

A 2-day Intensive Course On

TOP 20 MANAGERIAL STRATEGIES PROVEN TO INCREASE YOUR SUBORDINATES' PERFORMANCE

21-22 January 2008 ■ JW Marriott Hotel, Kuala Lumpur

COURSE HIGHLIGHTS:

MODULE A: TO THE POINT – DETERMINANTS OF PERFORMANCE

MODULE B: THE TOP 20 MANAGERIAL STRATEGIES

MODULE C: IMPORTANT TOOLS FOR STRATEGY EXECUTION

Part 1: Understanding The Tools

Part 2: Testing The Use Of The Tools

MODULE D: APPLICATIONS – EXECUTING THE 20 STRATEGIES

MODULE E: CONSOLIDATION OF THE 20 STRATEGIES

SPECIAL LEARNING METHODOLOGIES

Exciting Modular & Holistic Approach, Psychometrics, Cases, Hands-On Practices, Coaching & Facilitation, Exercises, Empowerment Techniques, Role Plays, Notes And Charts With Discussion Backups. Participants Will Also Be Provided With Direction Roadmap, Analysis Tools (SWOT, PEST, 7S, KKK Work System, etc)

INTRODUCTION

Getting subordinates to **really perform** these days seem to be an elusive and frustrating affair for many managers, but this is not surprising.

By and large, most managers and executives were never trained on **where** to get performance, and **how** to do it. Many have gotten by, by experience through trial and error. That was in the past. Things are different and fast changing today; freezing or reducing headcounts, work overload, inept and indifferent subordinates, and other factors have resulted in traditional managerial skills fast becoming obsolete. New perspectives and strategies are needed.

This training aims to hit the bull's eye right on target by coming straight to the point for participants to focus on where to source for performance. Then they will be taught the 20 top strategies that had been proven to increase subordinates' performance, and how to use them (supported by many case studies, exercises and role plays).

Chances are that the manager will not need all the 20 strategies at any one time. In any case, having more options than none at all is certainly comforting!

OBJECTIVES

1. Understanding the sources of performance – The 5 Determinants Of Performance.
2. Using VSR:5P ROADMAP, a simple but total model to provide managerial direction and focus.
3. Discovering the issues in job dissatisfaction and strategies to solve them.
4. Instilling KKK Work System as an effective vehicle to enhance the manager's focus.
5. Learning the top 20 strategies on how to increase subordinate performance.
6. Gaining numerous techniques on how to execute the top 20 strategies.
7. Being exposed to advance leadership techniques as a by-product.

WHO SHOULD ATTEND

All Managers And Executives Who Are Seeking Proven Top Managerial Strategies And Techniques To Improve Subordinate Performance And Productivity

COURSE CONTENT

DAY 1

8.30 **MODULE A: TO THE POINT – DETERMINANTS OF PERFORMANCE**

- Working Hard And Working Smart – Where To Focus
- Sources Of Performance – The 5 Determinants
- Roadmap For Performance And Efficiency: VSR:5P
- Exercise: Identify The Manager's Top Issues – Personal Effectiveness
- Exercise: Job Dissatisfaction Indicators - Answers To ALL Your Questions!
- Exercise: Strategies - How To Solve Job Dissatisfaction Issues
- Major Managerial Strategies For Performance Enhancement

10.30 Morning Coffee

10.45 **MODULE B: THE TOP 20 MANAGERIAL STRATEGIES**

Part 1: The First 8 Managerial Strategies

- Strategy 1: Find The Direction For Your Goals, Ambitions And Objectives
- Strategy 2: Align / Clarify Direction For Subordinate's Goals And Ambitions
- Strategy 3: Clarify Company Goals, Objectives, Policies, Requirements
- Strategy 4: Enhance People Skills - Human Chemistries And Relationships
- Strategy 5: Stimulate Company Environment For Creativity, Learning & Growth
- Strategy 6: Strategy To Manage Your Peers And Bosses
- Strategy 7: Strategy To Manage External Forces And Distractions
- Strategy 8: Leadership Strategies - Get Respect And Win Confidence

Part 2: The Next 4 Managerial Strategies

- Strategy 9: Motivation Strategies Of A Leader - Risk And Tolerance For Failure
- Strategy 10: Strategies In Managing Difficult Subordinates And Power Play
- Strategy 11: Strategy To Increase Subordinate Sense Of Belonging And Career
- Strategy 12: Boost Subordinates' Drives - Commitment And Retention Strategy

