

## **LE 001: Management & Leadership Development Training Program**

***[2-Day Program]***



### **Overview**

Investing in the next generation of assistant managers are critical to sustain competitive advantage through the downturn—and achieve corporate growth over the long term. The Program for Management / Leadership Development equips managers with the practical managerial skills, leadership styles, change management, decision-making and execution skills they need to excel as multifaceted leaders. Participants will be well equipped to take on greater cross-functional responsibilities—and ultimately drive performance throughout the organization.

This programme is designed for individuals who will assume the cross-functional responsibilities of company leadership. Recognizing that today's tough economic environment calls for visionary leaders, the Program for Management /Leadership Development presents an integrated view of the fundamentals of management. By gaining a deeper understanding of core business functions, participants acquire a broader leadership vision. At the macroeconomic level, timely topics include the subprime mortgage crisis, the current account deficit, and the links between developed economies and emerging markets. Participants also will examine how the global meltdown has impacted their own industries. The result is a personal and professional transformation that not only supports the company's succession planning, but also strengthens its competitive position in challenging times.

### **Learning Outcomes**

Participants have the important opportunity to:

- Acquire an in-depth understanding of core business functions and build

foundational skills to integrate these functions across the organization

- Examine new techniques and technologies for driving results throughout the company, even in a downturn
- Formulate a holistic approach to identifying problems, formulating solutions, and adapting to change
- Build strategic skills for effective decision making and implementation
- Expand their leadership styles capacity to lead cross-functional initiatives amid challenging global markets
- Develop a personal leadership philosophy that reflects greater knowledge, capabilities, and confidence.

### **Who Must Attend.**

- Executives
- Managers and Assistant Managers
- High Potentials
- Promotable Managers

## Course Detail

### **Module 1: The Job of An Effective Manager**

- Crucial differences between being the leader and manager
- The challenges facing manager today
- How to acquire an excellent manager's mindset and image
- The emotional requirements of being managers: Have you got what it takes?
- Can you be friendly with your staff and still maintain respect and compliance?
- Most common mistakes new managers make and how to avoid them

### **Module 2 :Developing **Effective Leadership Styles****

- How to build on the managerial strengths you've identified and shore up your weaknesses
- Why your "people skills" will be the No. 1 driver of your success as a leader
- Understanding how your **leadership style** can work for or against your employees
- Adopting the "success habits" that effective leaders swear by
- "How-to's" for establishing your credibility as a leader — fast!
- The classic principles of influence ... and how and when to use them to your advantage
- What are the keys to results? Focusing your efforts on that which makes the greatest impact

### **Module 3: Building a Highly Motivated, High-Performance Team To **Drive for Result****

- Recognizing the crucial role you play in driving your team's effectiveness
- Keys to making every team member feel valued and important
- Building relationships that enhance cooperation among team members
- How to ignite enthusiasm and gain buy-in for accomplishing goals
- Understanding the basic things that motivate today's workers: You may be surprised
- Creative ideas for keeping your team motivated even if you don't have an extra dime in the budget
- Proven morale-boosters for employees nearing burnout

### **Module 4: The Problem Solving & **Decision Making****

- What is a Problem ?
- Understand Problem Solving Process
- How to make the right decision

## **Module 5 :How to Improve Inter-personal and Communication Skills**

- Understand the impact of inter-personal relationship in the corporate?
- Tools for combating poor inter-personal relationship
- The best approach for dealing with argumentative and combative people
- What's your role in settling disagreements between employees?
- "How-to's" for a professional, productive employee confrontation
- Proven techniques for appearing calm and in control when you're feeling down

## **Module 6: Managing Change: The Initiative in Making Change Happen**

- How to become proactive?
- Top reasons why organizational change often fails
- Important considerations to address before introducing any change
- The keys to overcoming employee resistance to change
- How to project confidence that inspires your people during change or transition
- What you must do as a leader when your people flatly refuse to embrace critical changes

### **Methodology**

A combination of Learning techniques will be applied: hands-on activities, role play, group discussion & presentation, evaluation tests, class lectures, case studies and real examples. The course will be intensive but practical and highly interactive. Participants will participate actively & ask questions during the programme.

