



The professional supervisor training program

In today's changing workplace, supervisors and front line managers play one of the most critical roles in any organization. Many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues and their manager. Learning these skills can have a tremendous impact on an organization's productivity.

Supervisors often manage more people than anyone in the company, yet receive the least amount of professional supervisor training.

Who should attend?

The front line managers and supervisors at all levels of responsibility and mid-level managers in operations and maintenance.

As a supervisor you are responsible for the work of others not just your own output.

Who will benefit from this course?

Both experienced and recently appointed supervisors will benefit greatly from learning best practice supervision management skills.

Blend these techniques into your work routine, and you'll earn a reputation as an even-handed boss



What participants will learn from this training program?

- Participants will understand the scope and nature of the supervisory position
- Participants will learn some ways to deal with the challenges of the role.
- Participants will recognize the responsibilities they have as supervisors to themselves, to their team and to their organization
- Participants will identify key techniques to help them plan and prioritize effectively
- Participants will acquire a basic understanding of and develop strategies for leadership, team building, communication, and motivation and what part they play in effective supervision.

Most supervisors were one of the best performers of the job. However, managing others requires a much different skill set.

Agenda :

DAY ONE: June 30th, 2011 - 09:00 to 13:30

Motivation, Coaching, Integrity - (networking session) - Trust, Accountability, Setting examples

DAY TWO: July 1st, 2011 - 09:00 to 13:30

Discipline, Team building, Group problem solving - (networking session) - Delegating, Performance assessment, Performance management

Most business systems are designed to treat people like "losers" rather than "winners" at this workshop you will learn how to motivate your team members.

Trainer:

Miss Georgina Ibrahim –Soft Skills Professional Trainer

Dates and venue:

Two-day seminar - 09:00 to 13:30:00

5 star hotel Beirut, Lebanon

June 30th, 2011 to July 1st, 2011

Registration form

The Professional Supervisor Training Program
Training Program - 5 star hotels (yet to be confirmed) - June 30th, 2011 – July 1st, 2011 - Beirut, Lebanon

Your package includes:

- Instruction by an expert facilitator
- Interactive training sessions
- Specialized manual and course materials
- Personalized certificate of completion

REGISTRATION

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.

Please photocopy for multiple bookings

5 WAYS TO REGISTER

Tel: +961 199109/2 Mobile: +961 3232902 Fax: +961 1991091
Ext. 103 Email: training@liec-edu.com
Online: www.liec-edu.com
Book and pay before June 20th, 2011 to save up to US \$149!

PRIORITY BOOKING FORM

- Discounts cannot be combined.
- Discounts are not valid if payment is received after closing date.
- Payment prior to training program is mandatory for attendance.

DETAILS

DELEGATE 1 Mr. Mrs. Ms Dr Other.....

First Name:.....Surname:.....

Email:..... Telephone: :.....

Job Title:..... Department: :.....

Organization: :..... Nature of business:

Address:.....Postcode:.....Country: :.....

Telephone: :..... Fax: :.....

Dept. Head: :..... Training Manager: :.....

Name of person completing form if different from delegate:

Signature:..... Date: :.....

PAYMENT METHOD

Payment online

Go to www.liec-edu.com and pay by credit card. Send copy of online confirmation receipt by email to: training@liec-edu.com

By Direct Transfer:

By Western Union, to: "NABIL AL JAWHARI", Lebanon.
Please quote +9613232902 with remittance advice

By Bank Transfer:

Bank name: Abu Dhabi Commercial Bank
Bank address: Emirates mall, Dubai, UAE.
Account name: Distance Learning and Training JLT
Bank account: 694971193001

All bank charges to be borne by the payer. Please ensure that IC receives the full amount invoiced.

Please tick the appropriate box if you would like to pay by one of these methods and our customer services team will contact you directly to finalize the payment.

TRAINING PRICES

For organizations based in Lebanon: Book and pay before June 20th, 2011 and save up to US \$149

Before June 20th, 2011: US \$650 (Save US \$149)

Standard price: US \$799

Pay online: US\$824

Bank transfer: US\$815

For organizations based outside Lebanon: Book and pay before June 20th 2011 and save up to US \$149

Before June 20th, 2011: US \$950 (Save US \$149)

Standard price: US \$1,099

Pay online: US\$1,133

Bank transfer: US\$1,115



EXPERIENCE

Employment in Learning Organizations:

2011 to date

Lecturer at Notre Dame University, in Management and Marketing.

