

THE 8 CRITICAL SKILLS OF A SUCCESSFUL MANAGER WORKSHOP

Date : 7th – 8th December 2015

Venue : Vistana Hotel, Penang

Workshop Description

What's the difference between a manager and a great manager? To be a great manager, there are eight critical skills that must be mastered. In any management books, one of the main points emphasized is managing task and processes are easy. It is managing people that is tough.

This workshop provides proven solutions, workable tools and management skills to develop the critical skills to become a successful manager. By learning to direct delegate, empower, motivate & develop their staff, the manager will lead their team to greater success.

Workshop Outcomes

- Appreciate the stages in developing a corporate leader
- Understand and practice the 8 key management skills of a manager;
- Improve personal self management and projection as a manager
- Enhance coordination and communication between management and subordinates
- Build a team culture that values feedback and cooperation

Who Should Attend?

- General Managers
- Senior Managers
- Managers

****Open to all Industries**

Workshop Chronology

0830 Registration
0900 Workshop Begin
1030 –1045 Morning Break
1300 –1400 Lunch
1530 –1545 Afternoon Break
1700 End of Workshop

Chronology applies for Day 1 and Day 2.

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

Facilitated & Marketed by:

ATCENSM

This training is **PSMB claimable**
Subject to PSMB approval

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Module Outline

Module 1: Introduction t

- Leading, Managing and Developing People Today
- The Leadership Pipeline and the Competencies for each Stage
- The 8 Critical Skills of a Manager

PERSONAL FOCUS

Skill 1: Direction and Results

- The Corporate Direction to Derived Departmental Strategies.
- Setting Realistic Objective, Goals and Targets
- Communication of the Direction to Staff and Expected Result
- Reality versus Perception

Activity: *Corporate Strategies*

Skill 2: Focus on the Important

- The KSAM of A Knowledge Worker
- The Need to Learn, Unlearn and Relearn
- The Accountable Manager- You ultimately make the decisions

Activity: *What I need to Unlearn?*

Skill 3: 100% Communicating

- Communicate and Be the Manager
- The Development of Management EQ to
- The Need for Open Communication

Activity : Communicate Your Being to Others

TEAM FOCUS

Skill 4: Engagement Always

- Transactional to Transformational Communication
- The 5 Dimensions of Trust
- The Power of Expectation Setting vs Instructions

Activity: Supportive Communication Exercise

Skill 5: Give Them the Opportunities

- The Importance of Right Job For the Right Individual at the Right Time
- Staff Success and Failures
- Giving the Power of Responsibilities –Empowerment and Delegation

Activity : The Art of Delegation

Skill 6: Clear Execution for Performance

- Communication of Objectives and KPI
- Telling the Subordinates the Specific Behaviors Expected
- Breaking the KPI for Ease of Understanding

Activity : Performance Communication and the Required Behavior

Skill 7: Clear the Path for Them

- Within Control vs Not Controllable
- Implementing Strategies to Handle Conflict
- The CPR of Conflict Challenges

Role Play: Conflicts and More Conflicts.

Skill 8: Developing the People

- The Manager and Supervisor As the Role Model And Mentor
- Encouraging Continual Learning and Personal Improvement
- Training and Coaching as a Way to Move Forward

Role Play : A Development Role Play

Program Facilitator

Jeremy Lee

Jeremy serves as CEO/ Principal Consultant of ATCEN Sdn Bhd and the Group CFO to the ATCEN Group of Companies. He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Global Management Accountant, Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Certified Trainer by Western Kentucky University (USA), a member of the Malaysian Association of Professional Speakers (MAPS) and was exempted from PSMB Train the Trainer Program.

Jeremy is highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry. With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK, US and China and is able to handle people from different backgrounds and levels

Jeremy has held a variety of leadership and project management roles in various organizations. He was Head of Recruitment Company, He was the key representative for a US University. He managed a Non-Profit Association. He is a Movie Producer (2 local films). He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start-up firm with and also an Internal and External Auditor.

He is experience in coaching and mentoring many types of people under various circumstances, leading them gain fantastic performance results at work and fulfillment in their life. As a coach he has been said to be a great listener, focused and flexible in his approach to getting the best out from individuals.