Part 3: The Next 3 Managerial Strategies

- Strategy 13: Strategy In Building Subordinate Value And Bias for Action
- Strategy 14: Talent Building And Succession Plan Strategy
- Strategy 15: Coaching Strategy - Build Capacities, Avoid Delegation Failures

Part 4: The Next 2 Managerial Strategies

- Strategy 16: Job-Fit-In Strategy - Work Structuring, Job Enrichment
- Strategy 17: Fit-To-Job Strategy - Structuring The Person/Skills, Be Flexible

Part 5: The Last 3 Managerial Strategies

- Strategy 18: Strategies In Enhancing Clarity, Transparency And Focus
- Strategy 19: Strategy To Remove Ambiguity In Work
- Strategy 20: Strategy To Reduce Conflicts - Increase Collaboration & Teamwork

1.00 Lunch

2.00 MODULE C: IMPORTANT TOOLS FOR STRATEGY EXECUTION

Part 1: Understanding The Tools

- Firstly, Get A Clear Direction: Strategy Roadmap - VSR:5P
- Strengthening Your Management Tools – From Basic To Advance
 - Exercise: Human Behaviour Analysis - Psychometric Tools
 - Problem/Decision Tree/Brain Mapping And Kepner-Tregoe Tools
 - SWOT & Gap Analyses Tools
 - Special Time Management Tool: OISA Format
 - Change Analysis/Change Management: PEST & 7S Tools
- Latest Work System: Introducing The KKK System (KPI-KRA-KSF)

3.30 Afternoon Tea

3.45 cont'd ... MODULE C: IMPORTANT TOOLS FOR STRATEGY EXECUTION

Part 2: Testing The Use Of The Tools

- Case Study: Analysis & Preparation
- Case Study: Presentation – Power Of 10-Min, 5-Min & 1-Min Manager
- Role Play: Discover The Missing Links – Your Managerial Skills Gap/s
- Case Study: Debrief, Discussions Of Strategies, Learning Points

Consolidation / Integration / Q&A

5.00 End Of Day 1

DAY 2

8.30 MODULE D: APPLICATIONS – EXECUTING THE 20 STRATEGIES

Part 1: How To Analyse And Categorise Performers

- Performance Matrix: Analyse & Categorise The Performers
- Exercise: From Deadwoods To Star Performers – What Strategies?
- Exercise: Latest Study On A Leader's Top Attributes

10.30 Morning Coffee

10.45 cont'd ... MODULE D: APPLICATIONS – EXECUTING THE 20 STRATEGIES

Part 2: Executing Strategies 1 Through 8

- Case Study/Role Play: Enhancing Your Skills In Leadership & Change

Part 3: Executing Strategies 9 Through 12

- Case Study/Role Play: Motivation Skills For Performance & Commitment

Part 4: Executing Strategies 13 Through 15

- Case Study/Role Play: Empowerment - Improving Subordinate CHT Skills

1.00 Lunch

2.00 cont'd ... MODULE D: APPLICATIONS – EXECUTING THE 20 STRATEGIES

Part 5: Executing Strategies 16 And 17

- Case Study/Role Play: Square Pegs & Round Holes - Unearth Hidden Potentials
- How To Manage Negative Attitudes And Fear Of Change

Part 6: Executing Strategies 18 Through 20

- Case Study/Role Play: Harness Communication Power, Multiply Performance
- How To Manage Ambiguities And Conflicts In Work

3.30 Afternoon Tea

3.45 MODULE E: CONSOLIDATION OF THE 20 STRATEGIES

- How To Consolidate The 20 Strategies - Managerial Roles
- Exercise: System For Effectiveness
- What If You Have More Strategies Than You Need?
- How To Isolate And Focus On A Strategy-Mix

Final Consolidation / Integration / Q&A

5.00 Close Of Day 2

REGISTRATION

Update your details at www.cmtevents.com
TOP 20 MANAGERIAL STRATEGIES
PROVEN TO INCREASE YOUR
SUBORDINATES' PERFORMANCE

Name _____
 Position _____
 Email _____
 Name _____
 Position _____
 Email _____
 Tel _____ Fax _____

Company _____
 Address _____
 City/Postcode _____ Country _____
 Approving Manager's Name _____
 Position _____
 E-mail _____

Fees: The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

	1 Person	Group fee for 3 or more* (from the same company)
Regular Fee	RM1,795	RM1,595 (MIN SAVINGS OF RM600)

* Terms and conditions apply.

