

Executive To Manager “The Transition”

From Executive to Manager “The Transition” Workshop
(25th & 26th November 2008)

Hotel Equatorial Kuala Lumpur,
Malaysia

Workshop Description

The move from completing your own personal tasks to managing and being responsible for the workload of others can often be a daunting one. This Workshop is aimed at recently appointed Managers. It is presented in two parts, beginning with the New Manager and thereafter proceeding to the management of others.

Using real world scenarios it covers the skills required to make the adjustment from working alongside your colleagues to managing and motivating them to work for you. It also includes appropriate attitude when dealing with employees, making a positive first impression, gaining respect as a new manager, and maintaining control to enhance productivity.

Workshop Objectives

- ◇ Clearly articulate your role and responsibilities as a Manager
- ◇ Be aware of individual strengths and weaknesses in managing others
- ◇ Develop better interpersonal skills and communication skills
- ◇ Determine the Best Ways to Communicate throughout Your Organization
- ◇ Learn and Apply the Principles of Situational Leadership
- ◇ Effectively Manage the Performance of Your Direct Reports
- ◇ Develop Skills to empower your team without losing control
- ◇ Capitalize on Your Employees' Natural Motivators for Success
- ◇ Identify the Benefits and Procedures of Effective Delegation
- ◇ Uncover Your Strengths as a Coach
- ◇ Effectively Deal and Settle Conflicts

Who Should Attend?

- ◇ Executives
- ◇ New Managers

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Workshop Chronology

Day 1 Tuesday 25th November 2008

0830 Welcome Coffee and Tea

0900 **Introduction**

- Identifying the Role of A Manager?
- What and Who is an Effective Manager
- Principles of being an Effective Manager

1030 Tea Break

1050 **MANAGING YOURSELF**

Module 1: Connecting with the Leader In You

- Understanding The Basic 4 Different Personality Types.
- Examining Your Personality Profile And Your Management Style.
- Understand The Strength And Weakness Of Your Management Style.
- Living Leadership Principles and Values

1300 Lunch

1400 **Module 2: Communication From the Perspective of A Manager**

- Principles Of Supportive Communication and Its Importance
- The Various Communication Styles To Support
- Manage Upward Communication
- Run Effective Meetings

1530 Tea Break

1550 **Module 3: Managing Myself As A Manager**

- Establishing my personal goals
- Eliminating typical procrastinators & time wasters and setting priorities
- The Time Management Grid

Module 4: Being Seen As A Role Model

- Know Your Responsibilities in Managing Others' Performances
- Understand the Performance-Management Process
- Set Expectations That Will Achieve Results

1700 End of Day 1

Day 2 Wednesday 26th November 2008

0900 **MANAGING OTHERS**

Module 5: Developing Planning and Empowering Skills

- Planning and The Approach To Participative Action Planning
- Understanding Empowerment and Its Dimensions
- The 6 Approaches In Developing Empowerment

1030 Tea Break

1050 **Module 6: Developing Delegating Skills**

- The Importance Of Delegating The Right Job For The Right Individual At The Right Time
- Understanding The Advantages And Disadvantages Of Delegation
- Deciding On How To Delegate Effectively

1300 Lunch

1400 **Module 7: Developing Motivational and Supportive Communication**

- Continuously Increasing Motivation and Performance
- Fostering a Motivating Work Environment By Key Elements Of An Integrative Motivation Program
- The Various Communication Styles of Support
- Tools of Supportive Communication - Counseling and Coaching

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1530 Tea Break

1550 **Module 8: Developing Conflict Management Skills**

- Managing Interpersonal Conflict
- Implementing Strategies To Handle Conflict
- Administering Discipline In Urgent Situations
- The Need for Command and Assertiveness

Establishing A Personal Action Plan

1700 End of Day 2



Jeremy Lee

Principal Consultant & Group CFO/ COO
ATCEN Sdn Bhd

Jeremy serves as Principal Consultant and Group CFO/COO for the ATCEN International Group. Jeremy is a Certified Personal Profiler and Human Job Analysis, with Thomas Crowne International, a Chartered Management Accountant (ACMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a member of the Malaysian Association of Professional Speakers (MAPS)

Over the years, Jeremy has conducted and facilitated thousands of individuals in the areas of performance management, problem solving skills, negotiation skills and personal development. He has also conducted courses such as strategic planning, the K-Economy, innovation & creativity, presentation skills and coaching workshops. He has facilitated workshops in Malaysia, Indonesia, Singapore and China and is able to handle people from different backgrounds.

