

EXECUTIVE TO MANAGER – THE TRANSITION WORKSHOP

Date : 26th – 27th February 2018
Venue : Vistana Hotel, Kuala Lumpur

This training is
PSMB SBL-KHAS

Workshop Description

The transition from where you are responsible for your own work load to managing and being responsible for the workload of others can often be a difficult responsibility. This is one of the most traumatic periods in an individual's professional life; promoted from Executive to Manager.

This workshop is aimed at recently appointed Managers and is presented in two parts, beginning with understanding and managing self and thereafter proceeding to the management of others.

Using real world scenarios this workshop covers the skills required to make the adjustment from working alongside your colleagues to managing and motivating them to work for you.

It also includes appropriate attitude when dealing with employees, making a positive first impression, gaining respect as a new manager, and maintaining control to enhance productivity.

Workshop Learning Objectives

- Clearly articulate your role and responsibilities as a manager;
- Be aware of individual strengths and weaknesses in managing others;
- Develop better interpersonal skills and communication skills;
- Determine the best ways to communicate throughout your organization;
- Learn and apply the principles of situational leadership;
- Effectively manage the performance of your direct reports;
- Capitalize on your employees' natural motivators for success;
- Identify the benefits and procedures of effective delegation;
- Uncover your strengths as a coach.

Workshop Outcomes

- Remove the doubts on being a technical specialist or a people manager
- Successfully communicate goals and targets for understanding
- Be confident of personal ability to Manage a Team
- Create an Engage and Aligned Team for Success by seeing individuals and not a group
- Be seen as a Manager that is Engaged and Leading the Team

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

Who Should Attend?

- Executives
- New Managers
- Any newly promoted Manager or Supervisor

Facilitated & Marketed by:

ATCENSM

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

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Module Outline

Introduction

- Identifying the Role of a Manager?
- The Definition of an Effective Manager
- Principles of Being an Effective Manager

Managing Yourself

Module 1: Connecting with the Leader In You

- Understanding the 4 Different Personality Types.
- Examining your Personality Profile and Management Style.
- Discover the Strength and Weakness of your Management Style.
- Immediate Improvement by Living Leadership Principles and Values

Module 2: Be More Effective by Managing Myself as a Manager

- Know your Responsibilities in Managing Others' Performance
- Understanding your KPI from a Manager Perspective
- Maximum Productivity by Leveraging on the Time Management Grid
- Eliminate Typical Procrastinators & Time Wasters and Setting Priorities

Module 3: Enhancing Communication Skills

- The 3 Essentials of Managerial Communication -Engage, Explain, Expectation.
- Managing Upward and Downward Communication
- The 3 Communication Areas for a Powerful and Positive Image Projection
- Developing Managerial Competence, Personal Connection and Principle Character

Managing Others

Module 4: The Power of Good TEAMSs (Targets, Execution, Ability, Motivation for Success)

- Characteristics of A Successful Team
- Understanding and Overcoming the Vicious Cycle of Team Management
- Moving from Impossible to Possible

Activity: Seeing Each Other – The Team and I

Module 5: Developing Targets and Task Executions

- The Need for Specific SMART-COE Goals/ Targets
- Communicating Task Execution
- Ways to Delegate and Empower

Module 6: Enhancing Ability and Motivation Always

- The Development Goals of Any Person (Knowledge and Skills)
- 5 Ways to Develop the Team
- 5 Ways to Move the Team

Exercise: Establishing a Personal Development Action Plan for Team Enhancement

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-Ringgit 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 “Executive to Manager – The Transition Workshop” public workshop since 2010