### **Course Leader**

#### **MR. CASEY TEE**

***Negotiation Skills Master Trainer , USA***

***LIMRA Certified Agency Management Trainer,USA***

***Certified Personal Peak Performance Trainer***

***Certified Personality Sales Trainer***

***Certified EQ Master Trainer***

***Master Trainer of Presentation Dynamic ,USA***

***LIMRA Certified Personality Sales Trainer,USA***

***Wilson Learning Certified Sales Trainer***

***NLP Master Trainer***

***Sun Tzu's Strategic Planning Master Trainer***

## ***Certified Financial Planner Lecturer (C.F.P)***

**Mr. Casey Tee, a 28 years training specialist** is acclaimed as one of Malaysia's most dynamic and inspiring public speaker since 1985 and has steadily increased his stature as one of the leading sales and negotiation speakers in this region. He holds a Bachelor Degree in Applied Economics from University of Malaya in 1987 and a Diploma in Management from the US thereafter.

**Fluent in three ( 3 ) languages ( English, Bahasa Malaysia, and Mandarin )**, he is an extremely sought after training specialist both locally and internationally. He is reputed to one of the leading authorities in this region on the subject of project negotiation, change management, Sun Tzu's Art of War, Master Trainer of sales and sales management training, customer service, attitudinal training, and motivation programs. The impact of his lively, entertaining, and creative training concepts have inspired his participants to attain excellence and peak performance in their organizations.

He was a licensed trainer of **Negotiation International Corporation** of the United States of America in the areas of negotiation training programmes. He is also a **licensed trainer of Sales and Negotiation in Project Management** of the United States of America in the area of **Management Planning & Execution** training programs.

Mr Casey has personally conducted negotiation skills training for: UDA, Sime UEP, UEM, IOI Property, IJM, SP Setia, Ecoworld, Mid Valley, KLCC, Prasarana, DHL Supply Chain, Genting Berhad, West Port Berhad, Petronas, Johnson & Johnson, Nissan Motor, Continental Tyre, SAP, HP, IBM, ACER Computer, Great Eastern Life, Prudential. Uni Asia, ING, AIG, Asia Life, Takaful Malaysia, Bank Negara, Tokyo Marines, Oriental Bank, BHL Bank, Hock Hua Bank, Southern Bank, Mead Johnson, Sara Lee, Carlsberg Marketing, PERMANIS, Bank Negara, AIA, Uni Asia, Tokio Marines Insurance, Pacific Insurance, MSIG, Maxis, Sime Darby, CIMB Wealth Advisors, Maybank, Prudential Assurance, Goodyear Tyre , Atos Origin, Motorola, National Panasonic, ManuLife (formerly known as John Hancock Life Insurance), Zurich-MCIS, American Home Assurance, HLA, AIG, Tractor Malaysia Berhad, Ford Motor, Tan Chong Motor, Proton and Axa Life Singapore, to name a few and many more.

## **Course Fee**

## ***Request For Quotation For In-House Programme***

### **Certificate**

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

### **Payment mode:**

Please make payment to:

**IKLIM PRIMA SDN BHD**

**Company Registration No: 1021120-M**

**BANK: MAYBANK**

**BANK ACCOUNT NO: 5124 8244 0204**

#### **1. BANK IN CHEQUE**

Bank in and then scan the Bank-in slip and email to us before the course commence to confirm your seat.

OR Courier your cheque payment to our Finance HQ.

\*Note that we DO NOT take any payments during the event.

**3. BANK IN CASH:** You can also pay by cash through bank-in our company bank account.

**4. Interbank Transfer-** You can also opt to use GIRO transfer.