



# THE 8 CRITICAL SKILLS OF A SUCCESSFUL MANAGER

Part of WKU “The High Performance Manager” Program



**ATCEN** SM

Free access to ATCEN e-learning solution on *Leadership and Influence* (T&C applies)

**Date : 23rd – 24th April 2018**  
**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> Apr 2018 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

### 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

# The 8 Critical Skills of a Successful Manager Workshop

23rd – 24th April 2018, Vistana Hotel, Kuala Lumpur

## 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 and Principal Consultant of ATCEN Sdn Bhd, and Group CFO for the ATCEN Group. ATCEN Group has business in Academic Education (PORTMAN College) and Corporate Training (ATCEN). He has been in the Corporate Training industry for over 16 years.

He is a Chartered Management Accountant (ACMA), Certified Accountant in Malaysia (MIA), Chartered Global Management Accountant (CGMA) and holds a MSc. in Engineering Business Management from Warwick University. He is currently pursuing his PhD in University Malaya. He is a Certified Personal Profiler and Human Job Analysis (Thomas International), Certified Trainer (PSMB) and Certified Master Trainer with Western Kentucky University. He is a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS).

With more than 20 years of strategic and operational management experience, he has worked and been involved in numerous industries. He has conducted and facilitated thousands of individuals in the areas of Strategic Review, performance management, leadership skills, sales, negotiation skills, sales and service and communication skills. He has facilitated workshops in the region and is able to handle people from different backgrounds and management levels.

Over the years, Jeremy has been involved in numerous business. He has lead/ started and closed businesses was involved in mergers, acquisition, daily operations and disposals. He has held a variety of leadership and project management roles in various organizations prior to ATCEN. 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 has also operated a Restaurant previously, a recruitment organization and also oversaw the operations of a 30 year old Association.

Additionally, he has collaborated with Accenture on a multi-million-Ringgit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project. He was also the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide.

Some of the companies he has worked with includes Alliance Bank, AIA, AMEX, AmBank, Axiata, Bacfree, Bank Islam, Bank Rakyat, Bank of Tokyo, Bank of China, Bank Negara, BD Agriculture BMW (M), BP, Celcom, Cerebos Asia Pacific, Comex Genesys, CNI, CIMB Bank, CMA-CGM, Danone Dumex, Dell, DHL Express, DHL IT, DiGi, e-Genting, EasyCall, EON, EPIC, ExxonMobil, Fibertex, Fuji Xerox, Great Eastern, EPIC-I, General Electric, Etiqa, Hitachi, Heitech-Padu, Hong Leong Bank, HP, IBM, IJM Properties, IOI Corp, Iraq South Oil, Inti University, KWSP, KWAP, Kenanga Investment Bank, Kings Confectionery, LaFarge Cement, Maybank, Mayban Assurance, MAA, MBF Cards, Merck, Mesiniaga, MLRe, MSIG, MYOB, Nike, Nokia, OCBC Bank, Petronas, Perodua, Philips, Proton, Polyplastic, PSDC, RHB Insurance, RHB Bank, Sapura Crest, Scomi, Siemens, Shell Trading, Shell SITI, SME Bank, SMECorp, SP Setia, SRG, Standard Chartered Bank, Spices and Seasoning, Sony Malaysia, Sony (PG), STAR Publications, Stemlife, Sunway Hospital, SWIFT, Taylors University, Telekom Malaysia, Telekom Sales and Service, TIME, TMTouch, TM Net, Tenaga Nasional Berhad, Tokio Marine, Toyota Autobody, TNT Express, UMW Toyota, UOB Bank, UMobile, Vsource, ZTE etc.

