

DAY ONE: Sunday, 22 May 2005
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- 9.30-10.00 Welcoming Address / Opening Remarks
Dr. Mahdi Abdul Hadi, *Head of PASSIA, Jerusalem*
- 10.00-11.15 Psychological Aspects of Managing People
Dr. Mohammed Baidoun, *Psychologist and Clinical Supervisor, Ramallah*
- 11.15-11.30 Break
- 11.30-12.30 Psychological Aspects of Managing People, contd.
Dr. Mohammed Baidoun
- 12.30-13.30 Lunch
- 13.30-15:30 Participants' Assignment
Presentation & Discussion

DAY TWO: Monday, 23 May 2005

- 9.15-10.45 Introduction: What and Why Strategic Planning
Luna Shamieh, *Consultant, Applied Information Management (AIM), Ramallah*
- 10.45-11.00 Break
- 11.00-12.30 Strategic Planning Cycle
Luna Shamieh
- 12.30-13.30 Lunch
- 13.30-15.30 Case Study of a Problematic Organization
Luna Shamieh

DAY THREE: Tuesday, 24 May 2005
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| 9.15-10.45 | Setting a Strategic Plan
Luna Shamieh |
| 10.45-11.00 | Break |
| 11.00-12.30 | Setting Action Plans
Luna Shamieh |
| 12.30-13.30 | Lunch |
| 13.30-15.30 | Implementation, Monitoring and Evaluation
Luna Shamieh |

DAY FOUR: Wednesday, 25 May 2005

Visit to Al-Jawwal

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| 9.15-10.45 | Management of Organizations (1): Mission, Structures, Goals
Hakam Kanafani , <i>Chief Executive Officer, Jawwal</i> |
| 10.45-11.00 | Break |
| 11.00-12.30 | Management of Organizations (2): Strategic Orientation, Needs
Hakam Kanafani |
| 12.30-13.30 | Lunch |
| 13.30-15.30 | Management of Organizations (3): Long-term Vision, Goal-setting, Planning, Development Priorities
Hakam Kanafani |

DAY FIVE: Thursday, 26 May 2005
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| 9.15-10.45 | Managing Change
Rania Jaber , <i>Lecturer, Faculty of Commerce and Economics, Birzeit University</i> |
| 10.45-11.00 | Break |
| 11.00-12.00 | Managing Change
Rania Jaber |
| 12.00-13.00 | Lunch |
| 13.30-15.00 | Final Discussion and Wrap-up |