Managing Myself and My Team

A virtual two-day programme (8 hours): 4 hours on Managing Myself and 4 hours on Managing My Team

Prepared by: Precept Management Consultancy and C. O'Neill Enterprises Ltd

Why this programme?

- Managing others starts with managing your own role, priorities, energy and behaviour
- Frontline leaders balance operational demands with the responsibility of guiding people
- Clear choices, healthy boundaries and personal accountability create consistency for the team
- The programme is relevant whether you lead one person, a shift, a floor or a larger team

Learning outcomes

Day 1

By the end of the day, the participants will be able to:

- Learn how to manage the self, through self awareness exercises so that your mind works for you and not against you in your daily work life
- Understand how your mindset can be a friend or an enemy in helping you get things done
- Practice new thoughts, perceptions and beliefs about your team members that will make interaction with them easier

Learning outcomes

Day 2. By the end of the day, participants will be able to:

The Power of WHY

Explain how a clear WHY creates commitment, belonging and better results.

Define the WHY of their company, their department and individual positions, and show how they connect.

Help each team member see how their everyday work contributes to the company's vision and objectives.

Use a simple routine to keep their team connected to the WHY on an ongoing basis.

Own It

Tell the difference between people who do the work because they have to and people who are driven by their own motivation.

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Learning outcomes

Apply the six-step Ownership Roadmap: give meaning, set shared goals, make progress visible, build competence, hand over control and expect ownership of results.

Make goals and results visible to the team to build accountability and self-drive.

Use coaching questions that move people from "tell me what to do" to "I intend to...".

Recognize Daily, Speak Up Bravely.

Explain how appreciation builds trust and makes people open to feedback.

Assess how much trust they have built with each team member.

Give specific, sincere appreciation in the way each person values most.

Prepare and hold a difficult performance conversation that is honest and respectful and keeps the relationship intact.

Course Details

- Fees: 275 OMR + VAT (if applicable)
- Date: 19th – 20th October 2027
- Mode of Delivery: Live Virtual Course
- Time: 9:00 AM 1:00 PM Oman Time (GMT+4)

Two days. Eight hours. From managing myself to managing my team.

DAY 1 • BEING AWARE OF THE SELF

Through exercises, become aware of my thoughts, beliefs and perceptions about my team, my peers, my boss.

Understand how the mind works and how we unconsciously get it to work against us instead of, for us.

MANAGING MYSELF

Undertand what situations and people trigger stress, anxiety, frustration and anger in the workplace

Through a simple technique, learn to manage my negative emotions so that they work for me and not against me

PERSONAL ACTION PLAN

Choose practical habits to apply immediately that will help your everyday interactions with your team, your peers and boss

DAY 2 • MANAGING MY TEAM

Four-hour virtual module

Day 1: Managing Myself (4 Hours)

Being Aware of the Self
Explore my thoughts and beliefs at work
Reflect on perceptions of my team and peers
Notice my assumptions about my boss

Understanding How the Mind Works
Understand how thinking shapes perceptions
Recognise unhelpful patterns in my thinking
Explore how my mind can work for me
Exercises: reflect on thoughts and beliefs

Recognising Emotional Triggers
Identify situations that cause stress or anxiety
Recognise feelings of frustration and anger
Notice the people who trigger these emotions

Managing Negative Emotions
Learn a simple emotion management technique
Practise managing difficult emotional reactions
Use my emotions to help rather than hinder me

Applying the Technique at Work
Apply the technique when workplace stress rises
Manage anxiety in challenging situations
Respond more calmly to frustration and anger

Everyday Workplace Interactions
Notice my thoughts when engaging with my team
Reflect on my perceptions of peers and my boss
Use self-awareness to improve my responses

Personal Action Plan
Choose practical habits to apply immediately

Day 2 – "Managing My Team: Leading with Purpose, Ownership and Trust."(4 Hours)

Topic 1 – The Power of WHY: From Company Vision to Everyday Purpose

- Why starting with WHY inspires action
- How purpose drives behaviour, commitment and results
- Belonging and the Circle of Safety: helping people feel part of the bigger effort
- Nested WHYs: the WHY of the company, the department and each position
- Linking everyday tasks to the company's vision and objectives
- The WHY Connection Cycle: Clarify, Cascade, Connect, Celebrate, Check
- Practical ways to keep the WHY alive in meetings, one-to-ones and daily work

Topic 2 – Own It: The Roadmap to Self-Driven Performance

- Doing the work because you have to vs. because you want to
- What motivates people: autonomy, competence, relatedness and purpose
- Setting clear, challenging and shared goals
- Making progress visible and celebrating small
- The six-step Ownership Roadmap for building self-driven team members
- Handing over control step by step: the Ladder of Leadership

Topic 3 – Honest by Design: Recognise Daily, Speak Up Bravely

- Why appreciation is the foundation of trust between manager and team member
- Building an appreciation culture
- The Emotional Bank Account : deposits and withdrawals of trust
- Recognition vs. appreciation and the 5 Languages of Appreciation
- Giving specific, sincere appreciation linked to the WHY
- Radical Candor: caring personally while challenging directly
- Preparing and holding difficult performance conversations without damaging the relationship

Your Signal
By Christina O'Neil

Christina O'Neill: Trainer/Coach

Christina studied Marketing and received a Masters in Organizational Analysis and Behavior from Lancaster University in the UK.

