



King Hussein Cancer Center

Training Center

# Leadership and Management Course

June, 1st , 2010

**K**nowledge is the mind, **A**ttitude is the heart and **P**ractice is the hand.

**KAP** is the human

## Pre-course Letter

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## Effective Leaders and Managers

### ***Dear Participant:***

We are delighted to have you join us for the Leadership and Management Course! As part of the Hospital Staff Programs, our goal is to develop the participant's leadership and management knowledge and skills that will help in developing their career. We are going to explore topics such as: Leadership and management styles and strategies, stress management, conflict resolution, delegation, giving & receiving feedback, decision making, change process, staffing solution & resources management, motivation in organizations, team building skills, risk management and leadership by encouragement. As your facilitators, we trust that your questions and concerns will be addressed in our time together. Be sure to ask for clarification as we proceed to make sure that you do not leave with any unanswered questions. As your colleagues, we welcome you and hope that you will enjoy yourself during this course and beyond. One of the most important course objectives is to have fun! Forget about what's happening at home or work. This is ***your*** time. Get all you can out of it and have a great experience!!!

Sincerely,

Course Coordinator:

Mr. Alaa Eddin Yousef, RN, BSc, MPH

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## INTRODUCTION

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The study of leadership and management is essentially the study of how to work effectively with other people, how to influence others towards achieving the group goals and how to elicit from each employee “creativity, consistent excellent productivity, and maximum potential contribution toward continuous improvement of process, product and service. Because of this we designed this course to develop and improve the first line managers leadership and management knowledge and skills which for sure will lead to improve their performance and will increase the employees and customers satisfaction and will be reflected positively on the whole organization performance and reputation.

## COURSE DESCRIPTION

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This course provides an overview of leadership and management, including various topics that enrich the participant’s knowledge and skills. The course will focus on providing comprehensive, practical information for developing the participant’s leadership and management knowledge and skills that will help in developing their career.

## OBJECTIVE:

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At the end of this course, the participant will be able to:

1. Distinguish among leadership and management.
2. Discuss the qualities and behaviors that contribute to effective management.
3. Guide the individual or small group through the process of problem solving.
4. Assume a leadership role in implementing change.
5. Make appropriate assignments to team members.
6. Describe several ways in which employees can be empowered.
7. Organize work to make more effective use of available time.

## COURSE OUTLINES

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1. Keys to effective leadership: includes definitions, leadership styles, difference between management & leadership, qualities of leaders and managers, behaviours of leaders & Managers.
2. Delegation
3. Giving & receiving feedback
4. Decision Making
5. Change Process
6. Staffing solution & resources management
7. Motivation in organizations

8. Team building skills, leadership by team building
9. Power and empowerment
10. Performance improvement indicators
11. Conflict management
12. Performance appraisal
13. Leadership by encouragement
14. Stress & time Management
15. Risk management

## **TARGET AUDIENCE**

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First line managers

## **DURATION**

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-Three working days, can be conducted 2 sessions weekly for 9 weeks.

-18 Contact Hours

## **TEACHING STRATEGIES:**

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Teaching learning methods utilized to assist the participants in achieving course objectives include:

- Independent study (reading, thinking);
- Lectures
- Role play
- Class room presentation
- Discussion (seminar approach)
- Audiovisuals.

## **TEACHING MATERIALS**

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The materials used will include but not limited to the following

1. Handouts
2. Articles.
3. Internet and computer search
4. Power point presentations.

## *EVALUATION STRATGIES*

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- Pre and post test
- Reflective discussion
- Class work and activities
- Home assignments

## *SUCCESSFUL PROGRAM COMPLETION*

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To successfully complete this course, the participants have to:

- Set for the pretest and to pass the post test
- Actively participate in the course activities.
- Share in the group work
- Attend not less than 85% of the course sessions.

## *EXPECTED LEARNING OUTCOMES*

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At the end of this course, the participant will be able to:

- Understanding of the responsibility and accountability of managers in managing their department effectively and successfully.
- Application of knowledge and skills to develop a team spirit and commitment within the work environment.
- Confidence and competence in leading others and managing organization units.
- Reflected high quality performance during work.
- Utilize time effectively.
- Solve problems properly.
- Provide effective constructive feedback.

**PREPARED BY**

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Course Coordinator:

Alaa Eddin Nadim Ahmad Yousef

**REVIEWED BY**

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Deputy Director of Training Center

**APPROVED BY**

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Director of training center

Dr. Ahmad Al Khatieb