



معهد الإدارة العامة
Institute of Public Administration



The Specialized Program

Lead (Fundamental level)

A Leadership program that aims to prepare leaders and successors from specialists, to enable them to take on supervisory positions in the future

31th August 2023
 8 am - 2 pm
 BIPA
 547 including tax
 11 days 65 hours

The leadership program is one of the specialized programs in the field of leadership, which aims to enable new leaders in the organization to lead according to specialized methods and leadership models in the field of leadership and management.

The (Lead) program includes a set of main capabilities, which will be graded according to the career level, where the capabilities are as follows:

Self Leading: The employee’s ability to lead himself, through his mastery of a set of skills and behaviors, which will reflect positively on institutional work.

Team Empowerment: The employee’s ability to work as a team through effective communication, and investing talents and capabilities that will enable him to achieve quality results.

High Performance: The ability of the employee to deliver a high level of performance on a personal and organizational level.

Service Excellency: The employee’s ability to provide distinguished and exceptional services to customers and partners, in order to reflect the image and corporate identity.

Creativity & Innovation: The employee’s ability to present innovative initiatives and projects that contribute to achieving leadership on a personal and institutional level.

General Framework of the program





At the end of this program the participant will be able to:

- Apply the fundamentals of leadership on a personal and institutional level.
- Apply a range of skills in working with the team.
- Set personal goals that emanate from strategic objectives and achieve results.
- Apply a range of skills in dealing with different types of customers.
- Solve administrative problems using thinking and creativity tools.



Target Audience:

- Specialists in both public and private sectors.
- Individuals.

Program Units:

Unit 1:
Self leading
&
Leadership
3 days

Unit 2:
Teamwork
1 day

Unit 3:
Result
Oriented
1 day

At the end of this module the participant will be able to:

- Learn the fundamentals of leadership.
- Discover leadership capabilities.
- Use a range of styles in self-leadership.
- Recognize the importance of self-leadership in achieving personal and institutional visions and aspirations.
- Determine the appropriate leadership style with the nature of the work.
- Linking personal and organizational values.

At the end of this module the participant will be able to:

- Learn the fundamentals of teamwork.
- Adapt personal abilities to achieve goals and aspirations.
- Apply a range of skills in working in a team.
- Apply the skill of communicating with different personal styles in the team.
- **Method of implementation: games and training activities**

At the end of this module the participant will be able to:

- Recognize the importance of linking personal and organizational goals.
- Understand the correct progression that emanates from the strategic vision of the organization.
- Use a tool in formulating personal and organizational goals.
- Recognize the difference between strategic and operational objectives.
- Identify performance indicators that are commensurate with the goal.

Unit 4:
Customer
Service
2 days

Unit 5:
Innovative
Solutions
2 days

Enrichment
Activities:
Read a Book
1 Day

At the end of this module the participant will be able to:

- Recognize the fundamentals of customer service.
- Understand the stages of providing the service.
- Apply the protocol in providing the service.
- Use a set of skills in dealing with different types of customers.
- Deal with challenges while providing the service.

At the end of this module the participant will be able to:

- Learn the basics of creativity and innovation.
- Understand the stages of creative thinking.
- Identify priority management challenges that affect organizational work.
- Use a range of tools to find solutions to a range of management challenges.
- Introduce innovative management initiatives.

This event is one of the enrichment activities in the program, in which the participant must read a book and adapt knowledge and tools to achieve the program's outputs. The suggested book is "The Decision Book". The Participants will be divided to groups and are required to choose a set of at least 3 tools and adapt them to suit one of the program units.



Passing the program: The participant must prepare a personal development plan approved by his organization.



Certification:

Passing certificate from the Institute of Public Administration.



Registration:

For Government establishments:

The Institute for Public Administration will receive the nominations for the candidates from the training officers in the Government agencies via the specific registration system (TMS) available on the website (www.bipa.gov.bh)

For private establishments and Individuals:

The Institute for Public Administration will receive the nominations via registration forms provided on the Institute's website (www.bipa.gov.bh)