

Meeting the Challenges with Strong Leadership and Supervisory Skills

(Bahasa Malaysia)

for Managers, Executives and Supervisors



08 & 09 September 2014 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya

Strong leadership is the backbone of an organization. Leaders create the vision, support the strategies, and are the catalyst for developing the individual bench strength to move the organization forward. Yet leadership can be an elusive characteristic, and developing leaders to their full potential remains one of the great challenges for organizations today. Being an effective leader involves much more than just getting things done.

Meanwhile, supervisor training provides you the higher level of supervisory skills required in today's workplace. This program will explore how you can maintain technical expertise while demonstrating the right type of leadership. It will give you the personal, interpersonal and group skills to become an overall effective leader.

Learning Objectives/Outcomes	100% SBL claimable
<ul style="list-style-type: none"> ✓ To learn the effective way to lead and influence others ✓ To accomplish goals and control outcomes when dealing with staff, peers, management and other departments ✓ To apply the supervisory skills needed for a leader to lead his/her team ✓ To understand the barriers for effective communication ✓ To develop interpersonal skills that help you communicate, listen and handle conflicts 	<p>Normal Fee: RM800 per participant</p> <p>Register by <i>25 Aug 2014</i>, or Group of 2 or 3 Participants: 10% Discount Group of 4 or 5: 15% Discount</p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

Program Outline

Leaders Meeting The Challenges	The Important Roles of A Leader	Core Skills in Management and Supervision	Communication and Coordination
<ul style="list-style-type: none"> • Key traits that can break or make a leader • The current challenges • Getting the head start on the right path – Vision, Mission & S.M.A.R.T.E.R. Objectives • What leadership is from the supervisor's point of view • How to build credibility and trust 	<ul style="list-style-type: none"> • Learning participative leader skills and techniques • Increase power of higher individual and group performance • Coaching for high performance • Teams vs work groups: learning to lead and build personal effectiveness • Decision-making tools for effective leadership 	<ul style="list-style-type: none"> • The Self-empowered Quality of a Leader • Delegate to the right people • Conduct Effective Meetings • Managing Stress • Managing Conflict • Managing Time <p>Motivation for Results</p> <ul style="list-style-type: none"> • Praise and Rewards • Motivational impact to the organization 	<ul style="list-style-type: none"> • Communication barriers • Overcoming the barriers • Styles of communication & coordination • Analyzing effective listening processes and skills • The power of effective listening • Building Trust & openness

The Trainer

Ms Kok Hui Ching (Cheri Ho), a corporate trainer who has been in the field for past 10 years and she has enjoyed every minute of it. Helping others effectively achieve their personal and career life goals is her true passion in life. Holding the principles of "life long learning", she devoted her time in reading, learning and sharing with others. As an ICSA graduate she ventured into various industries such as direct marketing, training & education and manufacturing. With the courage to explore and being a change agent, she obtained vast experience in areas such as sales and marketing, production planning and control, manufacturing, QMS, auditing, training and development, human resource management, continuous improvement and cost reduction projects (such as SMWT, Material salvaging, Operator Competency Rewarding System, etc) even in strategic planning activities.

Cheri has been actively involved in the training activities upon her certification as a trainer since 2000. She has also completed the Certified Training Professional Program (ASTD). She has been designing and conducting operative training, supervisory training, basic computer training, Train The Trainers program, teambuilding, management skills and many more. Her most performing experience was during her service as a section head for the training and development department to oversee the operative training and career development program for approximately 2,000 workers in her previous company. With her friendly, cheerful and pro-active characteristic had made her every training session a wonderful learning adventure with remarkable results.

For Registration Form, Contact Miss Ng or download from www.XcelLearn.com

Customised In-house training also available.

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“Excel in Learning for Superb People and Organisation Performance”

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REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name _____

Company Address _____

Contact Person _____

Designation _____

Tel _____

Fax _____

Email _____

Nature of Business _____

Enclosed is the Cheque (No: _____) of RM _____, crossed and made payable to **XcelLearn Resources (Public Bank Bhd A/C No: 3-1348468-09)**.

Do you need us to assist you on the booking of hotel accommodation? Yes

No

If yes, please specify:

Check-in Date _____

Check-Out Date _____

* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on the training day.

Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to PSMB for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **XcelLearn Resources 1 WEEK BEFORE** training.
5. **XcelLearn Resources** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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