
- 1.4 Communication skills
- 1.5 Motivation skills
- 1.6 Delegation skills
- 1.7 Diversity Management skills

Module 2

Selling and generating revenue (3 ECTSs)

Dates*: April 20th, 27th
May 4th, 11th, 18th

- 2.1 Customer Service
- 2.2 Presentation Skills
- 2.3 Practice of Presentations
- 2.4 Negotiation skills

Module 3

Managing Performance and Coaching (4 ECTSs)

Dates*: May 25th
June 2nd, 8th, 15th, 22nd, 30th
July 6th, 13th

- 3.1 Managing Meetings
- 3.2 Dealing with Poor Performance
- 3.3 Performance Management &
Appraisals
- 3.4 Coaching Skills

Module 4

Resolving Conflict & Mediation (3 ECTSs)

Dates*: July 20th, 27th
August 3rd, 24th, 31st

- 4.1 Conflict Management
- 4.2 Time & Stress Management
- 4.3 Influencing & Persuading Skills
- 4.4 Mediation

** We reserve the right that dates may change with prior notice.*

TRAINER

Joseph Gerada

The programme shall be delivered by Joseph Gerada with over 30 years of work experience in leading public and private organisations in Malta. He is a freelance management consultant specialising in people management issues, re-structuring, recruitment, training and mediation.

He holds a Master degree in Mediation for Conflict Resolution from the Institut Universitaire Kurt Bosh Switzerland, a diploma in Applied Social Studies from the University of Malta and is trained in management and leadership from Cranfield University UK and the School of Management of the University of Singapore. He is a fellow member of the Chartered Institute for People Development UK and an Accredited Management Trainer.

ORGANISATION

The programme is being administered by the Malta Employers' Association while delivered and awarded by New Horizons (Institute for Work Competencies). The Malta Employers' Association is licensed as a Higher Education Institution (License No.: 2017-001) by The National Commission for Further & Higher Education.