



MALAYSIAN INSTITUTE OF MANAGEMENT
Institut Pengurusan Malaysia

LEADERSHIP DEVELOPMENT
Progressive
Managerial Skills

Some questions to ask ourselves at this stage include: Are we really doing our utmost best now? What else can we do? What are the skills required of a global leader in the new millennium? What are the demands and expectations of this leader to lead the team forward in an ever fast-changing world? How can I draw out the best from my people? How much am I expected to do? To give? To deliver? This programme will address all the above questions.



DESIGN FOR

- Supervisors, Executives and Emerging Manager
- New Managers and Managers

LEARNING METHODOLOGY

Mix of lectures, role plays, dyad sharing and activities, using the Integrative Learning System (ILS). Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ will be emphasized here.



LEARNING OUTCOME

At the end of this programme, you will gain the following knowledge and learning, and be able to:

- Develop confidence as a principle-centered leader
- Lead by role-modeling the values of leadership
- Educate, coach, counsel, confront and delegate your staff
- Understand and use your own dominant management style
- Understand how to develop and handle difficult followers
- Learn when to delegate or instruct to match to your followers' need level
- Create a personal chart to coach and counsel appropriately for each staff
- Choose success through being proactive and result-oriented
- Be skillful leaders: knowledgeable, counsels, coaches, encourages, trusts, has confidence in colleagues, cares and open-minded

PROGRAMME OUTLINE

DAY 1

Management Style Diagnosis

- Analyse leadership situations and decisions
- Your dominant style
- Your Management Profile
- Understand Self
- How to work with others
- Workshop: Application to real life work

Leadership 1

- Monitoring staff development levels
- Follower diagnosis
- Different needs of subordinates
- Four levels of development
- Workshop: Matching leadership style to development level

Leadership 2

- Leadership behaviours influence results
- Leadership Behaviour 1 - When, how and with whom to use
- Leadership Behaviour 2 - When, how and with whom to use
- Workshop: Matching leadership style to situation

LEARNING FACILITATOR

Main Facilitator

Amy Wan Ratos, MIM-CPT, MMIM

MSc (Training & HRD) (Leicester University, UK), Certified and Licensed Trainer in Emotional Intelligence (USA), BSc (University of North Carolina, USA)

Alternate Facilitator

Irene Choong Peck Foong, MIM-CPT, MMIM

MBA (Training and HRD) University of Newport, USA, BA (Hons) (University Malaya, M'sia), Certified NLP Practitioner, Cert IV TAA (Australia)

For registration and further information,
Please connect with **Public Programme Team.**

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DAY 2

Coaching & Counselling

- Pros & cons of coaching & counselling
- Five roles of coaching & counselling
- Skills in the five roles
- Application of coaching & counselling
- Values: empathy, encouragement, empowerment
- Workshop: Role plays on coaching & counselling

Coaching At Workplace

- Coaching as an essential mentoring skill
- Guidelines for conducting a successful coaching session
- Coaching new workers
- Coaching new skills to experienced workers
- Workshop: Effective coaching at workplace

Counselling Problem Workers

- Difference between influencing and changing a person
- What influences negative attitude
- Avoiding two major mistakes in handling problem workers
- Ways to diffuse and transform conflict to teamwork
- Workshop: Understanding and identifying issues that influence negative attitude
- Workshop: Practise Effective Counselling techniques

Success Formula

- Results are the measure of success
- Implementing the coaching system
- Implementing the follow-up system
- Monitoring leaders' performance and results
- Success agreement system (SAS) with self and others
- Workshop: Using Gantt performance management system

PSMB SCHEME

- SBL

CPD Hours:

- 16

ADMINISTRATIVE DETAILS

FEES:

Member: RM1,710
Non-Member: RM2,080
(Inclusive of the 6% GST)

DURATION: 2 days

TIME: 9:00 am - 5:30 pm

DATES:

- 11 - 12 April 2016
- 5 - 6 December 2016