

Tools of Making an Effective Manager

“Easy to become a good manager when you know these essential management tools”

Objectives

By the end of the session, you would be able to:

- Reveal the essential qualities of a good manager that can bring effective results
- Learn the fundamental concepts of developing the effective management skills
- Get to scrutinize the various techniques or tools of developing the effective management skills
- Appreciate how simple and easy to follow the techniques or tools
- Act quickly to sharpen the management skills by going through the various case exercises
- Show how to implement the management skills to plan your department as well as your organisation
- Understand and solve the obstacles to running your department and business so as to ensure successes
- Find the useful insights of the tools of making an effective manager that will make you and your career or business successful

Learning Methodology

The program will be delivering through a combination of Metaphoric and Learning-By-Doing approach, where as the participants will be simulating as a manager to go through each management skills of a good quality manager. At each stage, the participants will need to exercise the management skills delivered and implement them to self-develop your level of skills to run your department or business.

Active learning activities are included to allow participants to engage actively in the learning process. The active learning activities are such as:

- Group discussions
- Case studies
- Interactive storytelling
- Brainstorming

Who Should Attend

Managers, first-time managers and prospective managers are strongly encourage to attend this session

Program Outline

Module 1

Understand your roles and responsibilities as a manager and what makes an excellent manager, as well as recognize the impact of a bad manager.

Module 2

Creative Problem Solving Skills – The module will demonstrate the practical steps of creative problem solving: how to describe and analyze a problem, identify causes of a problem, develop creative options & choose the best course of action, implement & evaluate effectiveness & efficiency of decisions.

Case exercises on SWOT Analysis, Balanced Scorecards & Key Performance Indicators

Module 3

Effective Communication Skills – This module will address the key communication skills needed for an effective manager, which are: listening skills, presentation skills, feedback skills (subordinate to you, and you to superior), and report writing skills.

Case exercises on Persuasive Writing that Sells & Time Management

Module 4

Conflict Management Skills – In this module the trainer will share the skills in identifying the sources of conflict, then will discover your personal style of conflict resolution, and later assist you in forming the best strategy for dealing with a conflict. Lastly, you will learn the skills in promoting constructive conflicts in an organization & in a team.

Case exercises on Change Management & Strategic Business Planning

Module 5

Effective Negotiation Skills – This module will uncover the principle of negotiation; identify the common mistakes in negotiation and the other ways for you to avoid them. Later the trainer will show you how to develop a rational thinking and negotiation skill that benefit all parties involved.

Case exercise on Non-verbal Negotiation Skills & Tactics

Module 6

Self-Awareness & Improvement – Managing one-self might be the toughest things. In this module you will evaluate the effectiveness of your self-management, develop a creative and holistic thinking, understand how emotions work in self-development, and effectively manage your self-learning and change.

Case exercises on Goals & Goal Setting

The Expert Profile - Agee Lee

Agee Lee has more than 26 years of corporate experience, and including 19 years of training experience. He started his career as a trainee in Kwong Yik Bank and moving up to Branch Manager, Loan Manager managing Corporate and Commercial Loans, and finally as Head of Loan Recovery Division. During this employment as Head of Loan Recovery Division, he successfully led his team by bringing down the Non Performing Loans (NPLs) from RM1.9 billion to RM68 million.

After his stint from Kwong Yik Bank, he worked in a property development company, constructing a condominium and Nilai 3 for 2 years. He then worked 2 years in a construction company in Kota Kinabalu, Sabah, executing federal contracts on roads, schools and colleges. His last appointment was with Hong Leong Bank as Head of Remedial Management Department supervising NPLs of RM6 billion.

Besides his impressive career track records, Agee Lee is also active in charity. He was elected as the President of Kiwanis Club in 1987, and for his dedication and service to the community, was also awarded the Distinguished President of the Year Award for 1986 to 1987 by the Past-Presidents of the Kiwanis Club of Kuala Lumpur. He was the top fund raiser for several consecutive years, helping many under-privileged children to grow up healthy and reach their full physical and mental potential. He was then in the Board that nurtured the “Kiwanis Down Syndrome” in 1988.

Agee Lee is actively involved in training for the manufacturers, banks, professional institutions, property developers, construction companies and SMI. He specializes in the area of corporate strategic planning, ordinary business planning, operations of international trade & financing, banking, and finance & accounting.

Agee Lee holds Honours Degree in Economics (major in Business Administration) from the Universiti Malaya, as well as the Associate of Institute of Bankers (London), Diploma in Marketing Management (NPC) and Certificate in Financial Planning (MII). He was recently given AIBM from the Institut Bank Bank Malaysia, and certified professional trainer by Pembangunan Sumber Manusia Berhad (PSMB).



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Workshop

* Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Venue	Normal Fees	Early Bird Deadline
	<input type="checkbox"/> 22nd-23rd November 2010	The Legend Hotel, Kuala Lumpur, Malaysia	RM 1490	22nd October 2010
Discount	Early Bird Registration <input type="checkbox"/> 5%			
	Group Registration <input type="checkbox"/> 3 or more at 5% off	<input type="checkbox"/> 5 or more at 7% off	<input type="checkbox"/> 8 or more at 10% off	

Schedule

08:30 Registration
09:00 Workshop Begins
10:30 Coffee & Networking
10:45 Workshop Resumes
13:00 Networking Luncheon
14:00 Workshop Resumes
15:30 Coffee & Networking
15:45 Workshop Resumes
17:00 Workshop Ends

Organization Details

Organization Name _____

Address _____

Tel _____ Fax _____

Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

The invoice should be directed to

Name _____ Job Title _____

Email _____ Direct Line _____

Authorising Manager's Details

Name _____ Job Title _____

Email _____ Direct Line _____

Signature _____ Date _____

*The booking is invalid without a signature.

After complete this form,
please fax it to (603) 40235716

CANCELLATION & SUBSTITUTIONS: This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

HOTEL ACCOMMODATION: Accommodation is not included in the workshop fees. Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please contact the Hotel directly and state that you're attending an event organised by GIN (Global Intelligence Network).

The Legend Hotel, Kuala Lumpur
Tel: (603) 4042 9888
The Summit Hotel, Subang Jaya
Tel: (603) 8023 3000

NOTE: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

PAYMENTS: An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

Global Intelligence Network (M) Sdn Bhd
268-2-1, Wisma Mutiara Genting,
Jalan Ayer Jerneh Off Jalan Genting Kelang,
53300 Setapak, Kuala Lumpur,
Malaysia.

Details for Telegraphic Transfer:
Bank: RHB Bank
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