



THE 8 CRITICAL SKILLS OF A SUCCESSFUL MANAGER

Part of WKU “The High Performance Manager” Program

ATCEN SM

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Date : 2nd – 3rd July 2018
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

The 8 Critical Skills of a Successful Manager Workshop

2nd – 3rd July 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

2nd – 3rd July 2018, Vistana Hotel, Kuala Lumpur

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
Global Environment Centre
Globetronics (KL) Sdn Bhd
Grand-Flo Spritvest Sdn Bhd
Hitachi Cable PS Techno (M)
Honda Malaysia Sdn Bhd
IGB Corp Berhad
Indah Water Konsortium
Infoconnect 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
Malayan Banking Berhad
Malaysia Design Development Centre (ODEC)
Malaysian Life Reinsurance Group Berhad
MEASAT Broadcast Network Systems Sdn Bhd
Mesiniaga Berhad
Microlink System Sdn Bhd
MISB Resources Sdn Bhd
MISC Berhad
MOEM Holdings Sdn Bhd
NEC Coporations Sdn Bhd
OCBC Bank
Pacific Mutual Fund Bhd
Palmamide Sdn 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

21st
SESSION SINCE 2010!

93%
Score on Trainer's
Feedback Apr
2018

242
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