

The 8 Critical Skills of a Successful Manager Workshop

Date : 27th – 28th March 2017
Venue : Vistana Hotel, Kuala Lumpur

This training is
PSMB SBL-KHAS

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 greater to success

Workshop Learning Objectives

- Understand the roles of management;
- Appreciate the 8 key management skills of a manager;
- Learn to set the goals and performance indicators in the organization;
- Understand and know how to interview and select for the right person;
- Delegate the right job to the right person;
- Learn to empower our subordinates to achieve success;
- Manage conflict with the staff;
- Learn to performance managed your staff;
- Continuously develop the people for the organization’s benefit.

Who Should Attend?

- Senior Managers
- Managers
- Team Leaders
- Senior Executives

Workshop Chronology

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

Chronology applies for Day 1 and Day 2.

Training Methodology

The training methodology will be based on the ATCEN PEAK methodology.

This includes:

- Group activities
- Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

Western Kentucky University Certificate



The WKU “High Performance Manager” certificate will be awarded to any participant that completes all 3 workshops below within 12 months.

1. 8 Critical Skills of A Successful Manager
2. From Planning to Successful Execution
3. Assertiveness & Courageous Conversation at Work

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Module Outline

Introduction

- 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. He is also the part owner and Group Chief Financial Officer of the ATCEN Group overseeing several companies in 3 different industry. He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Global Management Accountant (CGMA), 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. He also has a valid Teachers license.

Jeremy is a highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry. With more than 20 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 customer experience Management, performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore and China and is able to handle people from different backgrounds and levels

He has also led customer contact centers project teams to be ISO certified. He was the project manager to drive business process re-engineering projects undertaken to improve the controls and systems for the first ISO 9002:1994 certification for a vacation ownership company and their Resorts, the first ever worldwide. Jeremy has collaborated with Accenture on a multi-million-Ringggit e-commerce project in the loyalty program industry that achieved the prestigious MSC status for the organization.

Jeremy has held a variety of leadership and project management roles such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a list company. He has been involved in Mergers and Acquisition, Financial Reporting, Pitching, Liquidation, Collections etc. Recently he lead and completed a 2 year project with a large local bank to enhance their customer experience that consisted of all their branches and contact centre.

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, Alliance Bank, American Express, Altera, AmBank, Asia Assistance Network, Bursa Malaysia, Bank Islam, Bank Rakyat, Bangkok Bank, BP, Celcom, City Link, Comex Genesys, CMA-CGM, CNI, Continental Automotive, CIMB Bank, Danisco, Dell, DHL, DiGi, Danome Dumex, EON, Exxon Mobil, EtiQa, Fibertex Personal Care, Fresenius Medical Care, Fuji Xerox, General Electric, Great Eastern, Guinness Anchor Berhad, EPIC-I, Hitachi, Hong Leong Bank, HP, IJM, IBBM, IBM, IOI Properties, LaFarge, Maybank, MAA, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike Sales Malaysia, UOB Bank, Philips, Petronas, Prometric, Perodua, Prominent, PSDC, MLRe, RHB Insurance, RHB Bank, Scomi, Shell Trading, Shell IT, Sony Malaysia (Penang), Sony Marketing, SRG, Standard Chartered, STAR Publications, SWIFT, Telekom Malaysia, Telekom Sales & Service, TIMEdotCom, TM Touch, TM Net, TNT Express, Tenaga Nasional Berhad, UMW Toyota, Vsource, VADS, ZTE etc.

