

Deloitte.



“Managerial Skills” Training Programme

Deloitte TCF LLP, 2018

Deloitte
Academy

Introduction



Training content



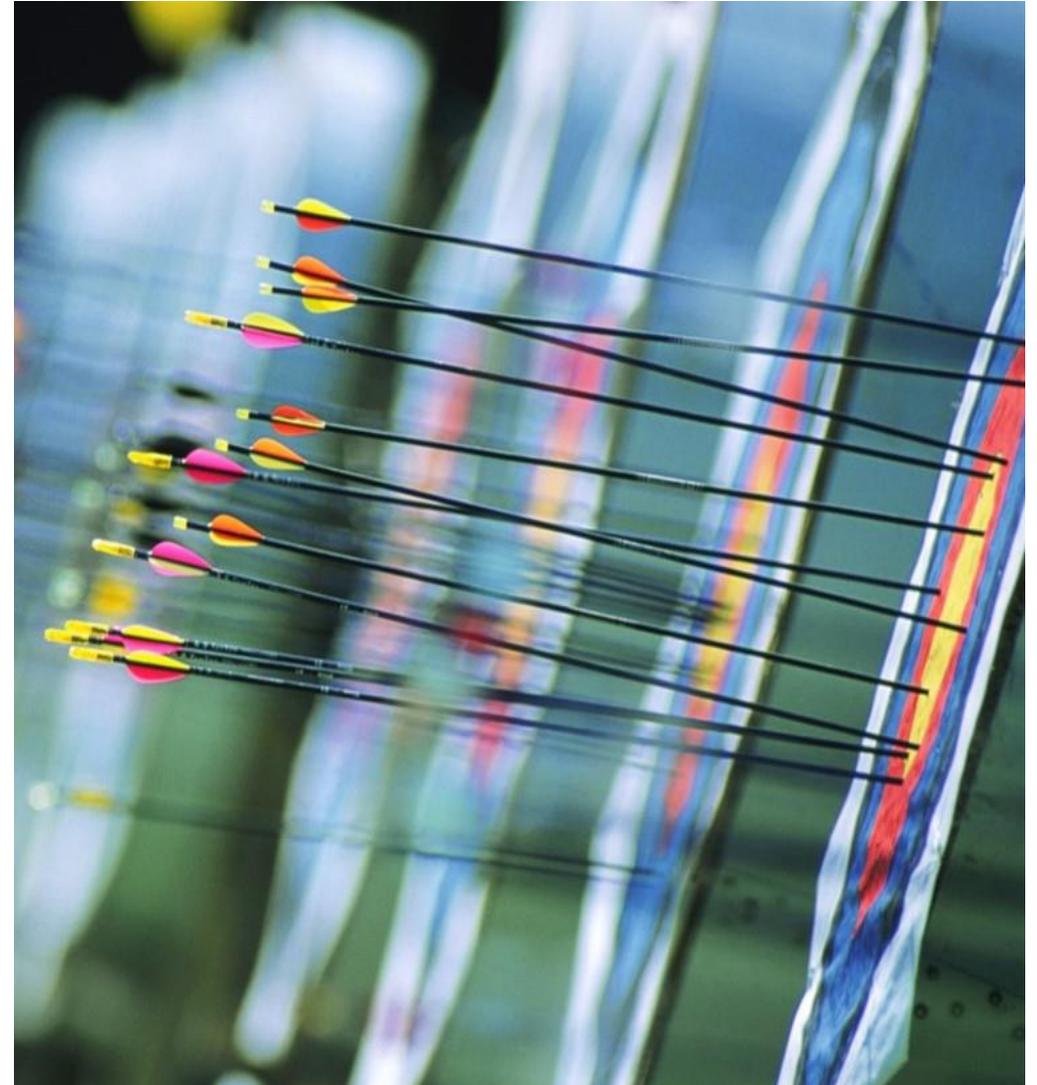
Expected programme results



Training agenda



Cost and calendar



“Managerial Skills” is a comprehensive training programme designed to develop personal and professional skills, help build an effective team and improve corporate climate.

