

LEADERSHIP IN ACTION FOR SUPERVISOR

DATE: 16-17 April / 7-8 August 2024
24-25 February 2024

FEE: RM850

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

Leading others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other in their development, your day can fill up before you know it.

Leadership in Action will help Managers and Supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understanding the responsibilities of a Leader
- Be an effective communicator to all levels of team member in the organisation
- Prioritisation of task in Planning, Organize, Monitor, Evaluate and Motivate
- Be proactive and reactive in different situation in managing the expectation of others
- Build up the good skills as a leader
- Be a problem solver and effective decision maker

METHODOLOGY

- On the spot coaching session for immediate feedback and improvement
- Group Discussion and Presentation
- Interactive Session & Role Play
- Activities
- Video Learning

WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory

FACILITATOR

David Ann

He is an NLP Practitioner, an advanced communicator, a committed consultant, a passionate trainer and a champion of numerous public speaking and evaluation competitions. He brings to his programs his experience from his journey from loser to champion as well as his over 20 years of experience in IT, Sales, Retail, Insurance, Customer Service and Training. Having the experience as a Training Manager in 2 different industry give David the cutting edge in taking training in providing the best to the participant; with the exposure and experience in dealing with people from different walks of life.

PROGRAM CONTENT

Module 1

The Leadership Role and Responsibilities

- Understanding the real challenge of a Leader
- Mintzberg's Concept in Leadership
- Managing Personality Challenge in the organisation

Module 2

Communication makes easy

- Questioning Skills in managing and resolving conflict with TKI Model
- Listening Skills in Leading the team
- Applying the model in Conflict Resolution

Module 3

Planning, Organize, Monitor, Evaluate and Motivate

- The time matrix of prioritisation
- Back Tracking Method
- The Do List of HCM Method

Module 4

The Experiential Practice of a Leader

- The Proactive and Reactive Approach
- Handling angry people and change situation
- The 7 Steps practical approach of problem solving and decision making

Module 5

The Situational Leadership

- TSPD approach in leadership
- 3 Stage of Delegation
- Tuckman's Team & Group Development Model

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 (<i>Continue</i>)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:00pm	:	Module 2 (<i>Continue</i>)
		End of the day

Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 4
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4 (<i>Continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:00pm	:	Module 5
		End of the day

