

Effective Management Skills for Middle Manager

“Explore the fundamental managerial skills that act as a cornerstone for successful managers”

Introduction

Managers need to be carefully nurtured and guided up their career ladders. The growth and wellbeing of organizations lay in the hands of managers. This course is designed to prepare managers for changes in their roles and responsibilities as they progress up their organizational career ladders.

Objectives

At the end of the programme participants are able to:

- Explain the evolution and importance of organizational growth
- Identify and analyze the importance of positive influence organizational culture have on individual behavior
- Identify current personal managerial roles and responsibilities
- Recognize the different types of organizational managers and leaders
- Identify effective leadership qualities applicable for personal development
- Identify, analyze and develop appropriate managerial bases of power for effective positive applications
- Ensure effective interpersonal communication
- Recognize, avoid and overcome barriers to effective communication
- Recognize different types and causes of problems
- Select and apply appropriate problem solving and decision-making tools and techniques.
- Build a more productive relationship with the top management.
- Extend your professional skills and add your career value.

Learning Process

This program will be delivered following Adult Learning approaches and techniques. It will be very hands-on, interactive, challenging and mentally engaging. Participants will be actively involved to facilitate meaningful effective transfer of learning. Combinations of the following learning methods will be applied:

- Big & small group discussions
- Application case exercises and case studies
- Selected short interactive lectures
- Related applicable interactive storytelling & humor as memory aids

Who Should Attend

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

Program Outline

Module 1: Management Concepts & Principles

A look on organizational development, behavior and culture. Recognize types of managers, and its roles, functions and skills needed. Distinguish effectiveness and efficiency, and what are the system needs and individual needs.

Module 2: Effective Managerial Leadership for Results

Differentiation of manager and leader. Explain the types of leaders, and the qualities of effective leaders. Clarify what are the managerial power, and how to effectively developed and used of managerial power.

Module 3: Effective Organizational & Interpersonal Communication

Recognize the impact of interpersonal communication. What are the non-verbal languages? Explore the communication barriers and how to overcome it. Describe ladder of inference and how to manage out ladder of inference.

Module 4: Practical Problem Solving & Decision Making Skills and Techniques

Learn how to identify and define problem and issues. Explain the different types of problems. Find out how to select different approaches and techniques for problem solving & decision making. And how to apply rationale problem solving & decision making.

The Expert Profile

Maj (Rtd) Michael has a total of 43 years working experience and this is his 25th year as a HRD Trainer. He has conducted training and development programmes for more than 17,600 participants. His prior experience in the public sector provided very rich experiences in people management and development. This vast experience and a passion to help people develop and bring out their potentials is the driving force behind **Michael's** drive to pursue excellence in this industry, where learning and helping others learn is a life-long journey

Michael's philosophy is, “In Helping Others Develop, We Develop Ourselves.” Believing in continuous learning for the development of people has motivated him to pursue two Masters of Business Administration (MBA) degrees, one in General Management from the University of Bath U.K. and the other in Human Resource Development (HRD) with a Distinction, from the University of Hull, U.K. He also holds a Diploma in Marketing from the Chartered Institute of Marketing, U.K.. **Michael** is a very qualified, experienced and sought after trainer. He is a Certified Trainer of the American Management Association (AMA). **Michael** was a lead trainer for the “Certificate of Training Practice” (CTP), a Train the Trainers programme by the Chartered Institute of Personnel Development, U.K. He has also been certified as a trainer by “Persona” and “Eagle’s Nest,” two leading training and development organizations in the United States. **Michael Chua** is a Certified Professional Trainer (CPT) by the Human Resource Development Fund (HRDF). He is also a recipient of Malaysian Institute of Management “Training Excellence Award” 2008 & 2009.

Key assignments undertaken by **Michael** are, customising training programmes, Train the Trainers, Workshop Facilitation, Management and Supervisory Skills Development. Examples of some areas of training and development provided include Supervisory and Management Skills Development, Interpersonal Relationship Skills Development, Communication Skills, Group Dynamics and Teambuilding, Presentation and Public Speaking Skills.



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Register Online
to Get FREE
Vouchers

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

Session	Date	Location	Normal Fees	Early-Bird Due Date
	<input type="checkbox"/> 16-17 Feb 2012	Grand Dorsett Subang Hotel, Selangor	RM 1590	20 Jan 2012
	<input type="checkbox"/> 24-25 May 2012	Grand Dorsett Subang Hotel, Selangor	RM 1590	27 Apr 2012
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. To enjoy privileged room rates, please contact us and let us know your accommodation's arrangement.

For more information on the hotel, please visit http://www.gin-my.com/contact_us

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:

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