

# € TRAINING

Tools for Highly Effective Managers



20 - 31 May 2024  
Kuala Lumpur (Malaysia)



# Tools for Highly Effective Managers

REF: M733 DATE: 20 - 31 May 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 7950 Euro

## Introduction:

This training program equips participants with a comprehensive toolkit to enhance their managerial effectiveness. By mastering these tools, participants are empowered to drive productivity, foster team collaboration, and lead with confidence in diverse professional settings.

## Program Objectives:

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

- Develop Foundational Management Skills: Understand and cultivate the necessary skills for new managers/supervisors, including strategic thinking and effective decision-making.
- Master Strategic Goal Setting: Learn the importance of managing strategic thinking and acquire proficiency in setting goals and planning efficiently.
- Foster Customer-Centric Management: Develop the ability to establish a customer focus in management while enhancing interpersonal techniques for better relationships.
- Enhance Effective Team Dynamics: Apply concepts of team building, team performance, and motivation to foster productive teamwork.
- Improve Resource Management Efficiency: Learn and implement time management techniques, grasp stakeholder management principles, and refine communication methods to achieve performance standards and objectives.

## Targeted Audience:

- Head of Departments.
- Managers Among All Managerial Levels.
- Supervisors.
- Employees who are being prepared to be promoted to a managerial or supervisory role.

## Program Outlines:

### Unit 1:

#### How To Lead Your People:

- Definition of a Leader vs Definition of a Manager.
- Difference between a Leader and a Manager.
- Tomorrow's Company versus Yesterday's Company.
- 6 Leadership Styles.
- Attributes of Leaders.
- Leadership Tension.

## Unit 2:

### How To Think Strategically:

- Strategic Thinking Defined.
- 4 Levels of Strategic Thinking.
- The Strategy/Operations Relationship.
- Strategic Thinking Leading to Strategic Management.
- 3 Ws and 2 Hs.

## Unit 3:

### How to Solve Problems & Make Effective Decisions:

- 5 Key Steps in decision-making.
- The ADADA Model.
- Barriers to Effective Decision-Making.
- The "Ishikawa" Model in Problem-Solving.
- Man-Method-Material-Machine.
- Basic Steps & Rules in Problem-Solving.

## Unit 4:

### How to Manage Time:

- Recording Time, Analyzing Time, and Planning Time.
- Managing your Roles and not your Time.

- The Yearly Planner.
- The Weekly Worksheet.
- The Daily Work Plan.
- Checklist for effective use of time.

## Unit 5:

### How to Stay Stressfree & Well:

- Two Types of Stress.
- Signs & Symptoms of Stress.
- How to Manage Stress.
- Type 'A' and Type 'B' Personality.
- Managing Your Health.

## Unit 6:

### How to Build Great Teams:

- Building Relationships: Demonstrating respect for others' views and actions while fostering sensitivity to their needs and feelings.
- Motivating and Empowering: Encouraging and stimulating individuals through a wide range of incentives and by using power and authority judiciously.
- Developing Capabilities: Evaluating and enhancing people's skills and abilities to set achievable yet challenging objectives.
- Inspiring Commitment: Communicating a compelling vision and fostering a commitment to a specific course of action.
- Promoting Productivity: Utilizing various techniques to boost morale and productivity within the team or organization.

## Unit 7:

### How to Communicate & Interpersonalise:

- How should I communicate?
- Types of Non-Verbal Communication.

- Communication Skills.
- Presentation Skills: 6 Key Steps.
- Do's and Dont's on Delivery.

## Unit 8:

### How to Delegate & Empower:

- Delegation vs. Empowerment: Understanding the distinction and significance of each approach.
- Delegating Effectively: Exploring the reasons for delegation, its benefits, and common pitfalls.
- The Delegation Process: Identifying activities involved and implementing a structured approach for effective delegation.
- Importance of Empowerment: Recognizing the value of empowerment, its benefits, and strategies for implementation.
- Empowering the Workforce: Guidelines and specific techniques to empower employees and foster a culture of autonomy and responsibility.

## Unit 9:

### How to Encourage Innovation & Creativity:

- Can Creativity be Taught?
- Right Brain and Left Brain Thinking.
- How Creative Are You?
- 8 Steps to Developing Creative Thinking Skills.
- 10 Barriers to Creativity.
- 12 Questions to Spur the Imagination.
- 8 Steps towards stimulating a creative environment.

## Unit 10:

### How to Focus on Result through Your People:

- Strategic Goal Setting: Planning, prioritizing, and focusing on objectives to address both challenges and opportunities.
- Excellence in Execution: Striving for excellence by actively seeking improvement and using change as an

opportunity for growth.

- **Setting High Standards:** Establishing and communicating high expectations, setting demanding goals for oneself and others.
- **Detail-oriented Approach:** Focusing personal attention on specific details while benchmarking against industry standards.
- **Adaptability in Ambiguity:** Setting objectives in uncertain and complex situations, embracing change as a chance for enhancement.