

# ESSENTIAL SKILLS FOR NEW MANAGERS

**DATE:** 18-19 May / 7-8 August / 22-23 November 2023  
14-15 March 2024

**FEE:** RM980

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Most new managers have the technical skills to succeed. What they often lack is the skill of managing, motivating and developing their employees. This course will provide those skills that are essential to your success as a manager. Learn about motivation, delegation, coaching, communication, performance management and leadership. Become aware of your personal weaknesses and learn to play to your strengths to your advantage. Learn how to adjust your management style to the different members of your team. The course is ideally suited for new managers in companies wanting to develop lean culture. It is also perfect for young entrepreneurs who are just beginning their journey as managers

## LEARNING OUTCOMES

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

- Acquire a practical awareness of their key roles and responsibilities in their organisation
- Lead a team successfully to build trust and earn respect
- Develop good EQ skills to enhance leadership skills
- Understanding that coaching is an integral part of a manager's effective leadership strategies and management activities
- Learn "What to say" and "How to say it" when managing performance
- Give constructive feedback and maintain a win-win communication system

## METHODOLOGY

- Throughout the workshop, there is a mix of lectures, role play sessions and experiential activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.

## WHO SHOULD ATTEND

- First Level Managers
- Executive/Supervisory

## FACILITATOR

### Irene Choong

She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is also a Certified Neuro-Linguistic Programming (NLP) Practitioner. Irene also holds a Certificate IV in Training and Assessment (Australia) which is a Work-Based Certification recognised within the Australian Qualifications Framework. She also has accumulated wide experience in the field of management, corporate communications, marketing and service having served in various management capacities in various industries.



## PROGRAM CONTENT

### Module 1

The Katz Model of Skills

- Technical, human and conceptual responsibilities
- The essential skills of managers
- Roles and responsibilities
- Technical vs administrative priorities

### Module 2

Leadership Styles Diagnosis

- Analyse leadership situations and decisions
  - Your dominant style
- Your Leadership Profile
  - Understand Self
  - How to work with others

Workshop: Application to real life work

### Module 3

Essentials of People Management

- 5 wrong things we focus on
- 5 more effective things we should focus on
- Human behavior and attitudes in the Workplace
- Identifying People's Personal Motivators

### Module 4

Emotional Intelligence (EQ) in Leadership

The Five Dimensions Of EQ maturity

- Perceptions and foundations
- Leadership and Followership
- ABC : "Awareness Before Change"

Activity: Reality check EQ self-analysis

### Module 5

Coaching at The Workplace

- 5 Roles of coaching skills
- Understanding each role
- When to use which one

Skills practice: 4C's coaching model

### Module 6

Impactful Communication Skills

- 3 styles of advanced communication
- Empathy: Understand other person's position
- Giving clear and complete instructions
- Active listening skills
- Results focused questioning skills

Skills practise: Assertiveness in Communication

### Module 7

Managing Performance

- Understanding and identifying issues that influence negative attitude
- Giving constructive behavioural feedback
- Reprimanding poor performance
- Appreciating good work
- Earning the team's respect and trust

Skills practise: Actual workplace scenarios

### Module 8

Success Agreement System (SAS)

- Attitudes, Behaviours and Characteristics (ABC) of great leaders
- Plan for sustainability
- Team agreement

## 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
		<b>End of the day</b>

### 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
		<b>End of the day</b>

