

EQ & LEADERSHIP SKILLS FOR RESULTS

DATE: 11-12 May / 4-5 October / 1-2 November 2023
5-6 February 2024
FEE: RM980

DURATION: 2 Days
HRD CORP SCHEME:
HRD Corp Claimable Course

PROGRAM OVERVIEW

Leadership skills have often been equated with management success. We have been told, time and time again, to develop our leadership skills. A good manager is a good leader. Equally, a good leader will also be a good manager. But how do we become such a leader? Is it possible to develop these competencies? The answer is a resounding yes!

This program is an essential precursor for those who want to improve their basic leadership skills or who are taking up a team leadership role. It includes guidance on the qualities of leadership, how to acquire key competencies such as achievement drive, delegation, supervision, adaptability, initiative and innovation, conflict management to an overall understanding of inspiring leadership on a foundation of emotional intelligence (EQ).

Recent research on emotional learning and behavioural change has suggested that it is possible to help people of any ages become more emotionally intelligent. So acquiring EQ is critical as a learned skill set. Developing emotional competence at the workplace will only be successful if Managers value, practise and communicate the importance of EQ to its members.

You will discover that you too can maximize your own EQ skills to enhance the concepts of productivity and performance at your workplace today. A practical hands-on program, you will be working through several practice sessions to reinforce your learning experience and prepare yourself for the emotionally demanding expectations of a high EQ leader.

LEARNING OUTCOMES

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

- Understand and Apply EQ techniques in the inspiring Art of Leadership.
- Define and demonstrate 'Leadership and the Pillars in 4 Working Styles, 4 Leadership Styles, 4 Developmental Levels' to match the styles to your team and the situation.
- Exemplify Personal and Social Competence skills to achieve Inspiring Leadership.
- Manage Time Focus in Your Daily Tasks by applying the 5/25 Rule and the Pomodoro Technique.
- Learn to Delegate as a Mentor based on the 5 Stages of Delegation Framework.
- Apply the basic DESC Feedback Model in Supervising Performance.
- Know what works and doesn't work in your organization when it comes to office hierarchies.
- Build and support a Creative and Innovative Environment.
- Professional Practice: Identify GAPS in your skills and your team's.

METHODOLOGY

- Short Lectures & Interactive Role-plays: Conversation Analytic and Forum Play Methods
- Individual Reflections for Deeper Learning and Focused Action
- Group Activities and Peer Feedback for enhancing Supportive Learning
- Facilitation for Group Dynamics
- Analytical Discussions for deepening Critical & Innovative Thinking

- Audio Video Presentations for Visual & Kinesthetic Learners
- Demonstrations and hands-on applications

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

May Ann Chew

She has a unique mix of corporate and training experience having worked in finance, marketing and advertising for over 20 years. She started her career with Dentsu, Young & Rubicam; an international advertising agency as an account executive and two years later, was promoted to account manager. She managed corporate accounts such as Shell Malaysia, UMW Toyota and Sogo Department Store. After mastering how advertising campaigns are conceptualized and implemented, she sought to broaden her scope to product research, brand development and marketing.

PROGRAM CONTENT

Module 1

Leadership in Supervision

Defining Leadership

- The Leadership Pillars
- The 4 Working Styles
- The 4 Leadership Styles
- 4 Developmental Levels

Application: Matching Styles to situation

Module 2

Managing using EQ Techniques

- Personal Competence: achievement drive, self-confidence, self-control, the 3 types of empathy & 3 types of listening
- Social Competence Skills: adaptability, initiative & innovation, conflict management and inspiring leadership.

Application: Reflections and Exercises

Module 3

Time Management - Prioritising Competing Demands

- Understand the 'Attention Factor' in managing tasks
- Applying The Pomodoro Technique
- The 5/25 Rule: How do these principles affect your work life?

Practical Application: Write a personal daily time log & assist subordinates to write

Module 4

The Art of Delegation

- Why Delegate? The Super Benefits
- Reasons for Lack of Supervisory Delegation
- The 5 Stages of Delegation

Application: Watch a Vid & Improve how you delegate

Module 5

Supervising Performance

- Listening, Empathy & Feedback
- The Pygmalion-at-work Model
 - Managing performers & non performers
- Developing these two skills: Praising & Reprimanding

Application: DESC Feedback Model

Module 6

Understanding Office Culture

- What is Office Culture and Politics?
- Who determines this? What should we do about it
- What works (and doesn't) in your organization when it comes to hierarchies?

Application: Workplace Case Scenarios: Discuss how we can thrive and succeed

Module 7

Innovative Problem-Solving

- Understand the importance of creativity and innovation
- Nurture your own and team's creative potential
- Build and support a creative and innovative environment

Activities: Creative Thinking exercises & workplace challenges

Module 8

Upskilling – Knowledge and Performance Management

- Professional Practice: Keeping relevant and up-to-date
- Your commitment and accountability
- Setting SMARTER Goals

Activities: Identifying GAP in your skills and your team's & what to do.



PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4

End of the day

Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 6
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 7
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 8

End of the day