Training content

Training:

- is delivered by experienced professionals from Deloitte and third party providers with extensive experience in employee training
- provides original training materials developed to illustrate core programme points
- features a large number of interactive elements (discussions, exercises and case studies)
- is based on real life examples from international best practices

** All participants will receive a certificate after successful completion of the training*

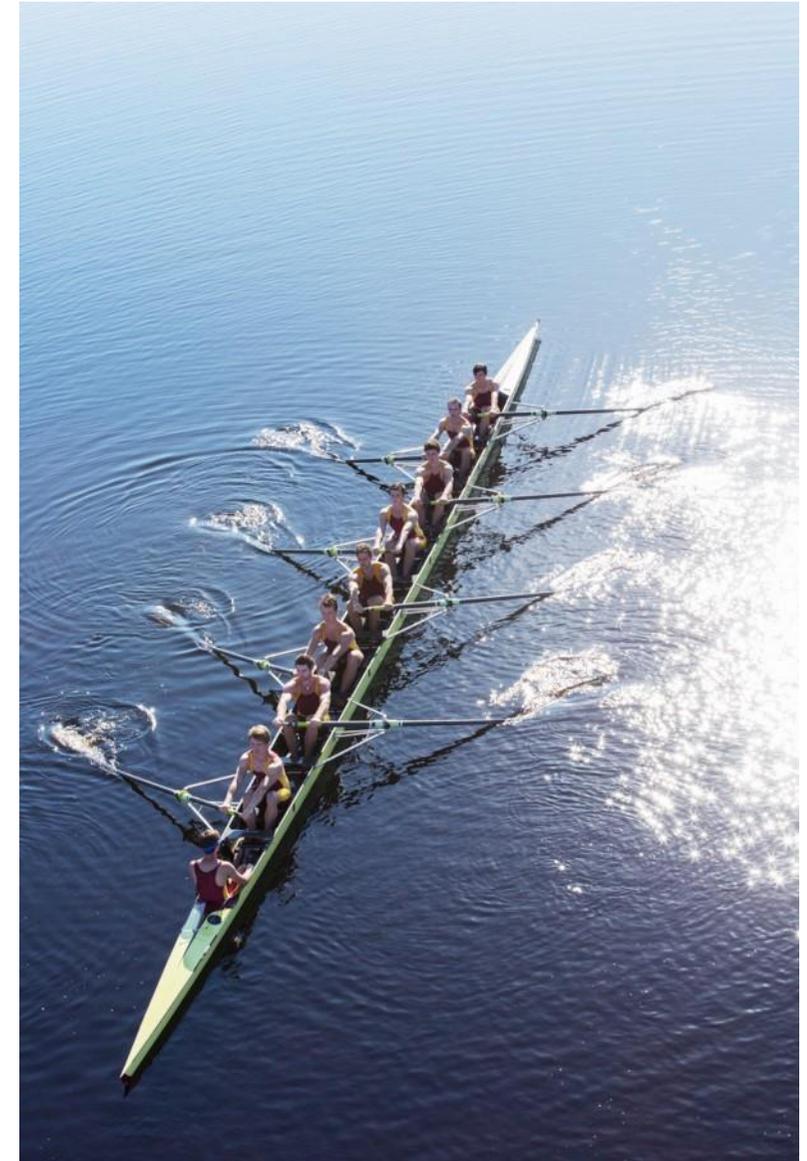
Agenda*:

- leadership styles
- situational leadership
- effective delegation
- giving quality feedback
- coaching skills
- meeting skills

