



# THE 8 CRITICAL SKILLS OF A SUCCESSFUL MANAGER

Part of WKU “The High Performance Manager” Program

**ATCEN**

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**Date : 28<sup>th</sup> – 29<sup>th</sup> April 2020**

This training is

**Venue : AC Hotel Kuala Lumpur Titiwangsa**

**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 any 3 workshops below within 18 months.

1. 8 Critical Skills of a Successful Manager
2. Business Acumen
3. Coaching for High Performance
4. SPEAK UP! – Facing Difficult People
5. Stakeholders Management

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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 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

28<sup>th</sup> – 29<sup>th</sup> April 2020, AC Hotel Kuala Lumpur Titiwangsa

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

4D Performance	CustomCodes Sdn Bhd	Labuan Shipyard & Engineering	Securities Industry Development Corporation
A M-Office Group Industries S/B	Cyberview Sdn Bhd	Malayan Banking Berhad	Siemens Malaysia Sdn Bhd
ACA Pacific Technology (M) Sdn Bhd	Danone Dumex (Malaysia)	Malaysia Design Development Centre (ODEC)	Siemens Healthcare Sdn Bhd
ADT Service (M) Sdn Bhd	DKSH Malaysia Sdn Bhd	Malaysian Life Reinsurance Group Berhad	Sime Darby Rent A Car Sdn Bhd
Affin Hwang Asset Management Berhad	DZ Card (M) Sdn Bhd	MEASAT Broadcast Network Systems Sdn Bhd	Skyworld Development Sdn Bhd
Airfoil Services Sdn Bhd	Eastern Pacific Industrial Corporation Berhad	Mesiniaga Berhad	SWIFT Support Services (Msia)
Ajinomoto (M) Bhd	Etiqa Insurance & Takaful EXIM Bank	Microlink System Sdn Bhd	Symphony BPO Solutions
Arachem (M) Sdn Bhd	Festo Sdn Bhd	MISB Resources Sdn Bhd	Tan Chong Motor Assemblies SB
Asia Pacific Information Services	Fibertex Personal Care Sdn Bhd	MISC Berhad	Taylor's University Sdn Bhd
Asian-Pacific Resource & Research Centre for Women	Fullbliss Sdn Bhd	MOEM Holdings Sdn Bhd	Tekmark Sdn Bhd
Atlas CSF Sdn Bhd	FlyFirefly Sdn Bhd	NEC Coporations Sdn Bhd	Tele-Paper (M) Sdn Bhd
Aumada Energy & Technologies	FPG Oleochemicals Sdn Bhd	OCBC Bank	Tele-Flow Corporation Sdn Bhd
B.Braun Medical Industries Sdn Bhd	GAC Cargo Systems (M) Sdn Bhd	Pacific Mutual Fund Bhd	Tenaga Nasional Berhad (TNB)
B.K.B Hevea Products Sdn Bhd	Global Environment Centre	Palmamide Sdn Bhd	The Laryneal Mask Company (M)
Bank Indonesia (Singapore Representative Office)	Globetronics (KL) Sdn Bhd	Perak-Hanjoong Simen Sdn Bhd	Times Software Sdn Bhd
Bank Negara Malaysia	Grand-Flo Spritvest Sdn Bhd	Perbadanan Insurans Deposit Malaysia	Tioxide (M) Sdn Bhd
Bank Of China (Malaysia) Berhad	Hitachi Cable PS Techno (M)	Pestech Sdn Bhd	Tradewinds Bhd
Bank of Nova Scotia	Honda Malaysia Sdn Bhd	Pokka Ace (M) Sdn Bhd	Tyco Fire, Security & Service (M)
Bank Rakyat	IGB Corp Berhad	Pong Codan Rubber (M)	UEM Land Berhad
BIMB Securities Sdn Bhd	Indah Water Konsortium	PORTMAN College	U-Mobile
Boustead Penang Shipyard Sdn Bhd	Infoconnect Sdn Bhd	Prokhas Sdn Bhd	UMW Corporation Sdn Bhd
Cigna International Health Service	Institut Jantung Negara (IJN)	Prudential Services Asia	Universiti Teknikal Mara Sdn Bhd
Collaborative Research in Engineering, Science & Technology	iPerintis Sdn Bhd	Puncak Semangat Technology	Universiti Utara Malaysia (UUM)
Convex Malaysia Sdn Bhd	Isagenix (Asia Pacific) Malaysia	RC Precision Engineering	UTSB Management Sdn Bhd
Coscolab Sdn Bhd	iTelligence Outsourcing MSC	Sarawak Shell Berhad	VADS Berhad
Cosway (M) Sdn Bhd	Jimah O & M Sdn Bhd	Sarawak Energy Berhad	VADS Business Process
Credit Guarantee Corporation	KDU University Collage		ViewPoint Research Corporation
Crowne Plaza	Kenanga Investors Berhad		WEIR Minerals Malaysia
	KRA Malaysia Sdn Bhd		ZincAlu Casting Sdn. Bhd.
	Kumpulan Wang Simpanan Pekerja (KWSP)		

## 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**

**25<sup>th</sup>**  
**SESSION SINCE 2010!**

**92%**  
**Score on Trainer's**  
**Feedback**  
**(November 2019)**

**274**  
**Numbers of**  
**participants that have**  
**joined this course**  
**(public workshop)**  
**since 2010**

# The 8 Critical Skills of a Successful Manager Workshop

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## Participant 1

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

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

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

Mobile No.: \_\_\_\_\_

Mobile number is preferred for us to be in contact with the participants before and after the workshop

## Participant 2

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

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

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

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

Mobile number is preferred for us to be in contact with the participants before and after the workshop

## Participant 3

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

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

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

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

Mobile number is preferred for us to be in contact with the participants before and after the workshop

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

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

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

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

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

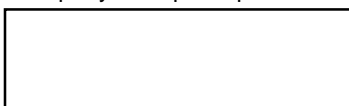
Authorized Signature: \_\_\_\_\_ Invoice Attention To / : \_\_\_\_\_

Has ATCEN Sdn. Bhd registered as your vendor?

Yes  No

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

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



This training is PSMB/HRDF claimable (SBL-Khas scheme) subject to PSMB/HRDF approval

## Workshop Investment :

**3 participants – RM5,000 nett**  
(Saved RM2,800).

**2 participants – RM3,900 nett**  
(Saved RM1,300).

**1 participants – RM2,600 nett**  
(Inclusive of 6% SST)

*Price is inclusive of all materials, lunches and tea-break.*

## 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

## By Bank Draft:

Payable to **ATCEN Sdn Bhd** and courier to:  
D-05-12, Ritze Perdana Business Centre,  
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,  
Malaysia.

## 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: \_\_\_\_\_

**ATCEN**

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