



One Day Intensive Seminar

SBL Claimable Subject to HRDF Approval

THE ART AND TECHNIQUES OF MANAGING PEOPLE

20TH MAY 2009
JW MARRIOTT HOTEL,
KUALA LUMPUR

Conducted By Distinguished Speaker:
MR. CHRIS FENNEY

Chris Fenney has more than 30 years' experience in training and management development, gained in demanding yet sophisticated commercial organisations in Europe and the US, where a high premium has always been placed on optimizing human resources and improving performance.

His corporate experience has been gained at senior level appointments, including HR Director, across a range of sectors such as manufacturing, services, retail and leisure. He has worked extensively with multi-cultural groups and delivered training programmes in Singapore, Malaysia, Indonesia, Philippines and Sri Lanka.

Chris has delivered training and management development programmes to a wide range of clients in both the private and public sectors, with consistently successful results and positive feedback.

Some of his clients include Samsung, Panasonic, Gemplus, Pacific Internet, Translink, British American Tobacco, Ministry of Defence, Housing Development Board, CPF Board, Singapore Prison, Singapore Police Force and Land Transport Authority.

His style is dynamic and interactive, and his enthusiasm is infectious, creating a relaxed, fun yet highly effectively learning environment.

Chris has a Bachelor degree in Social Science and a Master degree in Management Learning and Development obtained from the internationally recognised Management and Learning Centre at Lancaster University, UK.

INTRODUCTION

"Management is the art of getting things done through people."

Where Life-Long Learning Matters

COURSE CONTENT

Module 1: Managing Change

- Managing change – the Singapore dilemma
- Internal and external factors of change
- Recognising and identifying the need to change
- Overcoming resistance to change
- An appreciation of the various change models

Module 2: The Manager as Communicator

- The importance of perception
- Communication process
- Channels of communication – verbal and non-verbal
- Problems and barriers to communication
- Listening and feedback skills

Module 3: Management and Motivation

- Understanding internal (intrinsic) motivation
 - o Maslow – Hierarchy of Needs
 - o McClelland – Three Needs Factor
 - o Herzberg – Two Factor Theory
- Understanding external (extrinsic) motivation
 - o Vroom – Expectancy Theory
 - o Adams – Equity Theory
 - o Skinner (et al) – Reinforcement Theory
- The Manager as a Motivator
 - o Pressing the right buttons
 - o Practical ways to motivate employees
 - o Setting goals and targets
 - o Clarifying expectations
 - o Verifying understanding
 - o Inspiring and leading

Module 4: Managing Creativity and a New Approach to Problem Solving

- What is creativity?
- Left brain/right brain thinking
- Creative thinking techniques
- Behaviours to encourage/discourage
- Creative problem solving

Module 5: The Manager's Role in Conflict Resolution

- Defining conflict
- Role of conflict
- Causes of conflict
- Conflict management and resolution

Module 6: Leadership, Management, Empowerment

- Differences between leadership and management
- Autocratic versus participative leadership
- Task versus relation-orientated leadership
- Delegation
- Building blocks of empowerment

Module 7: Building and Leading Dynamic Teams

- Benefits of teams
- Building and developing dynamic teams
- Leadership and team work
- What makes an effective team?
- Decision making
- Leading meetings
- A leadership primer – Colin Powell

Who should attend

Senior managers, line managers, functional managers, heads of department, supervisors, team leaders, entrepreneurs, human resource professionals and practitioners.

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REGISTRATION FORM

Ref: MAY09AMP

EARLY BIRDS: Registration and Payment by 4th May 2009 – RM700.00 per person

GROUP DISCOUNT: Two or More Persons from same organization – RM750.00 per person

REGULAR FEE: RM800.00 per person inclusive of lunch/tea-breaks/valuable seminar materials & CERTIFICATE

(Crossed Cheque/Bank Draft payable to ASIA PACIFIC DILIGENCE SDN. BHD.)

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Cancellations & Transfers: If you are unable to attend, a substitute candidate(s) is welcome at no extra charge. Please provide the name and position of the substitute delegate at least 2 days prior to the seminar. A full refund less 25% administrative charge will be made for cancellation received in writing 2 weeks prior to seminar. A 50% refund will be given for cancellation received 1 week prior to the seminar. Regrettably, no refund can be made for cancellation 3 days before the seminar. If registration is confirmed, a 25% administrative charge will be incurred for non-attendance.

The organizer reserves the right to change speakers and/or modify the programme content without prior notice.