# The 8 Critical Skills of a Successful Manager Workshop

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

### 4D Performance

A M-Office Group Industries S/B  
ACA Pacific Technology (M) Sdn Bhd  
ADT Service (M) Sdn Bhd  
Affin Hwang Asset Management Berhad  
Airfoil Services Sdn Bhd  
Ajinomoto (M) Bhd  
Arachem (M) Sdn Bhd  
Asia Pacific Information Services  
Asian-Pacific Resource & Research Centre for Women  
Atlas CSF Sdn Bhd  
Aumada Energy & Technologies  
B.Braun Medical Industries 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  
BIMB Securities Sdn Bhd  
Boustead Penang Shipyard Sdn Bhd  
Cigna International Health Service  
Collaborative Research in Engineering, Science & Technology  
Convex Malaysia Sdn Bhd  
Coscolab Sdn Bhd  
Cosway (M) Sdn Bhd

Credit Guarantee Corporation  
Crowne Plaza  
Cyberview Sdn Bhd  
Danone Dumex (Malaysia)  
DKSH Malaysia Sdn Bhd  
DZ Card (M) Sdn Bhd  
Eastern Pacific Industrial Corporation Berhad  
Etiqa Insurance & Takaful  
EXIM Bank  
Fibertex Personal Care Sdn Bhd  
FlyFirefly Sdn Bhd  
FPG Oleochemicals Sdn Bhd  
GAC Cargo Systems (M) Sdn Bhd  
Globetronics (KL) Sdn Bhd  
Grand-Flo Spritvest Sdn Bhd  
Hitachi Cable PS Techno (M)  
Honda Malaysia Sdn Bhd  
IGB Corp Berhad  
Indah Water Konsortium  
Infocconnect Sdn Bhd  
Institut Jantung Negara (IJN)  
iPerintis Sdn Bhd  
Isagenix (Asia Pacific) Malaysia  
iTelligence Outsourcing MSC  
Jimah O & M Sdn Bhd  
KDU University Collage  
Kenanga Investors Berhad  
KRA Malaysia Sdn Bhd

Kumpulan Wang Simpanan Pekerja (KWSP)  
Labuan Shipyard & Engineering Sdn Bhd  
Malaysia Design Development Centre (ODEC)  
MEASAT Broadcast Network Systems Sdn Bhd  
Microlink System Sdn Bhd  
MISB Resources Sdn Bhd  
MISC Berhad  
MOEM Holdings Sdn Bhd  
NEC Coporations Sdn Bhd  
OCBC Bank  
Pacific Mutual Fund Bhd  
Penang Seagate Industries (M)  
Perak-Hanjoong Simen Sdn Bhd  
Perbadanan Insurans Deposit Malaysia  
Pestech Sdn Bhd  
Pokka Ace (M) Sdn Bhd  
Pong Codan Rubber (M)  
Prokhas Sdn Bhd  
Prometric Technology Sdn Bhd  
Prudential Services Asia  
Puncak Semangat Technology  
RC Precision Engineering  
Sarawak Shell Berhad  
Sarawak Energy Berhad

Securities Industry Development Corporation  
Siemens Malaysia Sdn Bhd  
Siemens Healthcare Sdn Bhd  
Sime Darby Rent A Car Sdn Bhd  
Skyworld Development Sdn Bhd  
SWIFT Support Services (Msia)  
Symphony BPO Solutions  
Tan Chong Motor Assemblies SB  
Taylor's University Sdn Bhd  
Tekmark Sdn Bhd  
Tele-Paper (M) Sdn Bhd  
Tele-Flow Corporation Sdn Bhd  
Tenaga Nasional Berhad (TNB)  
The Laryneal Mask Company (M)  
Times Software Sdn Bhd  
Tioxide (M) Sdn Bhd  
Tradewinds Bhd  
Tyco Fire, Security & Service (M)  
UEM Land Berhad  
U-Mobile  
UMW Corporation Sdn Bhd  
Universiti Teknikal Mara Sdn Bhd  
Universiti Utara Malaysia (UUM)  
UTSB Management Sdn Bhd  
VADS Berhad  
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**

**20th**  
**SESSION SINCE 2010!**

**93%**  
**Score on Trainer's**  
**Feedback Nov**  
**2017**

**231**  
**Numbers of**  
**participants that have**  
**joined this course**  
**(public workshop)**  
**since 2010**

**ATCEN**<sup>SM</sup>

To Register or For More  
Information

Kindly call **03-7728 2623** or  
email to **[info@atcen.com](mailto:info@atcen.com)**  
**[www.atcen.com](http://www.atcen.com)**