

COURSE OVERVIEW SS0774 Strategic Mindset, Planning & Communication Thinking in your Feet

Course Title

Strategic Mindset, Planning & Communication: Thinking in your Feet

Course Date/Venue

August 12-16, 2024/Al Reem 2, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference

SS0774

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description







80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

This course is designed to provide participants with a detailed and up-to-date overview of Strategic Mindset, Planning & Communication: Thinking in your Feet. It covers the importance and characteristics of a strategic thinker; the SWOT analysis, creating a clear vision and setting SMART goals; the critical thinking, problem-solving and decision-making under uncertainty; the strategic planning frameworks and developing action plans; the resource allocation and management; tracking progress and performance and adjusting plans based on feedback and results; crafting a compelling strategy narratetive and ensuring alignment across the organization; and the key elements and barriers of effective communication and how to overcome them.

During this interactive course, participants will learn the persuasive communication techniques, public speaking, presentation skills and active listening; providing and receiving constructive feedback: the non-verbal communication, improvision techniques for business and handling Q&A sessions; communicating effectively during a crisis, maintaining trust and credibility and resolving conflicts; the effective negotiation strategies; building confidence and assertiveness, aligning strategic initiatives with organizational goals and collaborative strategic planning; and the change management, success metrics and strategies for improvement.





















Course Objectives

Upon the successful completion of this course, participants will be able to:-

- Apply and gain a comprehensive knowledge on strategic mindset, planning and communication
- Discuss the importance and characteristics of a strategic thinker
- Carryout SWOT analysis, create a clear vision and set SMART goals
- Employ critical thinking, problem-solving and decision-making under uncertainty
- Apply strategic planning frameworks, develop action plans and implement resource allocation and management
- Track progress and performance and adjust plans based on feedback and results
- Communicate the strategy, craft a compelling strategy narrative and ensure alignment across the organization
- Identify the key elements and barriers of effective communication and how to overcome them
- Carryout persuasive communication techniques, public speaking, presentation skills, active listening and providing and receiving constructive feedback
- · Apply non-verbal communication and improvision techniques for business and handling Q&A sessions
- Communicate effectively during a crisis, maintain trust and credibility, resolve conflicts and apply effective negotiation strategies
- Build confidence and assertiveness, align strategic initiatives with organizational goals and apply collaborative strategic planning
- Implement change management, define success metrics and apply strategies for improvement

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a Tablet PC.

Who Should Attend

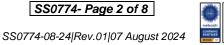
This course provides an overview of all significant aspects and considerations of strategic mindset, planning & communication for executives and senior managers, managers, team leaders and supervisors, project managers, HR professionals, consultants and advisors.















Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-



The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the ANSI/IACET 2018-1 Standard which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 2018-1 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award 3.0 CEUs (Continuing Education Units) or 30 PDHs (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



British Accreditation Council (BAC)

Haward Technology is accredited by the British Accreditation Council for Independent Further and Higher Education as an International Centre. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.



















Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Kyle Bester is a Senior Management Consultant with extensive years of practical experience within the Oil & Gas, Power & Water Utilities and other Energy sectors. His expertise includes Strategic Mindset, Planning & Communication, Strategic Thinking, Vision & Goal Setting, Critical Thinking & Problem-Solving, Decision-Making, Strategic Planning Frameworks, Developing Action Plans, Principles of Effective Communication, Public Speaking & Presentation Skills, Active Listening & Feedback, Improvisation Techniques for Business, Collaborative

Strategic Planning, Strategic Planning & Decision Making, Communicating Strategically, Work Life Balance, Report Writing, Mentoring Skills, Strategic Communication, Communication and Interactive Skills, Marketing & Communication, Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization. Further, he is also well versed in Water Reservoir, Water Tanks, Water Pumping Station, Water Distribution System, Water Network System, Water Pipes & Fittings, Water Hydraulic Modelling, Water Storage Reservoir, Reservoirs & Pumping Stations Design & Operation, Pumping Systems, Interconnecting Pipelines, Water Network Hydraulic Simulation Modelling, Water Supply Design, Water Balance Modelling, Water Distribution Network, Water Network System Analysis, Water Forecasts Demand, Water Pipelines Materials & Fittings, Water Network System Design, Pump Houses & Booster Pumping Stations, Potable Water Transmission, Water Distribution Network, Districts Meters Areas (DMAs), Water Supply & Desalination Plants Rehabilitation, Water Reservoirs & Pumping Stations, Water Network System Extension, Water Network System Replacement & Upgrade, Water Networks Optimization, Water Supply & Distribution Systems Efficiency & Effectiveness. He is currently the Part Owner & Manager of Extreme Water SA wherein he manages, re-designed and commissioned a water and wastewater treatment plants.

During his career life, Mr. Bester has gained his practical and field experience through his various significant positions and dedication as the **Project Manager**, **Management Consultant**, **Asset Manager**, **Water Engineer**, **Maintenance Engineer**, **Mechanical Engineer**, **Supervisor**, **Team Leader**, **Analyst**, **Process Technician**, **Landscape Designer** and **Senior Instructor/Trainer** for various international companies, infrastructures, water and wastewater treatment plants from New Zealand, UK, Samoa, Zimbabwe and South Africa, just to name a few.

Mr. Bester holds a **Diploma** in **Wastewater Treatment** and a **National Certificate** in **Wastewater & Water Treatment**. Further, he is a **Certified Instructor/Trainer**, an **Approved Chemical Handler** and has delivered numerous courses, trainings, conferences, seminars and workshops internationally.



















Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK[®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Monday, 12th of August 2024 **Dav 1:**

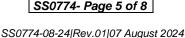
Day 1.	monday, 12 of August 2024
0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0930	Introduction to Strategic Thinking Definition & Importance • Characteristics of a Strategic Thinker
0930 - 0945	Break
0945 - 1030	Understanding the Strategic Environment Analyzing Internal & External Factors • SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)
1030 – 1130	Vision & Goal Setting Creating a Clear Vision • Setting SMART Goals (Specific, Measurable, Achievable, Relevant, Time-Bound)
1130 – 1215	Critical Thinking & Problem-Solving Techniques for Critical Thinking • Structured Problem-Solving Approaches
1215 – 1230	Break
1230 – 1330	Decision-Making Under Uncertainty Tools for Decision-Making • Managing Risk & Uncertainty
1330 – 1400	Case Studies on Strategic Thinking Examples From Successful Organizations • Key Lessons & Insights
1400 - 1420	Hands-On Exercise: Developing a Strategic Plan Practical Exercise on Creating a Strategic Plan
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One





















Tuesday, 13th of August 2024 Day 2: Strategic Planning Frameworks Popular Frameworks & Models (e.g., Balanced Scorecard, Pestle Analysis) • 0730 - 0830Selecting the Right Framework for Your Organization **Developing Action Plans** 0830 - 0930Breaking Down Strategies into Actionable Steps • Prioritizing Tasks & Resources 0930 - 0945Break Resource Allocation & Management 0945 - 1100Efficient Use of Resources • Aligning Resources with Strategic Goals Monitoring & Evaluation Tracking Progress & Performance • Adjusting Plans Based on Feedback & 1100 - 1215Results 1215 - 1230 Break Communicating the Strategy Crafting a Compelling Strategic Narrative • Ensuring Alignment Across the 1230 - 1330Organization Case Studies on Strategic Planning & Execution 1330 - 1400Analysis of Successful Strategic Initiatives • Best Practices & Pitfalls to Avoid Hands-On Exercise: Creating an Action Plan 1400 - 1420 Practical Exercise on Developing an Actionable Plan Using this Course Overview, the Instructor(s) will Brief Participants about the 1420 - 1430 Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow

Wednesday, 14th of August 2024 Day 3:

Lunch & End of Day Two

Wednesday, 14 Of August 2024
Principles of Effective Communication
Key Elements of Effective Communication • Barriers to Effective
Communication & How to Overcome Them
Persuasive Communication Techniques
Techniques for Influencing & Persuading Others • Crafting Persuasive
Messages
Break
Public Speaking & Presentation Skills
Structuring Your Presentation • Techniques for Engaging Your Audience
Active Listening & Feedback
Importance of Active Listening • Providing & Receiving Constructive Feedback
Break
Non-Verbal Communication
Understanding Body Language & Tone of Voice • Using Non-Verbal Cues to
Enhance your Message
Case Studies on Effective Communication
Examples of Effective Communicators • Key Takeaways & Best Practices
Hands-On Exercise: Delivering a Persuasive Presentation
Practical Exercise on Presenting a Strategic Plan
Recap
Using this Course Overview, the Instructor(s) will Brief Participants about the
Topics that were Discussed Today and Advise Them of the Topics to be
Discussed Tomorrow
Lunch & End of Day Three





1430

















Thursday, 15th of August 2024 Day 4:

Day 4.	Thursday, 15 Or August 2024
0730 - 0830	Improvisation Techniques for Business
	Basics of Improvisation • Applying Improvisation Skills in Business Scenarios
	Handling Q&A Sessions
0830 - 0930	Strategies for Managing Questions & Answers • Techniques for Staying
	Composed Under Pressure
0930 - 0945	Break
0945 – 1100	Crisis Communication
	Communicating Effectively During a Crisis • Maintaining Trust & Credibility
1100 – 1215	Conflict Resolution & Negotiation
	Techniques for Resolving Conflicts • Effective Negotiation Strategies
1215 - 1230	Break
1230 – 1330	Building Confidence & Assertiveness
	Techniques for Building Self-Confidence • Being Assertive Without Being
	Aggressive
1330 – 1400	Case Studies on Thinking on your Feet
	Analysis of Leaders Who Excel Under Pressure •Key Lessons & Strategies
1400 - 1420	Hands-On Exercise: Role-Playing Scenarios
	Practical Exercise on Handling Impromptu Situations
1420 – 1430	Recap
	Using this Course Overview, the Instructor(s) will Brief Participants about the
	Topics that were Discussed Today and Advise Them of the Topics to be
	Discussed Tomorrow
1430	Lunch & End of Day Four

Dav 5: Friday, 16th of August 2024

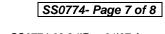
Day 5.	Friday, 10 Of August 2024
0730 - 0830	Aligning Strategic Initiatives with Organizational Goals
	Ensuring Alignment Between Strategy & Goals • Communicating Alignment
	to Stakeholders
0830 - 0930	Collaborative Strategic Planning
	Techniques for Collaborative Planning • Engaging Stakeholders in the
	Planning Process
0930 - 0945	Break
0945 – 1100	Implementing Change Management
	Strategies for Effective Change Management • Communicating Change to the
	Organization
1100 1220	Measuring Success & Continuous Improvement
1100 – 1230	Defining Success Metrics • Strategies for Continuous Improvement
1230 - 1245	Break
	Review & Reflection
1245 - 1300	Reviewing Key Concepts & Skills Learned • Reflecting on Personal Growth &
	Development
1300 - 1345	Final Project Presentation
	Participants Present Their Strategic Plans • Feedback & Discussion
1345 – 1400	Course Conclusion
	<i>Using this Course Overview, the Instructor(s) will Brief Participants about the</i>
	Course Topics that were Covered During the Course
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course



















Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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