



First Select

Complete Course on Management & Leadership

| Date | Venues | (\$) Fees | Book your seat |
|---------------------|--------------|--------------|------------------------------|
| 08 Dec -12 Dec 2024 | Kuala Lumpur | 3300 | Register Now |

Demands to increase effectiveness and efficiency on leaders and managers in today's current business environment are more prevalent than ever before. A person can become more effective and efficient if they have the desire and willpower to make changes in their work behaviour. Certain leadership and management principles, however, must be learned and practiced and these principles do not come naturally. A person learns and develops skills in these areas through a never ending process of self-study, education, training and experience. In a fast paced, continual changing world, personal development is an effective practice a manager must possess to sharpen the wide variety of skills needed to carry out responsibilities and successfully accomplish the organisation's goals.

Course objectives:

- Plans and develop procedures for developing the existing operational activities.
- Provide proven methods and cutting edge techniques for taking managerial performance to a higher level.
- Reviews Customer complaints of reading and investigate reasons.
- Enhance skills and abilities which can be put to immediate use in the workplace.
- Articulate an understanding of the role of management and leadership in one's business.
- Identify best management and leadership practices and principles.
- Understand management and leadership and its role in the development of successful organizations.
- Develop skill in management principles of dealing with workplace conflict, coping with risk and risk avoidance, leading motivated teams and effective problem solving.
- Develop skill in leadership principles of change, organisational excellence, communications, empowerment and interpersonal relationships.
- Develop strategies for creating a positive work environment that fosters leadership and a commitment to continuous improvement in others.
- Learn how to create rapport, build trust and establish credibility.
- Recognize the need and value of diversity among members of a work group.
- Develop leadership and management techniques to deal with organizational change.

Who should attend?

The course is designed for anyone who desires to demonstrate enhanced management and leadership in their work, whether a coordinator, engineer or manager in any sector of industry and/or business, including the service industry. The course is appropriate for those who have some management experience and wish to enhance leadership skills or those who desire to learn leadership skills to better manage the people in their work.

Course Outline:

Day 1 - The Foundation of Management

- Understanding what courage really is
- Having the courage to know yourself
- Choosing the right management style
- Putting yourself on the line-taking responsibility
- Overcoming limiting thoughts and behaviors
- Having the courage to turn your ideas into action

Day 2 - Dealing with Workplace Conflict

- Defining organizational conflict
- Understanding the causes of conflict
- The Thomas-Kilman Conflict Mode Instrument
- Dealing with different learning styles
- Managing conflict effectively
- Obtaining the benefits of productive disagreement

Day 3 - Managing Organizational Improvement

- Focusing on continuous improvement
- Malcolm Baldrige assessment criteria
- The role of organizational culture
- Overcoming resistance to change
- Coping with risk and risk avoidance
- Measuring the success of improvement efforts

Day 4 - Leading Motivated Teams


- Characteristics of effective teams
- Characteristics of ineffective teams
- Managing the factors affecting team performance
- Supporting team development
- Understanding team member styles
- Enhancing team member competencies

Day 5 - Effective Problem Solving


- Balancing analytical and creative thinking
- Effective use of mind mapping
- Capturing the power of brainstorming
- Breaking the ten mental locks
- The four roles of the problem solving process
- Treating problems as challenges

WORKSHOP STYLE:

This course is an interactive mixture of presentations, discussion, group activities, videos and practice on management and leadership skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants. Activities and work on examples and role-playing are used to highlight concepts taught and allow participants to practice new skills.

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