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

ACA Pacific Technology (M) Sdn Bhd	DZ Card (M) Sdn Bhd	Perak-Hanjoong Simen Sdn Bhd
ADT Service (M) Sdn Bhd	Etiqa Insurance & Takaful	Perbadanan Insurans Deposit Malaysia
Affin Hwang Asset Management Berhad	Fibertex Personal Care Sdn Bhd	Pestech Sdn Bhd
Airfoil Services Sdn Bhd	FlyFirefly Sdn Bhd	Pokka Ace (M) Sdn Bhd
Ajinomoto (M) Bhd	GAC Cargo Systems (M) Sdn Bhd	Pong Codan Rubber (M) Sdn Bhd
Arachem (M) Sdn Bhd	Grand-Flo Spiritvest Sdn Bhd	Prokhas Sdn Bhd
Asia Pacific Information Services Sdn. Bhd.	Hitachi Cable PS Techno (M) Sdn Bhd	Prudential Services Asia Sdn Bhd
Asian-Pacific Resource & Research Centre for Women	Honda Malaysia Sdn Bhd	Puncak Semangat Technology Sdn. Bhd.
Atlas CSF Sdn Bhd	IGB Corp Berhad	RC Precision Engineering Sdn Bhd
B.Braun Medical Industries Sdn Bhd	Indah Water Konsortium	Sarawak Energy Berhad
B.K.B Hevea Products Sdn Bhd	Infoconnect Sdn Bhd	Siemens Malaysia Sdn Bhd
Bank Indonesia, Singapore Representative Office	iPerintis Sdn Bhd	Sime Darby Rent A Car Sdn Bhd
Bank Negara Malaysia	Isagenix (Asia Pacific) Malaysia Sdn Bhd	Symphony BPO Solutions Sdn Bhd
Bank Of China (Malaysia) Berhad	iTelligence Outsourcing MSC Sdn Bhd	Taylor's University Sdn Bhd
Bank of Nova Scotia	Jimah O & M Sdn Bhd	Tekmark Sdn Bhd
Bank Rakyat	KDU University Collage	Tele-Paper (M) Sdn Bhd
Boustead Penang Shipyard Sdn Bhd	Kenanga Investors Berhad	Tioxide (M) Sdn Bhd
Collaborative Research in Engineering, Science & Technology Center	KRA Malaysia Sdn Bhd	Tradewinds Bhd
Convex Malaysia Sdn Bhd	Kumpulan Wang Simpanan Pekerja (KWSP)	Tyco Fire, Security & Service Malaysia Sdn Bhd
Coscolab Sdn Bhd	Labuan Shipyard & Engineering Sdn Bhd	UEM Land Berhad
Cosway (M) Sdn Bhd	Malaysia Design Development Centre (ODEC)	U-Mobile
Credit Guarantee Corporation Malaysia Berhad	MEASAT Broadcast Network Systems Sdn Bhd	UMW Corporation Sdn Bhd
Crowne Plaza	Microlink System Sdn Bhd	Universiti Utara Malaysia (UUM)
Cyberview Sdn Bhd	MISB Resources Sdn Bhd	UTSB Management Sdn Bhd
Danone Dumex (Malaysia) Sdn Bhd	MISC Berhad	VADS Berhad
DKSH Malaysia Sdn Bhd	MOEM Holdings Sdn Bhd	VADS Business Process Sdn Bhd
	OCBC Bank	ViewPoint Research Corporation Sdn Bhd
	Pacific Mutual Fund Bhd	ZincAlu Casting Sdn. Bhd.
	Penang Seagate Industries (M) Sdn Bhd	

Participants' Feedbacks

“Very good and concise training.”

- Sr Operation Manager, 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.”

- Assistant Manager, Puncak Semangat Technology Sdn Bhd

“Great and very well done workshop for junior managers. Jeremy is great and experience enough to share good real life examples and realistic tips.” – Product Management Analyst, ADT Services (M) Sdn Bhd

“I found this training helped me in terms of managing people and also understand the business objectives and how I can apply this in real situation.” - Senior Manager, Prudential Services Asia Sdn Bhd

“Tremendously enjoyed the course and practical sessions! Also enjoyed the networking with course participants”

17th
SESSION
SINCE 2010!

84%
Score on Trainer's
Feedback – Last
Session
(Sept 2016)

173
Numbers of
participants that have
joined this course
(public workshop)
since 2010

To Register or For More
Information

**Kindly call 03-7728 2623 or
email to info@atcen.com
www.atcen.com**