

**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 narrative 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, improvisation 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 improvisation 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 “Howard 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:-

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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.

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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:

#### **Day 1: Monday, 12<sup>th</sup> of August 2024**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Strategic Thinking</b> <i>Definition &amp; Importance • Characteristics of a Strategic Thinker</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<b>Understanding the Strategic Environment</b> <i>Analyzing Internal &amp; External Factors • SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)</i>
1030 – 1130	<b>Vision &amp; Goal Setting</b> <i>Creating a Clear Vision • Setting SMART Goals (Specific, Measurable, Achievable, Relevant, Time-Bound)</i>
1130 – 1215	<b>Critical Thinking &amp; Problem-Solving</b> <i>Techniques for Critical Thinking • Structured Problem-Solving Approaches</i>
1215 – 1230	<i>Break</i>
1230 – 1330	<b>Decision-Making Under Uncertainty</b> <i>Tools for Decision-Making • Managing Risk &amp; Uncertainty</i>
1330 – 1400	<b>Case Studies on Strategic Thinking</b> <i>Examples From Successful Organizations • Key Lessons &amp; Insights</i>
1400 – 1420	<b>Hands-On Exercise: Developing a Strategic Plan</b> <i>Practical Exercise on Creating a Strategic Plan</i>
1420 – 1430	<b>Recap</b> <i>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</i>
1430	<i>Lunch &amp; End of Day One</i>



**Day 2: Tuesday, 13<sup>th</sup> of August 2024**

0730 – 0830	<b>Strategic Planning Frameworks</b> <i>Popular Frameworks &amp; Models (e.g., Balanced Scorecard, Pestle Analysis) • Selecting the Right Framework for Your Organization</i>
0830 – 0930	<b>Developing Action Plans</b> <i>Breaking Down Strategies into Actionable Steps • Prioritizing Tasks &amp; Resources</i>
0930 – 0945	Break
0945 – 1100	<b>Resource Allocation &amp; Management</b> <i>Efficient Use of Resources • Aligning Resources with Strategic Goals</i>
1100 – 1215	<b>Monitoring &amp; Evaluation</b> <i>Tracking Progress &amp; Performance • Adjusting Plans Based on Feedback &amp; Results</i>
1215 – 1230	Break
1230 – 1330	<b>Communicating the Strategy</b> <i>Crafting a Compelling Strategic Narrative • Ensuring Alignment Across the Organization</i>
1330 – 1400	<b>Case Studies on Strategic Planning &amp; Execution</b> <i>Analysis of Successful Strategic Initiatives • Best Practices &amp; Pitfalls to Avoid</i>
1400 - 1420	<b>Hands-On Exercise: Creating an Action Plan</b> <i>Practical Exercise on Developing an Actionable Plan</i>
1420 – 1430	<b>Recap</b> <i>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</i>
1430	Lunch & End of Day Two

**Day 3: Wednesday, 14<sup>th</sup> of August 2024**

0730 – 0830	<b>Principles of Effective Communication</b> <i>Key Elements of Effective Communication • Barriers to Effective Communication &amp; How to Overcome Them</i>
0830 – 0930	<b>Persuasive Communication Techniques</b> <i>Techniques for Influencing &amp; Persuading Others • Crafting Persuasive Messages</i>
0930 – 0945	Break
0945 – 1100	<b>Public Speaking &amp; Presentation Skills</b> <i>Structuring Your Presentation • Techniques for Engaging Your Audience</i>
1100 – 1215	<b>Active Listening &amp; Feedback</b> <i>Importance of Active Listening • Providing &amp; Receiving Constructive Feedback</i>
1215 – 1230	Break
1230 – 1330	<b>Non-Verbal Communication</b> <i>Understanding Body Language &amp; Tone of Voice • Using Non-Verbal Cues to Enhance your Message</i>
1330 – 1400	<b>Case Studies on Effective Communication</b> <i>Examples of Effective Communicators • Key Takeaways &amp; Best Practices</i>
1400 - 1420	<b>Hands-On Exercise: Delivering a Persuasive Presentation</b> <i>Practical Exercise on Presenting a Strategic Plan</i>
1420 – 1430	<b>Recap</b> <i>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</i>
1430	Lunch & End of Day Three



**Day 4: Thursday, 15<sup>th</sup> of August 2024**

0730 – 0830	<b>Improvisation Techniques for Business</b> <i>Basics of Improvisation • Applying Improvisation Skills in Business Scenarios</i>
0830 – 0930	<b>Handling Q&amp;A Sessions</b> <i>Strategies for Managing Questions &amp; Answers • Techniques for Staying Composed Under Pressure</i>
0930 – 0945	Break
0945 – 1100	<b>Crisis Communication</b> <i>Communicating Effectively During a Crisis • Maintaining Trust &amp; Credibility</i>
1100 – 1215	<b>Conflict Resolution &amp; Negotiation</b> <i>Techniques for Resolving Conflicts • Effective Negotiation Strategies</i>
1215 – 1230	Break
1230 – 1330	<b>Building Confidence &amp; Assertiveness</b> <i>Techniques for Building Self-Confidence • Being Assertive Without Being Aggressive</i>
1330 – 1400	<b>Case Studies on Thinking on your Feet</b> <i>Analysis of Leaders Who Excel Under Pressure • Key Lessons &amp; Strategies</i>
1400 – 1420	<b>Hands-On Exercise: Role-Playing Scenarios</b> <i>Practical Exercise on Handling Impromptu Situations</i>
1420 – 1430	<b>Recap</b> <i>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</i>
1430	Lunch & End of Day Four

**Day 5: Friday, 16<sup>th</sup> of August 2024**

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