



## **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)

#### 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**

SBI

#### **CPD Hours:**

16

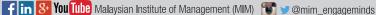
For registration and further information, Please connect with **Public Programme Team.** 

#### publicprog@mim.org.my

#### **Malaysian Institute of Management**

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# www.mim.org.my

# **ADMINISTRATIVE DETAILS**

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

**DURATION:** 2 days **TIME:** 9:00 am - 5:30 pm

- 11 12 April 2016
- 5 6 December 2016