Jeremy is also sought after for his ability to handle of diverse personalities. Some of the companies he has worked with includes ACI, Atos Origin, AIA, AMEX, Altera, Ambank, Alliance Bank.,Bursa Malaysia, Bank Islam, Bank Rakyat, BASF, Celcom, Comex Genesys, CNI, Continental Automotive, CIMB Bank, Danisco, Dell, DHL, DiGi, EON, Exxon Mobil, Etiqa, Fuji Xerox, Great Eastern, EPIC-I, Hitachi, Heitech Padu, HP, IJM, IBM, KWSP, KWAP, LaFarge, Maybank, MAA, Maxis, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike, Newfield, Philips, Petronas, Prometric, Penang Skills Development Centre, MLRe, RHB Insurance, RHB Bank, Sapura, Scomi Group, Shell Trading, Shell Malaysia, Sony Penang, SRG, Standard Chartered, Telekom Malaysia, TMTouch, TM Net, TNT, Tenaga, Umobile, Vsource, VADS, ZTE

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Companies that have attended “The 8 Critical Skills of a Successful Manager Workshop” since 2010

Pacific Mutual Fund Bhd
Airfoil Services Sdn Bhd
Arachem (M) Sdn Bhd
Asia Pacific Information Services Sdn. Bhd.
Asian-Pacific Resource & Research Centre for Women
Atlas CSF Sdn Bhd
B.K.B Hevea Products Sdn Bhd
Bank Indonesia, Singapore Representative Office
Bank Negara Malaysia
Bank Of China (Malaysia) Berhad
Bank of Nova Scotia
Bank Rakyat
Convex Malaysia Sdn Bhd
Coscolab Sdn Bhd
Cosway (M) Sdn Bhd
Crowne Plaza
Cyberview Sdn Bhd
DKSH Malaysia Sdn Bhd
DZ Card (M) Sdn Bhd
Etiqua Insurance & Takaful

FlyFirefly Sdn Bhd
GAC Cargo Systems (M) Sdn Bhd
Hitachi Cable PS Techno (M) Sdn Bhd
Honda Malaysia Sdn Bhd
IGB Corp Berhad
Indah Water Konsortium
Intelligence Outsourcing MSC Sdn Bhd
iPerintis Sdn Bhd
Intelligence Outsourcing MSC Sdn Bhd
Jimah O & M Sdn Bhd
Khazanah Nasional Berhad
KRA Malaysia Sdn Bhd
KWSP
Labuan Shipyard & Engineering SB
Malaysia Design Development Centre (ODEC)
Microlink System Sdn Bhd
MISB Resources Sdn Bhd
MISC Berhad
OCBC Bank
Perak-Hanjoong Simen Sdn Bhd
Perbadanan Insurans Deposit Malaysia
Pestech Sdn Bhd

Pong Codan Rubber (M) Sdn Bhd
Prokhas Sdn Bhd
Puncak Semangat Technology Sdn. Bhd.
Sarawak Energy Berhad
Sarawak Energy Bhd
Siemens Malaysia Sdn Bhd
Symphony BPO Solutions Sdn Bhd
Tele-Paper (M) Sdn Bhd
Tioxide (M) Sdn Bhd
Tradewinds Bhd
UEM Land Berhad
U-Mobile
UMW Corporation Sdn Bhd
Universiti Utara Malaysia (UUM)
UTSB Management Sdn Bhd
VADS Berhad
ZincAlu Casting Sdn. Bhd.
Fibertex Personal Care Sdn Bhd

Participants' Feedbacks

“Very good and concise training.”
-Symphony BPO Solution Sdn Bhd

“The trainer has informed us on the next step-of-action on what to do back in the office, which is good.”

Puncak Semangat Technology Sdn Bhd

The training really benefits me in managing customers & staffs. **Siemens Malaysia Sdn Bhd**

Spontaneous examples here made this training more meaningful, especially on the topic of conflict management.
Bank Islam

The skill set is certainly very useful in my role as a newly promoted manager. **Honda Malaysia Sdn Bhd**

13th
SESSION
SINCE 2010!!!

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Registration Form

Participant 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Human Resource / Approving Manager: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

Authorized Signature: _____ Invoice Attention To (Mr/Ms): _____

Company Stamp Chop:

PROGRAMME FEE

RM1,999 - per participant

(6% GST is chargeable)

Group Discount of 10% for 2 or more participants who register for this workshop at the same time and are from the same organization.

****This training is PSMB claimable
Subject to PSMB approval**

To register, complete this form:

1. Email form back to sender's email address/
shera@atcen.com
2. Fax this form to +603-8940 2620

Bank Draft:

Payable to **ATCEN SDN BHD** and courier to:
18-1 Jalan Dagang SB4/1, Taman Sungai Besi Indah,
43300 Seri Kembangan, Selangor Darul Ehsan,
Malaysia.

By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**
Bank : Public Bank Berhad
Acc No : 3-1304600-34

All bank charges to be borne by payer.

For further information,
kindly email your enquiry
to shera@atcen.com

Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
6. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
7. The certificate of completion will be awarded by ATCEN Sdn. Bhd.
8. The information that you provide in the Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to offer, provide and continue to improve its programs and other services. Participants are responsible to advise the organizer if they do not wish to be included in the above.

For Office Use Only

Corporate Sales Consultant: SHERA

Invoice Number:

Invoice Date: