



JUNE
24-25
DORSETT GRAND **SUBANG**

A 2-DAY COURSE ON

Developing Excellent MANAGEMENT & LEADERSHIP SKILLS

HIGHLIGHTS

- Module 1 - Understanding The Basics In A Leadership Role
- Module 2 - Building A High-Performing Team For Enhanced Effectiveness
- Module 3 - Managing And Getting Along With Various Personalities
- Module 4 - Enhancing The Leader's Communication Skills
- Module 5 - Developing Effective Coaching / Counselling Skills
- Module 6 - Improving Problem Solving And Decision-Making Skills



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INTRODUCTION

The ability to lead effectively for managers is based on a number of key skills. Leaders are required to motivate and inspire subordinates to deliver results. Understanding the demands of being an effective leader to handle a wide range of situations confidently and efficiently is key to leadership excellence.

OBJECTIVES

- Understand the fundamentals of emotional intelligence in leadership
- Motivate subordinates to deliver excellent work performance
- Learn communication skills that lead to enhanced positive workplace relationships
- Handle various personalities at the workplace for better teamwork
- Analyze various decision-making and conflict management approaches
- Coach and counsel effectively for best workplace performance

METHODOLOGY

This course will utilize a combination of lectures, practice sessions and group discussions.

WHO SHOULD ATTEND

- Managers
- Department Heads
- Team Leaders
- Senior Managers
- Anyone who needs to improve leadership skills

TRAINER'S PROFILE



Ms K.Yasotha is an experienced corporate trainer in the areas of customer service, business communication, personal development, leadership, public speaking as well as writing skills with 20 years of experience in the training industry. She also served as the Customer Relations Manager for an international organization. In addition, she has published coursebooks entitled "Easy English / Working English" for the National Productivity Board (NPB) of Singapore.

She is on a personal mission to educate and empower individuals with the necessary knowledge in order to achieve personal and organizational goals. Ms. K.Yasotha is well-known for her practical, dynamic and lively sessions regardless if it is face-to-face or online training. She achieves her objectives and mission through challenging interactive sessions, thus consistently obtaining excellent feedback from her participants.

Among the organizations she has trained for are TNB, Astro, Sysmex, Interflour, CPA, MIA, CIMA, Deloitte, Baker Tilly, Affin Bank, RHB, OUB, Bank Negara Malaysia, Sime Darby, SP Setia, Securities Commission, Antah Schindler, CBRE and Teleflex to name a few.

Ms K. Yasotha is a certified trainer TESL and holds a B.A. (Hons) in English and M.Sc. in Corporate Communication.

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DAY 1

0900 **MODULE 1 - UNDERSTANDING THE BASICS IN A LEADERSHIP ROLE**

- Differentiating a manager's and a leader's roles
- Identifying and analyzing the various styles of leadership
- Preparing the leadership mindset – fixed to growth mindset
- Getting a clear picture of your leadership strengths and weaknesses

1030 Morning Coffee

1045 **MODULE 2 - BUILDING A HIGH-PERFORMING TEAM FOR ENHANCED EFFECTIVENESS**

- Building a high-performing team through leadership and collaboration
- Motivating employees to achieve their full potential
- Empowering subordinates for increased accountability and responsibility
- Enjoying the benefits of a successful high-performing team

1300 Lunch

1400 **MODULE 3 - MANAGING AND GETTING ALONG WITH VARIOUS PERSONALITIES**

- Dealing effectively with various types of personalities
- Handling demanding superiors and difficult subordinates using EI

1530 Afternoon Tea

1545 cont. **MODULE 3 - MANAGING AND GETTING ALONG WITH VARIOUS PERSONALITIES**

- Managing senior subordinates with tact and skill
- Being patient when handling individual differences in personalities

1700 End of Day 1

DAY 2

0900 **MODULE 4 - ENHANCING THE LEADER'S COMMUNICATION SKILLS**

- Identifying the communications barriers of leaders
- Avoiding the passive and non-assertive styles of communication
- Replacing negative language with positive and language
- Giving feedback in a constructive and motivating manner

1030 Morning Coffee

1045 **MODULE 5 - DEVELOPING EFFECTIVE COACHING / COUNSELLING SKILLS**

- Developing the coaching and mentoring mentality
- Coaching/Mentoring briefing and feedback communication
- Practicing active listening skills during counselling sessions
- Encouraging and supporting constructively during counselling sessions

1300 Lunch

14.00 **MODULE 6 - IMPROVING PROBLEM SOLVING AND DECISION-MAKING SKILLS**

- Understanding decision-making skills
- Making informed decisions through a step-by-step checklist

1530 Afternoon Tea

1545 cont. **MODULE 6 - IMPROVING PROBLEM SOLVING AND DECISION-MAKING SKILLS**

- Analyzing the causes and forms of workplace challenges
- Applying the appropriate conflict management style to manage and reduce conflicts

5.00 End of Course

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REGISTRATION FORM

Developing Excellent Management & Leadership Skills

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001399167

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

YES

NO

COMPANY SIZE

1-29

30-69

70-99

100-149

150-199

200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

POSITION

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MOBILE

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DELEGATE 3 FULL NAME

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DELEGATE 4 FULL NAME

POSITION

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MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1895.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name

**TRAINMODE
SDN BHD**

Account number

14100015214

Bank Name

**Hong Leong
Bank Berhad**

CONTACT US

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OUR LOCATIONS

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PENANG

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14000 Bukit Mertajam, Penang

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