** The training programme comprises six 2-3 hour sessions for 2 days*

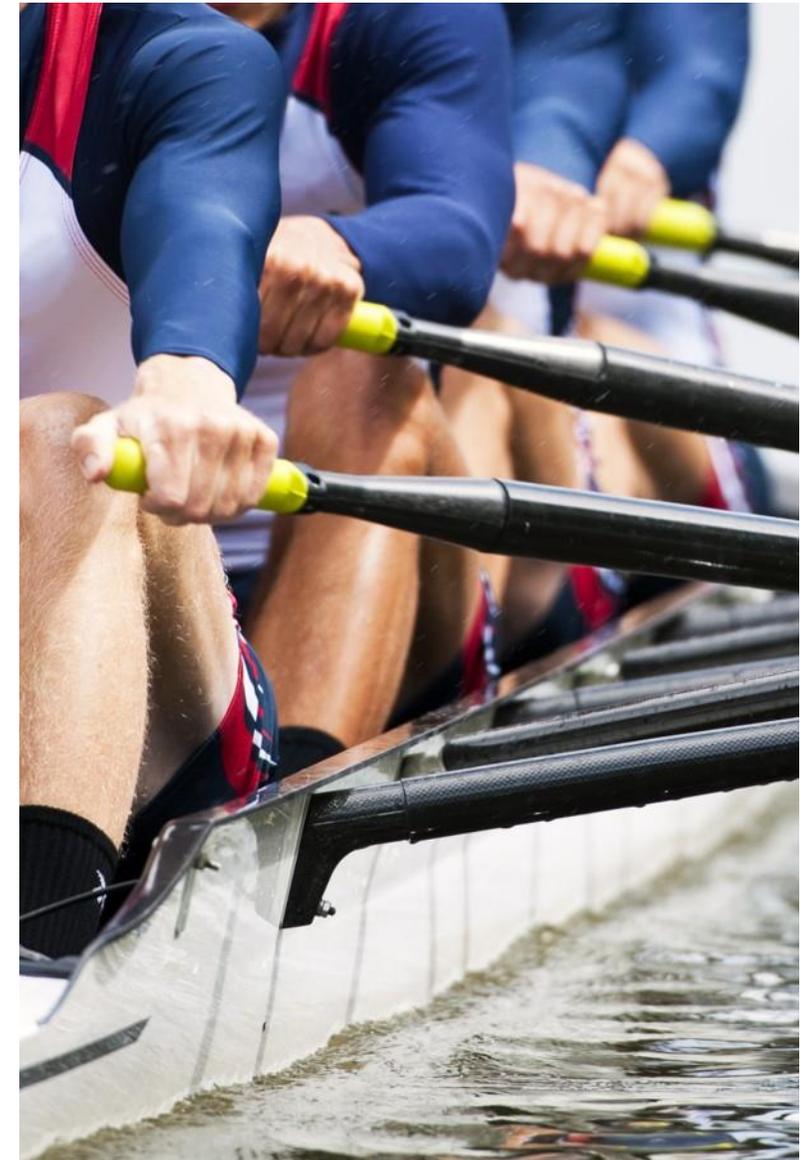
Expected results of each session

Session	Participants will be able to
Personality types and leadership styles 	<ul style="list-style-type: none">• identify personality types• adjust behaviours to each situation• understand how to develop relationships internally and externally• work effectively with others encouraging collaboration and cooperation
Situational leadership 	<ul style="list-style-type: none">• understand the term 'leadership'• describe the situational leadership model• practice the principles of situational leadership
Delegation 	<ul style="list-style-type: none">• describe how the delegation process works; its importance and benefits• understand why people are hesitant to delegate and how to overcome this• apply effective delegation tips and tricks• understand the 'Monkey Management' concept



Expected results of each session

Session	Participants will be able to
Giving quality feedback 	<ul style="list-style-type: none">• explain what quality feedback is and which forms it can take• identify barriers to giving feedback and ways to overcome them• identify useful tools and models to giving feedback in a variety of situations• recognise and apply best practice feedback models in a variety of situations
Coaching skills 	<ul style="list-style-type: none">• define the term 'coaching'• identify when it is appropriate to use coaching methods• describe the GROW coaching model• demonstrate coaching
Meeting skills	<ul style="list-style-type: none">• describe the structure of effective meeting• demonstrate questioning and listening techniques• demonstrate an ability to adjust a personal style to a specific situation



