



World Training Consultants Sdn. Bhd.

Public Programme

Effective Leadership and Managerial Skills

Introduction

The business world is very global, competitive and challenging. To manage the business effectively and efficiently requires a new look at leadership and managerial development. This program will teach participants to be an effective leader/manager to overcome the new challenges of the business world; how to manage your people and resources more effectively and also work with your stakeholders closely to support your department and the business, encompassing communication, motivation, problem solving, best practices and change management topics.

Who Should Attend?

All HODs, Managers and aspiring Executives who can make a difference to the organization with these clear practical insights and practices.

2-day Public Programme

Date: 30-31 October 2019

Venue: Hotel Armada/Amcorp

Fee: RM1299.00 per pax

Early bird (by 10-Oct 2019) discount – RM1199.00 with free gift

If there are 3 persons or more from an organization, contact us for discount.

HRDF Claimable

Contact Lynn or register online
<https://webtraining.com.my/registration-form-191002/>

Payment made payable to World Training Consultants Sdn Bhd at Maybank account 512361519775

Methodology

Interactive conceptual inputs

Group activities

Case study

Brainstorming sessions

Self-Evaluation takeaway forms

Key Learning Outcomes

How to effectively manage your job and the dynamics of change in your organization

Improve your people skills while meeting the new expectations and higher productivity

Managing self, work and business using new tools and resources.

How to communicate (EQ) effectively to your stakeholders and create a win-win situation

Understand coaching, counseling and motivation.

Course Outline of Two Days

DEFINING THE ROLE OF LEADERS, SUPERVISORS and MANAGERS

PERFORMANCE CULTURE and RESOURCE MANAGEMENT SKILLS

ESSENTIAL PEOPLE, NEGOTIATION SKILLS AND GE's BEST PRACTICES

EFFECTIVE COMMUNICATION – WRITTEN AND SPOKEN

MANAGING SELF CHANGE, MOTIVATION and EQ (Emotional Intelligence)

DEALING WITH DIFFICULT SITUATIONS - PROBLEM SOLVING SKILLS

COACHING AND COUNSELLING

KEY EMPHASIS and REINFORCEMENT

Leaders don't need to be extraordinary; however, what they must have is the constant desire to learn, develop and engage.



Harban Singh

Principal Trainer

Trained by GE (USA) Management School. MBA in Training & Human Resource Development, Newport University, USA. Served in Fortune 500 organizations including Texas Instruments, General Electric (USA), Cadbury (British) and Danone (French), as the Head of Human Resource Department.

CTP (Certified Training Professional) Trainer, Interaction Management Trainer, NLP holder and also GE Supervisory Skills Modelling (SSM) Facilitator. Subject matter expert in soft management skills such as Leadership, Management, Organizational Behaviour, Human Resources Management, Organization Development, Communication Skills, Labour Laws and all HR Management subjects.

Have done training and facilitation in Qatar, Indonesia Vietnam, Maldives and Philippines and key industries in Malaysia.

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