

MANAGEMENT DEVELOPMENT PROGRAM

Three-day seminar:
Core Management Skills and Applied AI

03, 10 and 17 December 2026



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The program specification has been approved by the Human Resources Development Authority (HRDA).

Effective management is central to organisational success, yet many professionals take on responsibility for people and performance **without targeted preparation for the role.**

The Management Development Program equips **new and existing managers** with **practical skills to manage people, support performance and lead teams more effectively.**

Participants will explore the core responsibilities of a manager and develop **practical approaches to motivation, feedback, performance management, delegation, teamwork, conflict and goal-setting.**

The **role** of the manager is also **changing as Artificial Intelligence (AI)** and **digital technologies** become part of everyday work.

Managers are increasingly expected to understand how all **new tools** can support **communication, productivity and the management of daily responsibilities.**

Hence, the programme introduces participants to **disruptive technologies** and **provides practical experience** with **Microsoft Copilot, prompt engineering and the AI-supported** use of Microsoft Office applications.

Participants will work on **real workplace** challenges and explore how **AI can serve** as a practical thought partner rather than simply another digital tool.

OUR AIM AND APPROACH

- **Learn by doing** through case studies, role-play, workplace scenarios and interactive exercises.
- Reflect on **current management practices, personal behaviours** and **workplace challenges**.
- Apply **practical management frameworks** to realistic team situations.
- **Use AI tools** to address time-consuming workplace tasks and develop a personal action plan.



PARTICIPANTS PROFILE

- Newly appointed managers, first-line managers and supervisors
- Team leaders, department managers and middle managers
- HR and operations managers responsible for employee performance, engagement and team effectiveness
- Professionals responsible for coordinating people, resources and workflows
- Managers leading remote teams or working in organisations adopting hybrid working arrangements

PROGRAM GOALS

The **Management Development Program** is designed to:

- Help participants **understand the role** and **responsibilities** of an effective manager.
- Strengthen their **ability to motivate, engage and develop** employees.
- Build **confidence** in **giving feedback, conducting performance appraisals** and **delegating responsibilities**.
- Support the development of **high-performing teams** and more **effective responses to conflict and team dysfunction**.
- Enable participants to **set clear and actionable goals** using the SMART framework.
- Develop **practical prompt-engineering and AI skills** that support managerial productivity and team performance.

TOPICS COVERED



Day 1

Understanding the role of the manager and the transition from individual contributor to people manager

Understanding the factors that influence performance and identifying practical ways to strengthen engagement

Providing constructive feedback and responding effectively to different feedback situations

Preparing for and conducting performance discussions that support employee development

Delegating responsibilities according to priorities, capabilities and workload



Day 2

Understanding team development and the conditions that support effective teamwork

Exploring the five dysfunctions of a team and identifying ways to address them

Recognising the causes of conflict, managing difficult conversations and de-escalating tension

Turning broad intentions into specific, measurable, achievable, relevant and time-bound goals

TOPICS COVERED



Day 3

Exploring how emerging technologies are changing job roles, workplace skills and organisational practices

Digital Skills Bootcamp for Managers

- The bootcamp provides practical experience with AI tools such as Microsoft Copilot
- Participants will practise prompt engineering and explore how AI can support presentations, written communication and the effective use of Outlook, Excel and PowerPoint
- they will also identify a real-time-consuming workplace challenge and use AI as a thought partner to develop a practical response

Reflections and Personal Action Plans

THE TRAINERS



Ms Christine E. Kowal

Director | EY Academy of Learning & Development
| People Consulting
EY Cyprus Advisory Services Limited

- Extensive experience in designing and delivering talent development programmes, women's leadership initiatives and diversity and inclusion activities.
- Leading tailored coaching and team development interventions for senior leadership, supported hybrid/remote collaboration.
- MBA in Executive Management, Royal Roads University | BCom in Human Resources, Thompson Rivers University | Certified Professional in Learning & Performance (CPLP)



Ms Theodora Odysseos

Senior Consultant | People Consulting
EY Cyprus Advisory Services Limited

- Extensive experience in Human Resource Management and Organisational Behaviour, with expertise in learning and development, organisational design, assessment, restructuring, and HR systems and practices.
- Experienced trainer in areas related to people development, organisational effectiveness and workplace behaviour.
- Master's Degree in Human Resources Development (Distinction), University of Manchester | BSc in Business Management, Swansea University



Mr Konstantinos Giannoulis

Manager | Data, AI and Modern Work
Technology Consulting
EY Cyprus Advisory Services Limited

- Over 11 years of experience delivering technology-enabled business transformation initiatives across multiple sectors.
- Specialised in Modern Work, Artificial Intelligence adoption and AI-driven process re-engineering, supporting organisations in prioritising and implementing practical use cases that deliver measurable business value.
- Master's Degree in Information Systems, University of Münster | Chartered Banker, The Chartered Banker Institute | Bachelor's Degree in Management Science and Technology, Athens University of Economics and Business

GENERAL INFORMATION

- Dates and times:
03, 10 and 17 December 2026, 09:00-16:00
- Duration: 18 hours
- Venue: EY Offices, Limassol
- Language of instruction: English
- Participants will receive a Certificate of Attendance upon completion of the seminar.
- Registrations accepted until 26 November 2026.
- For all participants, please note that the final registration must be completed on the HRDA's ERMIS platform.
- To complete your registration on ERMIS, you will receive the seminar reference number by email once you have filled in the registration form:



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GENERAL INFORMATION

Participation fee

Price: €560.00

- For HRDA beneficiaries (employees of businesses/ organisations and self-employed persons):

HRDA subsidy: €360 | Total amount payable: €200, VAT exempt

- Unemployed and beneficiaries of Individual Learning Accounts (ILA)

Free participation, provided that all relevant HRDA requirements are met.

- The participation fee includes in-person attendance on all three days, all training materials in electronic format, coffee breaks, and light lunches.
- The program has been approved by the HRDA.
- Businesses and organisations participating with their employees, as well as the unemployed and holders of ILA, can benefit from the relevant subsidy, provided that all eligibility criteria, participation conditions and HRDA regulations are met.



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For any further information or clarification, you may contact us at (+357) 22 669266 or via email at christiana@grantxpert.eu



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