Training agenda

Day 1

Time	Topic
09.00 – 09:30	Registration and welcome
09.30 – 10:00	Training session opening
10:00 – 11:15	Session 1. Personality types and leadership styles
11:15 – 11:30	Coffee break
11:30 – 12:00	Session 1. Personality types and leadership styles
12:00 – 13:00	Session 2. Situational leadership
13:00 – 14:00	Lunch
14:00 – 14:30	Session 2. Situational leadership
14:30 – 15:30	Session 3. Delegation skills
15:30 – 16:45	Coffee break
16:45 – 17:45	Session 3. Delegation skills
17:45 – 18:00	Q&A session, wrap-up of Day 1

Training agenda

Day 2

Время	Topic
09.00 – 09:30	Summary of Day 1
09:30 – 11:30	Session 4. Giving quality feedback
11:30 – 11:45	Coffee break
11:45 – 13:00	Session 5. Coaching skills
13:00 – 14:00	Lunch
14:00 – 14:30	Session 5. Coaching skills
14:30 – 16:00	Session 6. Meeting skills
16:00 – 16:15	Coffee break
16:15 – 17:30	Session 6. Meeting skills
17:30 – 18:00	Q&A session, wrap-up of training and certificates

Cost and calendar

The Managerial Skills training programme is designed for middle-level managers who coordinate their functions and interact with other teams. The programme consists of six 2-3 hour sessions. The training programme will be delivered over a period of two days.

City	Almaty
Dates	25 and 26 April 2018
Venue	Deloitte office
Cost per participant	KZT 120,000, excluding VAT

You can register on our website, via email arakhym@deloitte.kz or by telephone +7 (272) 58 13 40. Your contact is Asselkhan Rakhym.

Registration closes five working days before the training date. You can cancel your participation in the training up to five working days before the training date. If a cancellation is made less than 5 days before the training date, the client should pay 10% of the cost of training for each participant.

Payment of 100% of the participation fee will be due if a cancellation is made two working days (or less) before the training date.

The cost of the training includes handouts, coffee breaks and certificates.

The programme can also be delivered in a corporate training format, if the number of participants from one company is between 12 and 20 people. The cost of the corporate training format can be discussed individually.

Trainer resume



Assel Serikova

Senior Manager

Talent Department
Leader

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Assel Serikova heads the Deloitte Caspian Region Talent Department. After a successful period in leadership positions with a select number of international and Kazakhstan financial institutions, such as Renaissance Credit, Al-Hilal Bank and the Development Bank of Kazakhstan, she returned to lead the Deloitte Caspian Region Talent Department. Assel is a global remuneration professional (GRP), certified HR-manager (CHRM) and professional coach.

Assel has over 15 years of experience in human resources and has led a number of projects to:

- improve diverse HR functions
- optimise HR processes, such as improving hiring and staff performance processes; developing compensation and remuneration packages, learning and development initiatives
- improve internal communications and corporate culture
- promote employer brand
- cascade strategic firm goals and objectives
- develop corporate social awareness
- develop and facilitate training focusing on management skills and effective communication; introduce coaching approaches to working with teams, and many others

Deloitte Academy

Offering value-added learning solutions that help you succeed

Our principles

Long-term cooperation



The Deloitte Academy offers comprehensive solutions aimed at improving employees' competencies across various business lines. The courses are organised based on the attendees' level of knowledge, skills and competencies and allow for the continuous development of business skills while taking into account professional growth and job enlargement.

Innovative approach



The Academy applies up-to-date training methods and techniques, including business games, simulations, facilitated discussions and interactive visualisation. Current communication methods allow for customer requests to be promptly attended to and content to be provided in a convenient format (webinars, messengers, video files, etc.).

Efficiency



Each training session delivered by the Deloitte Academy contains elements from allied knowledge areas and is designed around industry specifics and best practices. The Academy offers post-training support aimed at assessing results and incorporating changes in one's current responsibilities.

Our focus

- The Deloitte Academy specialises in corporate business training designed for specific customer needs.
- Training topics include risk management, internal control, internal audit, accounting and finance, soft skills, and industry-specific training.
- Courses are designed for professionals interested in acquiring hands-on learning experience through facilitated discussions, business games and simulations.
- Academy training is delivered by subject-matter experts who bring practical insights from real-world audit management and the implementation of major transformation projects.

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