2010 to date

Lecturer at Hariri Canadian University, in Management and Marketing.

2006 to date

Lebanese American University

Lecturer of Management and Marketing courses (Intro to Management, intro to Marketing, International Marketing, Management across Culture)

2003 to 2010

Université Saint Esprit De Kaslik, Jounieh, Lebanon

Lecturer of courses in Principles of Management, Human Resources Management, Small Business Management, Strategic Management, Consumer Behavior and Organizational Behavior.

Administrative tasks:

Spring 06 to 2010

Advisor of management students and coordinator of management department, Business School, Kaslik University

Other Training Activities:

Soft skills training

Courses delivered to airlines staff, members in the AACO (Arab Air Carriers Organization), from 2007 to date

Training topics include soft skills such as communication skills, customer service, business etiquette, etc

Languages: Arabic, English, French and Spanish.

Trainer profile

Ms. Georgina Ibrahim is a highly professional trainer in the field of soft skills.

Her domestic and regional training work experience had been with multiple renowned companies, in different industries (airlines, banks, universities) in a variety of countries, like Lebanon, Syria, Jordan, Egypt, Qatar, Bahrain, Saudi Arabia and Tunis.

Ms Ibrahim key competencies reside in integrating her work practice and her academic experience as a university instructor into her training courses.

She held the position of Advisor and Head of Management Department in a local university for many years. Currently, she is a part time instructor in many notorious universities, in and outside Lebanon.

Ms Ibrahim possesses a charming energetic personality. She is dedicated to help people in improving their lives, by enhancing their soft skills. Her training style is effective and unique in a way it leaves marks on every participant who has attended any on her courses.

Ms Ibrahim holds an MBA from the Lebanese American University, and a BS in Computer Sciences from Balamand University. She is currently based in Jounieh, Lebanon.

PAYMENT TERMS

Payment is due upon receipt of invoice. Bookings received within 10 working days of the training program, require a credit card number to confirm your place in case payment is not done yet. Payment prior to the event is mandatory for attendance. All bookings gaining the early bird discount must be paid before the early bird date; otherwise the full rate will be applied and charged. In these instances, payment of the full amount will be required before entry to the training program.

TEAM DISCOUNTS

Team discounts available:

- 3 to 5 attendees: US\$199 per person
- 6 to 9 attendees: save US\$249 per person
- 10 or more attendees: save US\$299 per person.

VENUE

Beirut, Lebanon

Training Program DOCUMENTATION

If you cannot make the dates you can still access all of the presentations delivered throughout the training program days for just US \$350, post training program. Contact us on +9611991091/2 for further details.

IC Lebanon Standard Terms and Conditions

PAYMENT:

- Payment is due in full at the time of registration and includes detailed training program materials.
- Your registration will not be confirmed until payment is received and may be subject to cancellation.
- If a booking is received 10 working days before the training program a credit card number will be required to confirm your place, likewise if full payment has not been received before the training program date.

DISCOUNTS:

- All <Early Bird> Discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- Any other discounts offered by IC (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.

CANCELLATION, POSTPONEMENT AND SUBSTITUTIONS POLICY:

- You may substitute delegates at any time by providing reasonable advance notice to IC.
- For any cancellations received in writing not less than eight (8) days prior to the training program date, you will receive a 90% credit to be used at another IC event which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IC for all permitted cancellations.
- No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the event.
- In the training program that IC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IC training program to be mutually agreed with IC, which must occur within one year from the date of cancellation.
- In the event that IC postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IC event to be mutually agreed with IC, which must occur within one year from the date of postponement.
- Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.
- IC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event.

IC shall assume no liability whatsoever in the event this training program is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this event impracticable, illegal or impossible.

For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency.

PROGRAM CHANGES:

Please note that trainer and topics were confirmed at the time of publishing; however, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the trainer and/or topics. As such, IC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

YOUR Details:

Please email our training department at training@lic-edu.com and inform him/her of any incorrect details which will be amended accordingly.

International Council:

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- ▣ Tiffany Tower- 14th floor- Jumeirah Lakes Towers- Dubai- UAE. T: +97144472123.