

LE004: LEADERSHIP & SUPERVISORY SKILLS WORKSHOP

[2-Day Program]



Overview

Executives are the backbone of any organisation and their management and supervisory skills determine productivity. Being the implementers of policy, productivity and quality, you are to a large degree in control of the output. Therefore it is very important that you are trained and equipped with the correct management skills, especially people management skills.

The 2 day intensive course focuses on improving leadership skills by walking through the participants people relations skills, communications skills, delegation skills and motivating subordinates skills. The aim of this training is to empower executives with the concept that “You have the power to change things by virtue of your positions” and make participants realise their importance in productivity and determining the quality of the output. It is not only higher management that is responsible for productivity but they shoulder that responsible for productivity as well and they direct control in this regard. It is them who plan, execute and control the workers below them. Therefore, supervisors make a difference in productivity. This 2 day course will help to share and nurture the participants supervisory skills and managing style, in order to motivate, monitor and lead their team.

Learning Outcomes

Upon completion of programme, participants will be able to:

- Discover their own leadership styles
- Know the difference between a leader and a manager
- Learn how to be an effective leader
- Lead and Inspire others to achieve peak performance
- Use their leadership skills to achieve business objectives
- Communicate effectively, and manage conflicts at work
- Build a dynamic team

Who Must Attend.

- All supervisors or managers earmarked for promotion.

Course Detail

Day 1:

Module 1: EXPLORING YOUR LEADERSHIP POTENTIAL

- What is a leader
- Where do leaders come from
- The leadership style
- Characteristics of effective leaders
- The skills and concepts leadership development

Module 2: LEADERSHIP BY LISTENING

- The importance of Listening in Leadership
- Better ways to listen
- Listening to better leadership decisions

Module 3: LEADERSHIP BY BUILDING RELATIONSHIPS AND TEAMS

- Strong relationships with team members
- New techniques for establishing relationship with team members
- Creating and leading effective teams
- Assess team effectiveness

Module 4: LEADERSHIP BY DEFINING PROBLEMS AND REACHING SOLUTIONS

- Pros and cons of different leadership style – Theory X or Theory Y
- Isolate and Offer Solutions for common leadership problems
- Apply problem solution insights

Day 2:

Module 5: LEADERSHIP BY MOTIVATING

- Recognize powerful motivators beyond financial rewards
- Use the motivators to build strong work teams
- Motivation techniques

Module 6: LEADERSHIP BY DELEGATING TASKS AND RESPONSIBILITIES

- Shared leadership
- Shared vision
- Shared relationships
- Shared decision making
- Share tasks through delegation

Module 7: LEADERSHIP BY MANAGING CONFLICT

- The inevitability of conflict within teams
- How to deal with team conflicts
- How to turn conflict into team cohesiveness

Module 8: LEADERSHIP BY SUPPORTING AND EMPOWERING

- Lead and encourage
- Improve quality of thinking in organisations
- How to monitor performance

Methodology

- Presentation
- Action Based Learning with group activities
- Explore Best Practices
- Q&A sessions

Course Leader

MS WENDY TEE

Wendy Tee Leap Sing has over twelve years of experience in senior management and human resources positions for diversified industrial and business environments. Graduated with a Master of Business Administration (UM), Master of Information Technology (UM), Certified Financial Planner (CFP), Certified Business coach (UM), Registered Financial Planner (RFP), Certified Trainer (PSMB) and Certified Advance Human Resource Practitioner (MIHRM), she has undergone intensive academic training in various human development and knowledge improvement.

As a trainer, speaker and consultant, Wendy had spent hundreds of hours in training, speaking and conducting training related to personal development and performance management. Her training sessions are enhanced with trainees getting exposure to personal development, improved service productivity and performance. She commits herself towards creating results in personal excellence and inspiring people to their best at whatever they do. Her vast experience and exposure in different industries has given her an in depth understanding in training and development needs which she delivers with passion, performance, positive, integrity and energetic .

Wendy is actively involved in HR consultancy, management training and research. Her latest responsibility involves the business coaching, business training, management consultancy, management and lecturing of Master of Business Administration (CEMBA) programs for Wawasan Open University. She has experience managing training programs in local universities, in house training and public seminar training. Her expertise include designing training needs assessment, developing training materials, monitoring and tracking of training programs successfulness and implementing training evaluation. Having been trained as a qualified trainer, she has extensive skill and knowledge operations effectiveness, fitness analysis, gap analysis and needs assessments. For the past ten years she has been involved in lecturing and training in Financial Accounting and Reporting Skills, Personal Financial Planning, Corporate Financial Management, Practical Budgeting & Cost Reduction Technique, Mastering Company Accounts for Financial Statement Analysis, Balanced Scorecard linked with Performance Management, Training Need and Analysis, Payroll Administration Techniques and Setting Departmental Key Performance Indicators (KPIs).

Wendy is also a Human Resource consultant and certified trainer now appointed from Pembangunan Sumber Manusia Berhad (PSMB), National Human Resources Centre (NHRC) and Malaysian Institute of Human Resource Management (MIHRM), providing comprehensive and independent Human Resource advisory to clients. In addition to consulting with and servicing clients, she is responsible for HR training, coaching & advisory for the company. In the area of Human Resource Management, Wendy focuses on Strategic Talent Management, Training and Development Management, Performance Management, Payroll Management and Setting Departmental & Inter Departmental Key performance Indicators (KPIs). Participants in her programs have come from various organization such as Chua Song Seng Group,

CS Yap Metalparts Industrial, The Faceshop, Family store (Melaka), Far East Corrugated Carton Industrial, Piau Kee Live and Frozen Seafoods, Linexcom IT, LMM Marketing, Lott Inspection, Vedel IT Service, Aztel Corporation, Kuroda Electric, Persduri Sdn Bhd, Evershine Stainless Steel, Quality Results, ARL Equestrian, ARL Global, See Song & Sons, Godell Parking (KL).

Wendy is now a Human Resource consultant with Academic Management & Training Services, providing comprehensive and independent Human Resource advisory to clients. She is also pursuing her Doctor of Business Administration (DBA) from Universiti Utara Malaysia (UUM).

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
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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.