

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)

October 2022 – May 2023



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.

TRAINERS

Mr Joseph Gerada and Dr Clive Gerada

DURATION

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

The study program is delivered in blended learning mode. Some sessions are done over the net using Zoom while others are delivered in person to enable the use of gamification and better interaction in the group. Each session shall indicate whether it will be carried online or in person at the start of the program.

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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Joseph Gerada
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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 Malta Further and Higher Education Authority. 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 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**

The Programme is conducted by professional trainers who are specialists in Human Resource Management and Development, Innovation and Entrepreneurship and law and having practical experience in leading organisations for over 30 years in the public and private sectors.

The MEA's library facility is available free of charge during office hours to the delegates of the course.

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 New Horizons Institute internal quality assurance policies.

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. The certificate does not lead to a warrant.

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*: October 4, 11, 18, 25,
November 1, 8, 15, 22, 29,
December 6, 14.

- 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*: January 3, 10, 17, 24, 31.

- 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*: February 14, 21, 28,
March 7, 14, 21, 28.

- 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*: April 11, 18, 25,
May 2, 9.

- 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.

TRAINERS

Joseph Gerada

Joe Gerada is a freelance management consultant specialising in strategic people management including re-structuring, recruitment, training, conflict resolution and mediation. He has over 30 years of work experience in leading public and private organisations in Malta.

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.

Clive Gerada

Clive Gerada is a practising advocate within the Courts of Malta and is a management consultant specialising in performance management, organizational culture, negotiation skills, and capacity building. Between 2015 and 2020, Clive resided in Brussels, Belgium and was involved in the negotiation of several pieces of EU Legislation. In 2017, he was appointed chair of the EU Council Energy Working Group (as part of the Maltese Presidency of the EU).

ORGANISATION

The Programme is being administered by the Malta Employers' Association while delivered and awarded by the New Horizons (Institute for Work Competencies). The Malta Employers' Association and the New Horizons Institute are licensed as Higher Education Institutions (license no: 2017-001 and [license no: 2016-015](#)) by the Malta Further and Higher Education Authority, respectively.

All internal quality assurance policies, course calendar and other relevant notices can be found [here](#).