Since 1996, she is a certified trainer by the Human Resource Development Association of Cyprus

A Senior Consultant specializing in learning and development of teams and individuals. Specifically she excels in training, facilitation, coaching and mentoring.

With a 28 year career she has delivered more than 2.500 workshops and trained people mainly in Cyprus, Greece, Kuwait, Abu Dhabi, Dubai and Oman. She trains people at all levels and departments from CEOs all the way down to the fingertips of an organization.

Christina has the ability to adapt to different work environments. At the age of 24 she began her Learning and Development experience in Cyprus and Oman and gradually she learned and adapted to the Arab culture, training a range of organisations from the banking sector, oil and gas, telecom, airlines, automotive industry, retail and financial services. She trained in environments with international cultures: European, Asian, Arab.

One of her biggest successes was for Kuwait Petroleum where she was one of the three trainers to be training Basic and Advanced Negotiation Skills for high level management

She is also a trainer for TACK-TMI, (https://www.tacktmiglobal.com) an international training consultancy firm and is currently involved in projects with international companies like: Unilever, Idiada-Applus and Eurofragance.



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A small sample of her projects:

Hermes Airports (Larnaca and Paphos Airports) in Cyprus:

Developed the two internal trainers of Hermes Airports on delivering customer service experienced training programs and handling passenger complaints and dissatisfaction
Trained the entire customer service team on delivering exceptional customer service and handling customer complaints

Bank Muscat (Oman)
Trained the Branch Managers on Managing Customer experience
Trained front line employees on handling client complaints and customer centric behaviours

Alphamega Supermarkets:
Alphamega is the largest and most successful supermarket in Cyprus with 22 stores and another 3 on the way. When there were only 3 supermarkets, in 2008, Christina was asked to take over the building of the customer service experience and complaint handling. She was part of the team that created the "Customer Experience Manager position" and empowered the Customer Service Departments across all of the supermarkets. Every year, she trains approximately 300 employees on "The Alphamega Customer Service Philosophy"

MSJ Pharmaceutical
MSJ is in the top 3 largest pharmaceutical companies in Cyprus. Since 2018 she supports the 4 founders in building strong leadership teams, medical reps and pharmaceutical reps. She is in charge of developing and training the front line in sales/advisory skills and the management, in leading the performance of their teams.

Zorbas Bakeries:
The most well known brand in Cyprus. Since 2023. Christina is one of the external trainers of this organisation, training supervisors,, floor managers and store managers to manage themselves and their teams. A different project will start within 2026 with the goal of putting the corporate values into practice, by establishing behaviours (do's and don't's)



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Clients in Middle East and Cyprus:

Middle East

- Bank Dhofar
- Bank Muscat
- Kuwait Fund for Arab Economic Development
- Kuwait Petroleum
- Oman Air
- Oman Airports
- Tamkeen Bahrain

Cyprus

- 2Serve Passenger and Cargo Handling Agents
- A Jet Airlines
- BBF Construction
- Bean Bar Coffee
- Beauty Line
- Burgan Bank Kuwait
- Eurocypria Airlines
- Hermes Airports Cyprus
- MSJ Pharmaceutical
- Partners Communications
- Psaras Constructions
- The Cyprus Prison Department
- Toyota and Lexus Cyprus
- Unilever Thailand
- Volvo Cyprus
- Zorbas Bakeries
- Alphamega Supermarkets



About Us

Precept Management Consultancy is an Omani organisation which has been providing consultancy and development programmes throughout the region and further afield since 1995.

During this period Precept has worked with almost all of the major business entities and government ministries and institutions within Oman and consequently has earned a reputation for being a consistent provider of consultancy and training of the highest standard.

Our clients include:

- Alizz Bank
- BAE Systems
- Bank Muscat
- Boeing
- Central Bank of Oman
- Central Bank of Phillippines
- CySEC (Cyprus Securities and Exchange Commission)
- DP World
- Dubai Duty Free
- Dubai Holding
- Emaar
- Etihad Airways
- Facebook India
- FedEx
- Ferrari World Abu Dhabi
- Intercontinental Hotels
- Joramco
- Jumeirah Group
- Nawah Energy Corporation
- Occidental of Oman
- Oman Airports
- Oman Air
- Oman Housing Bank
- Oman LNG
- Petroleum Development Oman
- Qatar Foundation
- Riyadh Air
- Royal Court Affairs
- Saudi Aramco
- Shell Oman
- Walt Disney Company (India)