

LEADERSHIP & MANAGEMENT SKILLS (2 DAYS)

Duration : 2 DAYS
09.00 am to 5.00 pm Daily

(To improve the leadership skills and decision-making ability of supervisors, executives, managers and directors)



INTRODUCTION:

“Leadership is not about a title or designation. It’s about impact, influence and inspiration. Impact involves getting results, influence is about spreading the passion you have for your work, and you have to inspire team-mates and customers.”

-Robin S. Sharma-

As an executive level and above in company, you may have the best management skills and possess the best knowledge of your skills. However, if you are not able to lead your team wisely, it will be very challenging in achieving the targeted result.

Leadership & Management Skills is often sought after by many employers; they not only show that you have good interpersonal skills, they also show that you have the ability to co-ordinate, motivate and shape a team. A good leadership helps employees to refine their skills. It helps employees realize their potential talent and polish their skills. It provides the opportunity to practice those skills and enhance them. It shows them the skills that they need to attain a place they aspire to get.

This course is designed to sharpen the leadership skills, improve confidence level, build positive leadership attitude, improve effective problem solving, and decision-making ability of a personnel.

Leadership & Management Skills: Full suite focuses on the following areas:

- ✓ Mindset
- ✓ Communication
- ✓ Leadership styles
- ✓ Planning process
- ✓ Problem solving
- ✓ Motivation

HOW WILL YOU BENEFIT:

Upon completion of this programme, the participants will be able to:

- ✓ Understand the challenges in becoming an effective leader and creating an interesting plan to manage the team effectively.
- ✓ Understand and explain the process of managing and leading organization towards success.
- ✓ Plan, execute, measure and evaluate their employee performance.
- ✓ Improve operation planning and decision-making ability.
- ✓ As team bonding and also strengthen the team spirit.

KEY CONTENTS:

Module 1 - Overview (9.00 am to 1030 am)

- ✓ Leadership styles of the past vs. Contemporary Leadership styles
- ✓ Micro-Management vs. Macro-management, and a mix of two
- ✓ Core values of leadership -Trust, integrity, excellence, commitment, innovation
- ✓ Walk the Talk

Module 2 – Self-Leadership

- ✓ Assessment of your own Leadership style
- ✓ Understand how to make use of your strengths in the following:
 - Execution Excellence
 - Networking and Relationship building
 - Strategic Alignment
 - Influencing the stakeholders, team, and individuals
- ✓ Envisage the demonstrated behaviour
- ✓ What is Situational Leadership?
- ✓ Leading change Internally and Externally
- ✓ Leading change ethically

Morning Tea-Break (1030 am to 10.45 am)

Module 3 – Goal Setting and Performance Management

- ✓ Goal setting and outcomes
- ✓ Formulate KRA's / KPI's
- ✓ Lead and Lag indicators
- ✓ Planning for team and individual performance
- ✓ Coaching on daily basis for performance
- ✓ Evaluating Performance of department, team, and individuals
- ✓ Importance of Communication in performance
- ✓ Skip-Level Meetings
- ✓ Honing your Listening Skills with special focus on reflective listening

Module 4 – Feedback

- ✓ Structure for effective feedback
- ✓ Developing Competence for sharing feedback
- ✓ The Power of Words for appreciation
- ✓ Non-Verbal Communication

Lunch Break (1.00 pm to 2.00 pm)

Module 5 – Team Building and Team Management

- ✓ Characteristics of High-performing teams
- ✓ Understand your team-leadership style
- ✓ Right Hiring
- ✓ Stages of Team development
- ✓ Putting the strengths of team to work
- ✓ Succession Planning
- ✓ Talent Management
- ✓ Team motivation
- ✓ Communication for Rapport building with the team
- ✓ How to Delegate?
- ✓ Communication during Delegation
- ✓ Pitfalls during delegation and their avoidance

End (First day) & Tea- Break

Module 6 – Cultural Awareness (9.00 am to 10.30 am)

- ✓ Develop an understanding of culture
- ✓ Business relevance
- ✓ Developing cultural competence
- ✓ Cultural diversity and competitive advantage at
 - Local, National, and International Level
- ✓ Multicultural collaboration

Morning Tea-Break (1030am to 1045 am)

Module 7 – Transactional Analysis (TA)

- ✓ What is the concept of TA?
- ✓ The impact of TA on the review discussion and Team Management
- ✓ Understand the concepts of EGO States:
 - Parent
 - Adult
 - Child
- ✓ The dominance of ego states
- ✓ Impact on performance review discussion

Lunch Break (1.00 pm to 2.00 pm)

Module 8 – Managing Team with Emotional Intelligence

- ✓ What is Emotional Intelligence?
- ✓ Leveraging the strengths of the team members
- ✓ Understand how to connect with the members of the team
- ✓ Understand how to coach team members for growth in their roles
- ✓ Understand how to inspire team members

Module 9 – Techniques for Problem Solving

- ✓ The 5 Why's technique
- ✓ Fish Bone Diagram
- ✓ Brainstorming
- ✓ Quality Circles
- ✓ Root Cause Analysis
- ✓ Pareto Analysis- 80-20 Rule
- ✓ The Six Thinking Hats

End & Evening Break (5.00 pm)

WHO SHOULD ATTEND?

Supervisors, Heads of Department, Executives, Managers who need to understand and appreciate the importance of teamwork, trust and communication in their daily working life and towards the organisation

METHODOLOGY:

This programme has been designed deliberately structured to test and bring out the best in the teams. It is to combine the best features of “Experiential Learning” with elements of intensive debriefings and reflections. There will be stimulating classroom discussions along with highly intriguing exercises.

Our programs are initiatives which are able to encourage people to think to become more innovative. It is not only a knowledge to share, it is also able to provide a practical experience in actual life.

We believe individual behaviour and attitude are the major basic to affect their way in doing work and leading a team. Thus, we design this beneficiary program which involves extensive use of case studies, debriefing, role play, feedback, games and activities, group discussion, lectures, story-telling, brainstorming, structure instruments and etc.

TRAINER PROFILE

Song Xiu Hui (Camen)

Bachelor Degree of Hotel Management • Member of MIHRM • HRD Corporation Certified Trainer • IHA Certified Hypnotherapist • Facilitator • Human Resources Specialist

Song Xiu Hui also known as Camen is a trainer who very passionate in Personal Development, Leadership and Human Resources Management. She conducted several workshops to the SMEs Human Resources Personnel especially in Employment Act. Through her experience as Human Resources & Training Manager in SME and multinational companies, she had assisted them in leading their team in achieving Corporate Social Responsibility Score and hit the companies' goals. Not only that, she has also assisted companies'

Human Resources Team and SMEs owners to set up the Human Resources Department and consult them in view to avoid from any penalty from Ministry of Human Resources and Industrial Relation cases. Her passion for the development and transformation of the human potential has led her to involve herself in the area of personal growth and transformation. Her personal learning experience with Experiential Learning has led her to further involve herself in this particular field of learning, which has brought her to more than 9 years of experience in coaching & facilitating team building, leadership & personal development.

She is a Licensed and an exempted member of the HRD Corp (Human Resource Development Corporation) certification. Her passion in learning and development has led her to continue upgrading her facilitation, training, coaching and design capabilities with new tools such as Design Thinking, Motivation via Numerology to further enhance and enrich the programs and trainings she creates for her clients and their organisation. Among the Client she served will be: Faire Development, Breakthrough Academy, NCS Foods, AEM International Sdn Bhd, AGR Sdn Bhd and etc

REGISTRATION

To register, email to marketing department at

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our website at**

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