Cancellations, Refunds & Transfers: A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

Cheques : Crossed & payable to
"Centre for Management Technology Sdn Bhd"

Photocopy Registration Form to Preserve Brochure Copy. Jan 2008

TELEGRAPHIC TRANSFER

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 A/C No: **3 - 0903390 - 12**
 Bank: Public Bank Berhad
 Branch: Grd Floor, Menara Public Bank Jalan Ampang
 Swift Code: PBBEMYKL
TT must include additional RM10 for Beneficiary's Bank charges. Delegates must bear all bank charges and local taxes (if applicable). Fees must be NETT of ALL charges.

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TO REGISTER

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CERTIFICATE OF COMPLETION
 A Certificate of Completion will be awarded upon successful completion of each course. This serves as evidence of your personal and professional commitment to you career.

COURSE TIMING
 Registration: 8.00 am, Course Begins: 8.30 am,
 Morning Coffee: 10.30 am, Lunch: 1.00 pm to 2.00 pm,
 Tea Break: 3:30 pm, Course Ends: 5.00 pm

Register online ~ www.cmtevents.com

LEARN FROM THE BEST

JAMES LOOK BSc (Hons), MBA (UK)
 Master Trainer/Lead Consultant, MULTISKILLS CONSULTING

Some feedback (sample extracts from evaluation forms) from participants about James:

"My skills jumped over 100% ... Am much more confident now ... James' seminar - the best I ever attended since 1990 ... James gives me a roadway to follow, supply the knowhow and most importantly the tools to tap my potentials that lie dormant ... Stimulates my enthusiasm that will power up my self confidence to become a winner ... You have practised what you preached ... Your words hit me with great impact ... that is what causes the message to go down deep ... Helpful, responsive and knowledgeable ... Down to earth and touches on the real world ... Very helpful, nice person and very responsive ... Real-world issues are highlighted... Able to go direct to the point without wasting valuable time ... Best course leader and performer I have ever attended..."

James Look, multi-talented Management Coach, Principal Consultant, Master Trainer (trained participants from 15 countries and coming from almost 300 companies) and Author (4books) in Management, Motivation and Peak/Team Performance - has a total of more than 30 years experience in training and business and management consulting in numerous industries (FMCG, industrial products, trading, services), both locally and internationally.

MORE THAN 30 YEARS OF EXPERIENCE

James has more than 30 years of work experience and has gone through the thick and the thin in management, work performance and managing the human factor. James continues today to go through the thick mazes, bending roads and sometimes straight ones in work and in life with as much enthusiasm as when he first started.

WORK AND BUSINESS BACKGROUND

Having had strong career backgrounds from big multinationals Procter & Gamble, Toray, Upali, Electrolux and two other regional groups, and now leading a consulting

company, James had gained many solid years of hands-on experiences in general management, people management and motivating for peak performance.

He had harnessed all such experiences and successfully transformed himself into a coach and specialist trainer. And after more than 16 years as a practising consultant and corporate trainer, he had created, developed and fine-tuned a number of "killer applications" for the benefit of his participants.

One such application is in the area of how to greatly improve work results (sometimes on an immediate basis!) through better effectiveness and efficiencies in planning and execution using his VSR:3P, OISA and **KKK Balanced Scorecard Models**. Thousands of people of different levels, many of whom are successful senior managers and business owners today have gained from his training methods. James' philosophy is clear - **create value!** This is underscored by many of his participants' positive ratings and comments in their evaluation of his training, such as "**excellent, very interesting and of high value**", together with regular and enthusiastic citations of James' friendly and real-world hands-on approaches.

Among his long list of past and present clients are Shell, Pfizer Global, Panasonic, Celcom, Telekom, SDV Transport, UDA, Selangor State, many banks, Rovski, ScottPaper, SKBros, WarnerLambert, MIM, SAP Gp, Guthrie Gp, Sg Way Gp, Cement Ind, Phillips, Arab-Malaysian Gp, K. Perangsang, Ipuda, TeleDynamics, Hong Leong-Yamaha, Multi-Purpose Gp, Bata, Sapura Hldgs, EauClaire, Lafarge-MCement, RoadBuilder, Seacera, FrontlineTech, AlliedDomecq, DBKuching, PhilipWain, Ajinomoto, HotelNikko, IT-365, Mutiara-Goodyear, ThongGuan, Radicare, RoadCare, BankNegara, Higashifuji, IJM, UCSI, Mavcap, Bt. Kiara, Convex, Scania, KGNS, Scomi Group and many others in the consumer, industrial, ICT, hotel, trading, MLM, service and property sectors.

A strong believer in multi-skilling, James is also a professional MC and conference panel speaker, and writes speeches for Ministers. James had appeared many times on TV, radio and in major newspapers.