

PROGRAMME

7th - 8th December 2011 (Wednesday - Thursday)

8.00 a.m. - 9.00 a.m. REGISTRATION

9.00 a.m. - 5.00 p.m. (Day 1 & Day 2)

Module 1 : LEADING VS. MANAGING

- Understand Differences: Leaders vs. Managers.
- Types of Leadership Dynamics and Styles.
- Can a Good Manager Be a Good Leader?
- A Leader as Change of Advocator.

Module 2 : TODAY'S MANAGERIAL ROLES & RESPONSIBILITIES

- Understand the Functions of Managers.
- Understand the Management Process and Hierarchy.
- Understand Internal Qualities of Excellent Managers.
- Understand External Qualities of Excellent Managers.

Module 3 : FIVE ESSENTIAL FUNCTIONS IN MANAGING PEOPLE

- Planning : Setting Goals, Creating Plans and Decision Making.
- Organizing : Dividing Up the Work in a Structured Framework.
- Staffing : Placing the Right People in the Right Job.
- Directing : Providing Communications, Motivation, and Leadership.
- Controlling : Monitoring Progress and Exercising Control.

Module 4 : ESSENTIAL SKILLS IN LEADING PEOPLE

- How to Empower and Get Results
- How to Motivate, Counsel and Coach
- How to Build a Winning Team
- How to Establish Effective Interpersonal Skills
- How to Develop Emotional Literacy
- How to Train and Develop Subordinates
- How to Influence and Persuade People

Module 5 : LEADERSHIP AND TEAM BONDING

- Team Bonding Dimensions At Workplace
- Building Synergistic and Cohesive Work Teams
- Building Winning Teams
- Enhancing Team Creativity and Productivity
- Resolving Team Conflicts and Problem Solving

Module 6 : MEASURING PERFORMANCE & PRODUCTIVITY

- Understand Various Tools in Measuring Performance
- Why Performance Measurement & Management is Important?
- What is Key Performance Index (KPI)?
- Ways to Achieve KPI for Higher Productivity
- Action Plan for Performance Enhancement

Module 7 : PARADIGM CHANGES IN TODAY'S LEADERSHIP

- How to Lead With Vision
- How to Lead With Values
- How to Lead With Vibrant

Module 8 : EQ & LEADERSHIP

- Understand The EQ Vs. IQ in Leadership
- Understand The Four Components of EQ
- Understand The Maslow Hierarchy of Human Needs
- Understand The Iceberg Theory in Leadership

REGISTRATION FORM

Date : 7th - 8th December 2011

Venue : Sunway Putra Hotel Kuala Lumpur (Formerly known as The Legend Hotel, Kuala Lumpur; Next to The Mall Shopping Centre)

☐ **Early Bird Fee** (Payment made before 15th November 2011) :
RM 1590.00 per person

☐ **Regular Fee** :
RM 1690.00 per person

☐ **Group Fee (For 3 or more persons)** :
RM 1490.00 per person

Notes :

- For participants who would like to include their accommodation into the registration fees, kindly contact the secretariat.
- For payment by Local Order, early bird fee will only apply if the Local Order is executed and payment fully released to us on or before the early bird deadline.
- Fee includes course tuition, training materials, 2 lunches, 4 tea breaks and certificate of attendance.

Company Name : _____

Contact Person : _____

Address : _____

Designation : _____

Tel : _____ Fax : _____

Email : _____

PARTICIPANT(S)

Name (1) : _____

Name (2) : _____

Designation : _____

Designation : _____

Tel : _____ E-mail : _____

Tel : _____ E-mail : _____

Name (3) : _____

Name (4) : _____

Designation : _____

Designation : _____

Tel : _____ E-mail : _____

Tel : _____ E-mail : _____

Approving Person's Name : _____

Designation : _____

Tel : _____ Fax : _____

Official Company Stamp

CANCELLATIONS AND SUBSTITUTIONS

- If you are unable to attend, a substitute participant is welcomed at no additional cost. Please provide the name and the designation of the substitute participant 3 days prior to the course. Cancellation has to be notified in writing. 50% off the registration fee will be charged for cancellation made less than seven (7) working days. We regret that cancellation cannot be accepted thereafter.
- The organiser reserves the right to make any amendments, cancel and/or change the programme, speaker, date or venue should circumstances beyond our control arise. We shall inform the participant(s) if any changes arise.

PAYMENT METHOD

Payment can be made by Local Order (LO), crossed cheque or bank draft payable to

"EMERGE KNOWLEDGE CONNECTION SDN BHD"
(Public Bank A/C No : 3153574228).

Enclosed is our Local Order / crossed cheque / bank draft for RM _____

Register Now By :-

Complete and fax this registration form to : **+603-8063 6626**

+603-8027 7228; +603-8063 5430

admin@emergekc.com.my

Send the registration form to : **Emerge Knowledge Connection Sdn Bhd**

**No 43-3, Jalan Puteri 2/3, Bandar Puteri,
47100 Puchong, Selangor .**