

# VUCA FOR MANAGER, STRONG BUSINESS INTELLIGENCE AND STRATEGIC MANAGEMENT SKILLS

**DATE:** 27-28 July / 22-23 November 2023  
14-15 March 2024

**FEE:** RM1,350

**DURATION:** 2 Days

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

## PROGRAM OVERVIEW

This workshop is designed to raise the awareness of analytical and strategic mindset and how it can be used to increase productivity. These frameworks can be used effectively to solve issues in a structured approach. This will help to build the critical thinking ability of an individual, thus improving the decision making technique when dealing with crisis.

The contents will emphasize on the 5 great pillars of the organization, working towards achieving eh mission and vision.

It embraces the basics of the most successful model used in today's environment and how to get to the create innovation within the working culture. The participants will also be introduced to both traditional and contemporary creative thinking styles to enhance their ability to think out of the box

## LEARNING OUTCOMES

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

- Able to strategize, plan, implement and monitor to achieve the business goals.
- Able to manage business gaps, handle objections & request from customers.
- Able to manage competitions and being proactive.
- Maximizing the existing resources and energy to achieve business goals.
- Able to maintain the organization's competitive advantage.

## METHODOLOGY

- Course will be conducted in form of class activity, case study, discussion

## WHO SHOULD ATTEND

- Mid/Senior Level Manager  
First Level Manager

## FACILITATOR

### Ken Woo

He is an MBA degree holder from Herriot-Watt University, Scotland. Ken built a career in various aspects of Banking for a total of 30 years. His experience spanned from Banking & Branch Operation, Credit, Product Development and finally Training & Development. He specializes in Soft-Skills and is an excellent speaker. His sessions are highly engaging with the latest adult learning methodology in a non-conventional way. He has trained more than 1000 students in local institutions (diploma and degree programs) since 1997, which provided the platform for interaction and in depth understanding of the younger generation. He also worked with the many younger groups in outdoor boot camps and team building programs (2009-2011), building their confidence and motivation level.

## PROGRAM CONTENT

### Module 1

Introduction to the Concept of VUCA

- The initial use of VUCA concepts – the military concepts
- The components of VUCA and its implications on the pillars of the organization.
- Revisiting the 5 pillars in the context of VUCA – Creativity and Innovation, Ownership, Spirit of Challenge, Leadership and Fair Play.
- Thinking strategically with respect to the Key Performance indicators – working towards the pledges.
- Commercial Orientation, Business Acumen and Calculated Risk
- Structure and Strategy - which aspect comes first.

Activity – Mind Mapping Technique towards understanding VUCA

### Module 2

Elements # 1 – Volatility (Ownership and Leadership)

- Internal and external factors that are volatile.
- Workforce volatility – the leaking bucket.
- Handling the new generation of workforce.
- Matching workforce to the structure.

Activity – Volatility at work place (understanding the staff force)

Activity – Using the examples Business Continuity Plan and Disaster Recovery Concept.

### Module 3

Element # 2 – Uncertainties (Spirit of Challenge)

- Market dynamics and the changing landscape
- Financial aspects and the strategic planning
- Situations where strategic and analytical skills are required.
- Demands of customers vs the global trends O to O
- Overcoming uncertainties from the aspects of ownership

Activity – Basics of Market Analysis

### Module 4

Element #3 - Complexity (With Creativity and Innovation)

- Handling issues and problems in the market.
- Handling problem at work.
- Dealing with people in overcoming complexity.
- Using creative thinking at overcome complex situations

Activity – Transaction analysis to problem solving

### Module 5

Element # 4 – Ambiguity (Using the elements of Strategic Thinking to raise awareness of the 5 pillars)

- Opportunities versus fire fighting
- The 6 elements of strategic thinking – Anticipate, Align, Think Critically, Adapt, Decide and Learn
- Practical application in work scenarios using the 6 elements.
- Addressing customer's issues in a strategic manner
- Orientation to Change – highlighting the elements of change management in the industry

Activity – Strategic Thinking in relation to your industry

## 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 - 5:30pm	:	Module 2 ( <i>Continue</i> )
		<b>End of the day</b>



**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 - 5:30pm	:	Module 5
		<b>End of the day</b>