

# The 8 Critical Skills of a Successful Manager Workshop

**Date : 27<sup>th</sup> – 28<sup>th</sup> November 2017**  
**Venue : Vistana Hotel, Kuala Lumpur**

This training is  
**PSMB SBL-KHAS**

*This is a blended learning workshop, access to the Learning Management System portal will be open from 1<sup>st</sup> Nov 2017 for those registered, to ensure the 2 days workshop focus on developing the 8 skills.*

## 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

**93%**

**Score on Trainer’s  
Feedback Sept  
2017**

## 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 Persoanl 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

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

*“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

*“Enjoyed the exercises which were interactive & thought-provoking. Also good roleplaying to deal with conflict.”* - F6 Offshore Installation Manager, Sarawak Shell Berhad

*“The role-plays, group discussions and videos are useful. Good discussions & learning.”* – Laboratory Manager, Weir Minerals

**19th**  
**SESSION SINCE 2010!**

**224**  
**Numbers of participants that have joined this course (public workshop) since 2010**

# REGISTRATION FORM

## The 8 Critical Skills of a Successful Manager Workshop

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**Each participant will be provided an access key to the Learning Management System within 5 working days of registration. Kindly provide participants details correctly and in full.**

### Participant 1

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Kindly contact me through Social Media? Yes  No

### Participant 2

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Kindly contact me through Social Media? Yes  No

### Participant 3

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Kindly contact me through Social Media? Yes  No

**Human Resource / Approving Manager:** \_\_\_\_\_

Job Title: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Invoice Attention To / : \_\_\_\_\_

Finance E-Mail Address \_\_\_\_\_

Company Stamp Chop: \_\_\_\_\_

For further information,  
kindly email your enquiry  
to [info@atcen.com](mailto:info@atcen.com)

### Workshop Investment – RM2,800 per participant

(NOT Inclusive of 6% GST)

**Group Discount of 10%** for 3 or more participants who register for the workshop at the same time and are from the same organization. *Price is inclusive of all training materials, e-learning access, lunches and tea-breaks.*

This training is **PSMB claimable (SBL-Khas approved under ATCEN Sdn Bhd (638211-U) subject to PSMB approval**

#### To register, complete this form:

1. Email form back to sender's email address/  
info@atcen.com
2. Fax this form to +603-7728 2620

#### Bank Draft:

Payable to **ATCEN Sdn Bhd**

Courier to: D-05-12, Ritze Perdana Business Centre,  
Jalan PJU 8/2, Damansara Perdana, 47820 PJ, MAL

#### By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**

Bank : Public Bank Berhad

Acc No : 3130460034

**By Credit Card:** We take VISA and MasterCard only.  
(3% transaction fees is applicable)

All bank charges/fees to be borne by payer.

### 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 our programs.
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 personal information that you provide in this Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to market, advertise and promote our goods and services via various communication mediums. 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: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Invoice Date: \_\_\_\_\_