



Building and Leading an Effective Team

Certificate Course

Craft a Top Team to Boost Your Results

SUMMARY

To truly lift a company, business, project or operation off the ground, you need an effective team. To allow managers and leaders to boost their activities, we created this certificate course, giving them the knowledge and tools to undergo this complex process.

Upon completion, participants will be able to:

- Understand the basics of a high-performing team
- Influence and not overpower teams
- Utilize high performing teams to be centers for creativity and innovation
- Play the role of a leader in a high performing team
- Lead diverse teams (thought and culture)
- Understand the impact of emotions

MODULES

- **Team Performance**
 - Communication styles
 - Team performance analysis
 - Types of high performing teams and threats to effectiveness
 - How to work across distance
- **Power and Influence**
 - Understanding networks of influence and authority
 - Building and using organizational capital

TUITION COST:

\$350



KEY OBJECTIVE: Implement an adapted teamwork and leadership methodology

LEVEL: Mid-Level Managers

DURATION: 1.5 days

KEY BENEFITS

- Improved management skills
- Understanding of coaching
- Development of teamwork, motivation and loyalty to the leader of the team
- Higher productivity along with work efficiency

TARGET AUDIENCE

All new or existing managers who want to bring themselves and their team to the next level.

- **Creating and Innovating**
 - Effective brainstorming
 - 2 types of thinking: convergent and divergent
 - Selling creative ideas to the organization (getting support)
- **Leading an Effective (Creative) Team**
 - Environment and culture (good vs bad conflict)
 - Challenges in teamwork – learning from each other
 - Turning I into WE – Find the facts and back the plan
 - Valuing diversity (wanting it too!)
- **Emotional Intelligence and Coaching**
 - EQ vs. IQ
 - Personal plan to increase EQ
 - Communicating the importance of emotions

THE CENTER FOR LEADERSHIP AND PROFESSIONAL DEVELOPMENT



The Center for Leadership and Professional Development (CLPD) was created by the American University of Phnom Penh (AUPP) to offer world-class qualified learning and development solutions to professionals and employers in Cambodia.

For individuals who want to advance their careers or companies who want to develop their employees, our Diploma and Certificate Programs provide practical on-the-job skills that can be used right away to improve the quality and output of work. Our courses are dynamic, powerful and produce results at all levels of your organization.

We offer over 40 courses in subjects such as Communication, Customer Service, Finance, Human Resources, Innovation, Management, Marketing, Operations, Project Management, and even Aviation, as our center is the only International Air Transport Association (IATA) Authorized Training Center in Cambodia.



"CLPD courses are a great value for your money"

Management Support Officer
Prudential Cambodia

SERVICES INCLUDED

- ✓ Hard and soft copies of the course content
- ✓ Stationeries: notebook, pens, key ring...
- ✓ Presentation folder, including a \$50 voucher for any course of your choice
- ✓ Lunches for full day studies
- ✓ Snacks and drinks

OUR PARTNERS



Authorized
Training Center



The Instructor



**Thomas J. Carnahan,
PhD**

Dr. Carnahan is a Human Resources and Hospitality expert. He has 15 years of industry experience in the public and private sector working with government and service organizations; specifically the US Department of Defense, various public safety departments in the United States, a multitude of hotels/restaurants and globally with FedEx Express.

His projects and research are mostly related to the employee life cycle (recruitment, selection and retention). He is the former Chief Science Officer of Nfoshare (an employee engagement company) and HR Business Strategist to the Vice President of Human Resources at FedEx Express. His work has received three Federal Department of Defense awards for excellence as well as a multitude of individual and team awards at FedEx Express.

Our instructors are a blend of AUPP faculty though leaders, highly experienced practitioners and subjects matters experts, with the following assets:

- 100% of them hold a postgraduate degree
- Average of 15 to 20 years of professional experience in senior roles
- All have held senior positions in prestigious organizations such as World Bank, United Nations, IATA, FedEx, ISO and British Airways