

# € TRAINING

Leading with Excellence



8 - 19 July 2024  
Kuala Lumpur (Malaysia)



# Leading with Excellence

REF: M60 DATE: 8 - 19 July 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 7950 Euro

## Introduction:

This training program is designed to empower participants with the knowledge and skills needed to lead teams and organizations effectively. Through the program, participants will be equipped to inspire their teams, navigate challenges with resilience, and achieve organizational goals with excellence.

## Program Objectives:

At the end of this program, the participants will be able to:

- Recognize aims for key alliances and learn how to develop and manage them.
- Develop an effective plan and strategy for negotiations with allies.
- Practice and develop skills for influencing others, especially those crucial to your long-term business development strategy.
- Gain confidence as a trusted negotiator and understand which behaviors to adopt for each negotiation stage.
- Successfully apply the principles of persuasion to key negotiation situations.
- Recognize internal and external influences on daily planning and understand how to manage them.
- Understand and develop skills necessary to complete work on time and organize projects for successful completion.
- Learn to understand the characteristics of colleagues within our teams and develop positive interpersonal techniques for better team relationships.

## Targeted Audience:

- Head of departments.
- Managers.
- Supervisors.
- Team leaders.
- Project managers.
- Employees who are the potential to be promoted to a managerial or supervisory position.

## Program Outlines:

### Unit 1:

#### Developing Alliances:

- Characteristics of a strategic alliance - effects of market dominance.
- Culture and perception - and effects in building alliances.
- Building trust through communication and achieving results for the alliance bearing in mind its "life cycle".
- Personality - strengths & weaknesses in negotiations.
- Minimizing communication blockers to maintain relationships.
- Development review and action planning.

### Unit 2:

#### Influence & Persuasion Skills in Managing The Alliance:

- Challenges of meetings - group and individual strategies.
- Positive influence of listening in challenging situations - good and bad news!
- Applying rules of influential presentations to maximize the impact.
- Maintaining compatible body language & using logic, credibility and passion.
- Feedback and action planning.

### Unit 3:

#### Strategy in Negotiation Skills for Partners and Allies:

- Steps in win/win negotiation.
- The keys to collaborative bargaining in partnering.
- Leverage: What it is and how to use it.
- Negotiation tactics and ploys.
- Dealing with difficult negotiators and barriers.
- Ethics in negotiation.

#### Unit 4:

##### Higher Level Negotiation Skills for Challenging Situations:

- Listening and responding to signals and informal information.
- Recovering from reversals, errors and challenges.
- Developing a climate of trust.
- Higher-level conversation techniques.
- Concentrating action on the needs of alliance partners.

#### Unit 5:

##### Critical Thinking for Decision Making:

- Gaining control and using information - formal and informal.
- Identifying sources and testing assumptions.
- Framing the problem.
- Decision making under pressure.

#### Unit 6:

##### Creating an Attitude to Change How We Plan and Organize Work:

- New systems & strategic thinking.
- Overview and context of organizational change and the impact on planning and organization.
- Identifying a standard of excellence in the organization, team and personal work.
- Review of management processes and skill areas.
- Using a planning process to set goals and get projects started.

#### Unit 7:

##### Importance of Planning Management:

- Integrating goals, scope, work structure and management planning.
- Identifying initial resource requirements.
- Identifying risk techniques that affect work assignments, priorities, and deadlines.

- Communication that responds to who, what where, when, how, why.
- Understanding the importance of quality planning in work assignments.

## Unit 8:

### Delegation, Personal Organization, and Setting Priorities:

- Understanding how people approach their work.
- Planning for time management, scheduling and meeting deadlines.
- Using proper delegation skills to empower staff.
- Improving prioritizing of work and work tasks.
- Planning for delegation responsibility and authority.

## Unit 9:

### Planning Effectively with Your Team:

- Identifying the skills required to obtain the help of others.
- The importance of group skills to achieve team success.
- The importance of interpersonal skills in making personal and team decisions.
- Empowering the team through the development of interpersonal skills.
- The importance of versatility in team relations.

## Unit 10:

### Developing Personal and Team Change Plans:

- Innovation and improvement for personal and team change.
- Identification of change processes and human change.
- Techniques to set personal and team change goals.
- Dealing with people who do not want to change.
- Developing an action plan for personal and team change.