A strong advocate of quality management and performance management, Jeremy has been involved in numerous types of organization improvement projects. He was the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide. Throughout the project, numerous processes were re-engineered to ensure better effectiveness and efficiency of service delivery.

Jeremy has held a variety of leadership and management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head for a Resort in UK, Project Team Leader in a Technology start up firm, an Internal Control Auditor in a large conglomerate and was also an external auditor with a mid-size audit firm.

Additionally, he has collaborated with Accenture on a multi-million-Ringgit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project.

Jeremy is also sought after for his facilitation skills and handling of diverse personalities. Some of the companies he has worked with includes AIA, AMEX, Bank Islam, Bank Rakyat, Celcom, Comex Genesys, CNI, CIMB, Dell, DHL, DiGi, EON, Fuji Xerox, Great Eastern, EPIC-I, Hitachi, HP, IJM, LaFarge, Maybank, Mayban Assurance, MAA, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike, Philips, Petronas, MLRe, RHB Insurance, RHB Bank, Bank Rakyat, Shell Trading, Shell SITi, SRG, Chartered Bank, Telekom Malaysia, , TM Touch, TM Net, Tenaga, Vsource, ZTE etc.

The 3rd Asia Pacific Super Excellent Brand Award - Service Excellence



THE 3RD ASIA PACIFIC
SUPER EXCELLENT BRAND
SERVICE EXCELLENCE
AWARD WINNER

The Asia Entrepreneur Alliance Worldwide awarded the 3rd Asia Pacific Super Excellent Brand Award - **Service Excellence** to **ATCEN Sdn Bhd** in January 2008.

The organizing committee highlighted that ATCEN is recognized as a brand leader that produces high quality, stylish products and services on a regional level, and will always be in the forefront of high quality performances.

From Executive to Manager “The Transition Workshop” (2-Day)

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Hotel Equatorial Kuala Lumpur, Malaysia

Yes! Please register the delegate(s) for this event (Kindly photocopy for more delegates)

Delegate 1

Name: (Dr/Mr/Mrs/Ms): _____

Job Title: _____

Email Address: _____

Delegate 2

Name: (Dr/Mr/Mrs/Ms): _____

Job Title: _____

Email Address: _____

Delegate 3

Name: (Dr/Mr/Mrs/Ms): _____

Job Title: _____

Email Address: _____

Delegate 4

Name: (Dr/Mr/Mrs/Ms): _____

Job Title: _____

Email Address: _____

Approving Manager: _____

Job Title: _____

Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

How did you find out about this event?

Please tick (✓) your choice(s)

- From ATCEN email notification
- From Colleague, Management, HR or Training Department
- Others: _____

From Executive to Manager – The Transition Workshop - RM 1900

*The investment includes lunch, refreshments and training materials. **The program is HRDF claimable.** Subject to PSMB Approval.*

- **20% Early Bird Discount** for registrations fully paid by 26th September 2008.
- **10% Early Bird Discount** for registrations fully paid by 24th October 2008
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and from the same organization.

Terms & Conditions

1. Upon receiving a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required upon the confirmation of the registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

Ways to register

All cheques are to be made payable to **ATCEN SDN BHD** and mail your payment together with this registration to:
**D-05-12, Ritze Perdana Business Centre,
 Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
 Malaysia.**

Tel : +603 7728 2623

Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

Authorized Signature : _____

Name : _____

Date : _____

Company Stamp Chop : _____