



People Leadership Programme (2 Days)

Programme Introduction

WHY THIS PROGRAMME?

People are an important resource to any organisation – in many ways, the most important resource. In today's economy, not only are people expensive assets, human capital has become as important, if not more so, than financial assets and physical capital. Hence, just as financial assets and physical capital have to be effectively managed, attention needs to be paid to the management and development of human capital. In particular, high potential employees and key personnel should be developed systematically and professionally, and not in a haphazard manner, in order to enhance an organisation's capability

This programme is based on an original conceptual framework developed by Capelle Consulting to equip new managers with the skills necessary to interact with and manage people; and improve participants' interpersonal effectiveness.

OBJECTIVES:

At the end of this programme, participants will be able to :

- understand and enhance their personal role and style effectiveness;
- adopt a systematic approach to leading people;
- enhance their skills in giving instructions, coaching, delegating, managing poor commitment and counselling difficult cases; and
- effectively manage or supervise the people with whom they have to work with in diverse situations.

METHODOLOGY:

This programme emphasises real work issues, skills practice, and action planning. Post-course follow-up work is an integral part of the programme to ensure skills transfer. To achieve the best learning outcome, the following learning methods will be used:

- Video
- Case studies & discussions
- Instruments / questionnaires
- Skills practice & role play
- Syndicate exercises
- Short lecture



WHO IS IT FOR? For new managers and front-line leaders who need to manage and lead people effectively. For some, not knowing how to manage people skilfully and assertively - especially the difficult ones - can make life very stressful and frustrating.

DURATION: 2 days

CONTENTS: The key topics to be covered in this programme are :

Segment 1: Role Effectiveness

The aim of this segment is to enhance understanding of the role of people leader and the impact of the changing world on their roles. The participants will learn to apply the Five Principles of People Leadership.

Segment 2 : Style Effectiveness

The aim of this segment is to enhance the participants' personal style effectiveness as well as to help them adopt the 5-Step People Leadership Approach and the Leadership Style Effectiveness Framework to lead people systematically. The participants will learn about their own leadership style and to apply the appropriate styles to manage different people and situations.

Segment 3 : Communication & Follow up Effectiveness

The aim of this segment is to enhance the participants' interactive skills in rapport-building, influencing and behaving assertively. The emphasis is on Steps two to four of the 5-step People Leadership Approach. These are the essential skills needed to manage and deal with people effectively.

Segment 4: Skills Effectiveness

Participants will also enhance their skills in giving instructions, coaching, delegating according to the needs of people and situations. Opportunities are also given to practice managing problematic performers and difficult staff with attitudinal problems. If not managed skilfully, this small category of people can lower the overall productivity of an organisation. Therefore, the participants will learn to manage difficult employees skilfully, confidently and assertively



Programme Outline for 2-day version

Time	Day 1	Day 2
0900	<p>Segment 1: Role Effectiveness Approach & Principles</p> <ul style="list-style-type: none"> • Introduction • Programme objectives • The 555 People Leadership Framework • Changing role in a changing world • Case Study • 5 Principles of People Leadership 	<p>Segment 4: Skill Effectiveness</p> <ul style="list-style-type: none"> • Situation Type 1: Coach & Guide Others <ul style="list-style-type: none"> • Adult learning • Video • Skill practice • Situation Type 2: Manage Critical Situations <ul style="list-style-type: none"> • Video • Skill practice
1030	Tea B r e a k	
1045	<p>Segment 2: Style Effectiveness</p> <ul style="list-style-type: none"> • Leadership Style Questionnaire • Step 1 of Approach: Assess the situation and determine the appropriate style using the 3C's 	<ul style="list-style-type: none"> • Situation Type 3: Delegate Assignments & Empower Others <ul style="list-style-type: none"> • Video • Delegating skills • Growing self, growing others – Personal Force Field Analysis
1230	Lunch	
1330	<p>Segment 3: Communication & Follow up Effectiveness</p> <ul style="list-style-type: none"> • Step 2 of Approach: Choose the most suitable communication style <ul style="list-style-type: none"> • Sensory Perception Model • Managing Sensory Based Biases – Questionnaire • Adapting to Different Thinking Styles – questionnaire 	<ul style="list-style-type: none"> • Situation Type 4: Improve Employee Performance <ul style="list-style-type: none"> • Johari Window • Receiving feedback • Video • Skill practice
1530	T e a B r e a k	
1545	<ul style="list-style-type: none"> • Step 3 of Approach: Work through the main issues using a problem-solving approach <ul style="list-style-type: none"> • Assertive Skills – exercise 	<ul style="list-style-type: none"> • Giving feedback – Exercise • Situation Type 5: Counsel Difficult Cases



1730	<ul style="list-style-type: none">• Handling Criticisms• Step 4 of Approach: Develop an action plan• Step 5 of Approach: Follow-up• Summary of day 1	<ul style="list-style-type: none">• Video• Action Planning• Sharing of insights• Course summary
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CONSULTANT'S PROFILE



SOON THIAM LAM

Soon Thiam Lam is currently the Director/Senior Consultant of CDC Consulting Sdn Bhd, which he established with Capelle Consulting in 1997. He is a Bachelor of Applied Science (Honours) graduate, majoring in Polymer Science and Technology from the Universiti Sains Malaysia. Soon's career moves since joining Shell in 1981, have taken him through various disciplines within the company: as Commercial/Business Development Manager (Shell Chemicals), Compensation & Services Manager (Shell Malaysia), HR Adviser and Learning Consultant (Shell Malaysia), giving him valuable multidisciplinary exposure.

Soon has more than 30 years of experience in marketing, business development and sales as well as the HR areas of compensation and benefits, consultancy and learning. He has designed, developed and conducted various training initiatives in the areas of management, talent development, mentoring, marketing, negotiating, staff appraisal and retirement planning. He brings a wealth of experience from his various positions and business activities in Shell Malaysia and training assignments for the Shell East and Australasia Region. Whilst in Shell, Soon has trained both the Mentors and Mentees of Shell Malaysia and Shell Refining Company besides being an active Mentor himself. He was also instrumental to the successful implementation of the Mentorship Scheme for Shell Downstream.

Soon has been a resource person at several seminars and he will be able to share his wealth of experiences whilst facilitating the various training programmes. He has trained and consulted for organizations and multinational companies such as Khazanah, Shell Group of Companies, UEM, KLSE, Nestle, Petronas, Schneider Group of Companies in Malaysia, Thailand & Indonesia, Television Corporation of Singapore, Singapore National Semiconductor, Monetary Authority of Singapore, Western Digital, Wincor Nixdorf, Star Publication, Sony Technology Malaysia, Titan, Golden Hope, Konsortium Logistik, Emerson Process Management Manufacturing, OCBC, RHB, Hong Leong, Philips Semiconductors, Guthrie, Gamuda, Pacific Insurance, Sime Darby, Telekom Malaysia, Celcom, Nippon Express, Cognis Oleochemicals, Toshiba Electronics Malaysia, Canon Marketing, Infineon, etc.

He is also the CEO of CDC Management Development, the International Partner of University of Strathclyde which runs the Strathclyde International MBA in Malaysia. He is a Certified Professional Trainer with Malaysian Institute of Management and a Certified Performance Coach with International Coach Federation, USA. He has been a mentor, real business partner, sounding board and coach for his clients. At the community front, Soon was a Director with World Vision Malaysia, where he was also the Chairman for the HR Sub-Committee.

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