CeDR
CORPORATE CONSULTING
198501004328 (136767-V)

# LEADING AND COMMUNICATING WITH YOUR TEAM

***DATE:*** *19-20 April / 24-25 July / 16-17 October 2023*
*19-20 February 2024*

***FEE:*** *RM980*

***DURATION:*** *2 Days*

***HRD CORP SCHEME:***
*HRD Corp Claimable Course*

## PROGRAM OVERVIEW

One of the most critical factors for your success as a leader will be how you communicate with your team. This begins with leadership that sets clear methods and performance standards. How leaders lead and communicate effectively can create clarity, build resilience and bring about positive change to the diversity of their teams. Effective communication and teamwork will help a business maintain a positive work environment. This program will build strategies in leadership and communication skills in a practical, activity-based professional manner.

**LEARNING OUTCOMES**

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

- Learn the 2 behavioural skills of leadership and how to lead teams at the workplace
- Build communication skills to help achieve the above
- Accept each person as individuals and be able to motivate them to perform progressively better
- Develop positive work attitudes
- Apply a monitoring system to ensure performance standards are consistent
- To build teams through win-win communication

**METHODOLOGY**

- Throughout the workshop, there is a mix of lectures, role plays and 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 Manager
- Executive/Supervisory
- Non-Executive

## 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**
Leading & Managing Teams
- What is leadership?
  - Elements of leadership
  - The key to successful and effective leadership
- Leading vs Managing
- 8 tips to manage your team effectively
- Effective team management skills

Activity: Team project

**Module 2**
Effective & Practical Leadership
- Leadership Behaviour 1 : Directing
  - When, how and with whom to use
  - 3 Key points
- Leadership Behaviour 2 : Supporting
  - When, how and with whom to use
  - 3 Key points
- Follower's Development Level (DL)
- Four levels of development
- Diagnosis of subordinates' development levels
- Analyse their learning and development level

Workshop: Set follow-up system to track staff performance

**Module 3**
Effective Team Communication
- What is communication?
  - Dynamics
  - Link with other people
  - Talking vs. speaking
- Understanding responsibility for communication
  - "I" philosophy
  - Personal integrity
- 5 team communication strategies
  - For team collaboration
  - For team conflict resolution

Workshop: Practising the above skills

**Module 4**
Managing Team Performance
- Guide to giving constructive behavioural feedback
- What to say and do
- Skill 1 : Appreciative Praise
  - Golden rules
  - 4 steps
- Skill 2 : Constructive Reprimand
  - Golden rules
  - 4 steps

Workshop: Practicing the 2 skills

**Module 5**
Teambuilding for Win-Win Results
- Team goals and vision
- Importance of trust and respect
- Coping with disagreements and differences
- Setting team culture values
- Success agreement system (SAS) with self and others
- Buddy checking

Workshop: Team checklist

## PROGRAM SCHEDULE

**Day 1**

| | | | |
|---|---|---|---|
| 9:00am - 10:30am | : | Module 1 |
| 10:30am - 10:45am | : | Coffee Break |
| 10:45am - 1:00pm | : | Module 1 (*continue*) |
| 1:00pm - 2:00pm | : | Lunch |
| 2:00pm - 3:30pm | : | Module 2 |
| 3:30pm - 3:45pm | : | Coffee Break |
| 3:45pm - 5:30pm | : | Module 2 (*continue*) |
| | | **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 (*continue*) |
| 3:30pm | - 3:45pm | : | Coffee Break |
| 3:45pm | - 5:30pm | : | Module 5 |
| | | | **End of the day** |