Abeam Consulting Sdn Bhd	Finexus International Sdn Bhd	Micromechanics (M) Sdn Bhd	Schaefer Kalk (M) SB
ACE Jerneh Insurance Berhad	FlyFirefly Sdn Bhd	MIMOS Berhad	Scopetel Sdn Bhd
Agility Logistics Solutions	F-Secure Corporation (M) Sdn Bhd	Mitsui Soko Agencies (M) Sdn Bhd	SEA ORGA Sdn Bhd
Airfoil Services Sdn Bhd	Gemadep (Malaysia) Sdn Bhd	Mutiara Murni Sdn Bhd	Securities Industry Development Corporation (SIDC)
Akademi Pendidikan Jati Sn Bhd	GHL System Berhad	Naza	Selangor Industrial Corporation Sdn Bhd
Amochem Sdn Bhd	Goodyear Malaysia Berhad	Network Alliance Technology Sdn Bhd	SGL Carbon Sdn Bhd
Amway (Malaysia) Sdn Bhd	Honda Malaysia Sdn Bhd	Northport Malaysia Bhd	Siemens Malaysia Sdn. Bhd.
ASTRO	iCIMB	OTIS Elevator Company (M) Sdn Bhd	Silverlake Sprints Sdn Bhd
Atlas Copco (M) Sdn Bhd	iKWSP	Pacific Mutual Fund Bhd	SIRIM
Bank Islam	InfoConnect Sdn Bhd	Paluan Sejati	Sitt Tatt Company Sdn Bhd
Bank Rakyat	Isagenix (Asia Pacific) Malaysia Sdn Bhd	PAOS Industries Sdn Bhd	SMBC SSC Sdn Bhd
Big Achievers Enterprise	Intelligence Outsourcing MSC Sdn Bhd	Paramount Construction Sdn Bhd	SNT Global Logistics Sdn Bhd
BMW Credit (Malaysia) Sdn Bhd	Integrated Well Services Sdn. Bhd. (IWSSB)	PBK Logistics Sdn Bhd	Sonofax Sdn Bhd
BMW Malaysia Sdn Bhd	Jebsen & Jessen Communication Solutions	Perbadanan Nasional Berhad	Standard Chartered
British American Tobacco	JP Logistics Sdn Bhd	Perdana Leadership Foundation	Star Publications (M) Bhd
Bumi Armada Berhad	Kementerian Perbadanan Dalam Negeri	Perdana Parkcity sdn Bhd	Suruhanjaya Syarikat Malaysia
Cadence Solution Sdn Bhd	Koperasi Dan Kepenggunaan (KPDNKK)	Perodua Manufacturing Sdn Bhd	Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)
Cassis Services Sdn Bhd	KFC Holding (M) Bhd	PETRONAS (Kerteh)	Symphony BPO Solutions Sdn Bhd
Celcom Axiata Berhad	Kementerian Perumahan Dan Kerajaan	Petronas Chemical Group	Tan Chong Ekspres Auto Servis Sdn Bhd
Century Software (M) Sdn Bhd	Tempatan (KPKT)	Petronas ICT Sdn Bhd	Tanjung Offshore Services Sdn Bhd
Cogebi Asia Sdn Bhd	Kerry Ingredients (M) Sdn Bhd	Petronas LNG Sdn Bhd	TEB Quantum Technology Sdn Bhd
Concorde Hotel	KRA (Malaysia) Sdn Bhd	Pfizer (Malaysia) Sdn Bhd	Technofit Sdn Bhd
Core Laboratories (M) Sdn Bhd	KRAIBURG TPE Technology (M) Sdn Bhd	P GEO Edible Oils Sdn Bhd	Telekom Malaysia Berhad
Cranberry (M) Sdn Bhd	Lembaga Tabung Haji	P GEO Marketing Sdn Bhd	Telekom Sales & Services Sdn. Bhd.
Cybermed University College	Levi Strauss (M) Sdn Bhd	Pharmaniaga Research Centre Sdn Bhd	The Swatch Group (M) Sdn Bhd
Danone Dumex (M) Sdn Bhd	LF Asia (M) Sdn Bhd	Phitomas Sdn Bhd	Thumbprints United Sdn Bhd
Dem Draexlmaier	Linatex Rubber Products Sdn Bhd	Pihak Berkuasa Pelaksanaan Koridor Utara	Time Engineering Berhad
Dewan Philharmonik Petronas	Logicalis Asia Pacific MSC Sdn Bhd	PORTMAN College	Tenaga Nasional Berhad (TNB)
DHL Information Services (Asia-Pacific)	Majuperak Holdings Berhad	PrimeSourcing International Sdn Bhd	TT dotcom Sdn Bhd
Diamond Key International (M)	Malaysia SH Precision Sdn Bhd	Prometric Technology Sdn Bhd	UMW Corporation Sdn Bhd
Diversified Gateway Berhad	Malaysian Electronic Clearing Corporation (MyClear)	QBE Insurance (M) Sdn Bhd	Universiti Kolej Shahputra
Docufluo (MSC) Sdn Bhd	Malton Bhd	Qinetics Solutions Sdn Bhd	UTSB Management Sdn Bhd
Dorma Production (M) Sdn Bhd	Mary Kay (M) Sdn Bhd	QNet Ltd	Vacuumschmelze (M) Sdn Bhd
Ecolab Sdn Bhd	MAS Sdn Bhd	RAM Holdings Berhad	Vale Malaysia Minerals Sdn. Bhd.
Eltafantechasia Sdn Bhd	Materialise Sdn Bhd	Rampai Niaga	Vizeum Media Services (M) Sdn Bhd
Emas Energy Services (Thai) Ltd	Matrix Power Services Sdn Bhd	RC Precision Engineering Sdn Bhd	Webse Sdn Bhd
Etiqa Insurance Berhad	Merchantrade Asia Sdn Bhd	Reckitt Benckiser (M) Sdn Bhd	Weir Minerals Malaysia
Expeditors (Malaysia) Sdn Bhd	Merck Sharp & Dohme (M) Sdn Bhd	Sapura Kencana Petroleum Berhad	Wincor Nixdorf (M) Sdn Bhd
FiberTex Nonwovens Sdn Bhd	Mesiniaga Alliance / Mesiniaga Berhad	Sarawak Energy	Yamato Transport (M) Sdn Bhd
Fibertex Personal Care Sdn Bhd	Mesiniaga Services Sdn Bhd	Sarawak Shell Berhad	Yayasan Inovasi Malaysia (YIM)
			Yoonsteel (Malaysia) Sdn Bhd

Participants' Feedbacks

- “Great workshop & applicable to work environment” - Senior Security Analyst, TEB Quantum Technology Sdn Bhd*
- “Lots of view from the facilitator. Open up new dimension for me in regards to managing people and myself.” – QA Executive, Kerry Ingredients*
- “The practical is very useful, I'm learning what have learn is an important aspect as a manager” – Program Manager, Qinetics Solutions Sdn Bhd*
- “Super like the “self-reflection factor” strategy. – Senior Team Leader, Siemens Malaysia*
- “Effective & simple workshop to prepare an executive to managerial roles.” – Manager, Telekom Malaysia Berhad*
- “This program has benefit to me and made me understand manager role. – Head IT Support, RAM Holdings Berhad*
- “Facilitator is very prepared. Great work & good experience gained”–Sales Engineer, SEA Orga*
- “This program gave me a “slap” on the myths of being a manager and it's a good experience. Pretty motivating.”*
- “Very interesting training and would suggest to management.”*
- “This training is really good for me. With all this theory, I can transfer this to my workplace which is really important to me. Transformed to be a better manager.”*
- “This program is really good and gives high impact to me as it is relevant to my environment..”*

27th
SESSION
SINCE
2010!

96%
Score on Trainer's
Feedback – Last
Session
(Oct 2017)

349
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**