

The 8 Critical Skills of a Successful Manager Workshop

We Help Leaders Grow Businesses

7th – 8th March 2012 | PARKROYAL, Kuala Lumpur

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.

WHO SHOULD ATTEND

- Senior Managers
- Managers
- Team Leaders
- Senior Executives

**Open to all Industries

KEY BENEFITS

- **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.

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The Workshop Leader- Lam Yue Pak



Lam Yue Pak is a Certified Public Accountant and a Certified Professional Trainer with professional experience of over 20 years in top management positions in diversified groups based in Singapore and Malaysia with international involvement in the United Kingdom, Australia, Hong Kong, Indonesia and the United States of America.

His distinguished career saw him last serving as Group CEO of SGX-listed HLH Group Ltd. He also previously worked as Senior Corporate Controller at RGM International Pte Ltd, Singapore and Senior General Manager Control & Development, Johan Holdings Berhad, Malaysia. Whilst with KLSE-listed Johan Holdings he was also Director of London AIM-listed William Jacks PLC, UK; William Jacks (Australia) Pty Ltd and Skinner Engineering Pty Ltd, Australia.

As an Accountant, Lam received his early training as an auditor with Coopers & Lybrand (now PriceWaterhouse Coopers); thereafter he proceeded to rise rapidly in the ranks of the corporate world. These organizations have accorded him with exposure to industries which include: Insurance, Banking & Financial, Manufacturing, Construction, Trading Property Development Hotel & Travel Leisure & Entertainment Automotive Retailing Mining Agriculture.

Lam's rich professional background provided him with deep and wide experience in various industry segments and also global cross-cultural exposure. He is a staunch believer that the core values of a great leader are Courage, Humility and Integrity or what he calls *Leadership Chi* and this belief is at the core of his professional success. Tapping into his forte in leadership, he is highly sought after for his leadership development training and consulting. He works in association with training institutions whose engagements with clients include *ExxonMobil*, *DHL*, *Allianz Bank*, *Abbott Laboratories*, *Fairchild Semiconductor* and many more. His experience and practitioner knowledge is obvious in his presence and engaging facilitation. Being highly respected, Lam is also actively engaged as a trainer with private institutions of higher learning in the areas of *Innovation & Enterprise*, *Employability Skills* and *Business Finance*.

Government bodies have also engaged his auditing expertise where he has helped develop staff from the Malaysian Auditor-General's office and Inland Revenue Board. He currently serves as a Business Advisory Partner with Singapore Management University (SMU)/SPRING and provides his services to SMEs seeking expertise assistance through government-aided programs.

Lam's transition to professional consultancy was a logical next step due to his life-long passion to assist as many organizations and individuals as possible leaving a legacy of paths for success. In taking this professional path, organizations will benefit from the knowledge and experience of this stellar individual providing access to the complexities of individual and organizational development and growth.

Follow us on



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Module 1: Introduction

- What is Management?
- Leading, Managing and Developing
- The 8 Critical Skills of a Manager

Module 2: Direction and Results

- Setting Realistic Objective, Goals and Targets
- Developing the Key Components of a Successful Action Plan
- Communication of the Direction and Expected Result

Activity: How Is My Communication?

Module 3: Hiring the Right Person

- Understand What You Want
- SARA for Interviewing Behaviors
- The Best Candidate or The Right Candidate

Role Plays: Hiring the Right Person

Module 4: Delegation of Work

- The Importance of Delegating the Right Job For the Right Individual at the Right Time
- Understanding the Advantages and Disadvantages of Delegation
- Deciding on How to Delegate Effectively

Module 5: Empowerment to the People

- Planning and the Approach to Participative Action Planning
- Understanding Empowerment and Its Dimensions
- The 6 Approaches In Developing Empowerment

Activity: What Are We to Do?

Module 6: Motivation and Supportive Communication

- Motivation Principles, Attitudes and Behaviors
- Principles Of Supportive Communication and Its Importance
- The Various Communication Styles to Support

Exercise: Communicating with the Staff

Module 7: Performance Management for Success

- Communication of Objectives and KPI
- Telling the Subordinates the Specific Behaviors Expected
- Breaking the KPI for Ease of Understanding

Exercise: Performance Communication and the Required Behavior

Module 8: Conflict Management

- Managing Interpersonal Conflict
- Implementing Strategies to Handle Conflict
- Administering Discipline In Urgent Situations

Role Plays: Conflicts and More Conflicts.

Module 9: 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

Exercise: A Coaching Play

TRAINING SCHEDULE

0830	Registration
0900	Morning Session Begins
1030	Morning Networking Break
1300	Networking Luncheon
1400	Afternoon Session Begins
1530	Teatime Networking
1730	End of Sessions

***Chronology applies for both days**

TRAINING METHODOLOGY

The Workshop will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

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TO REGISTER OR FOR MORE INFORMATION:

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