

COURSE TITLE	THE NEW MANAGERS: MANAGERIAL SKILLS FOR SUCCESS
DURATION	2 DAYS TRAINING (9:00 am – 5:00 pm)

COURSE OVERVIEW

The current business landscape is characterised by unprecedented complexity, rapid technological advancements, and evolving market dynamics. In this challenging environment, capable managers are indispensable for steering organisations toward success. These managers are not just tasked with supervising activities; rather, they are entrusted with the crucial duty of steering their teams towards common goals, encouraging cooperation, and skillfully negotiating the many obstacles that arise in the quest for organisational excellence.



As such, individuals promoted to a managerial position represent a significant professional milestone, yet it also introduces inherent challenges. New managers often find themselves in uncharted territory, requiring a shift from individual contributors to team leaders. The skill set that facilitated success in their previous roles may not fully align with the multifaceted responsibilities of effective leadership. The need for skills such as effective communication, team building, decision-making, and strategic thinking becomes paramount. These fundamental abilities are not innate in newly appointed managers, underscoring the need for effective strategies for delegating responsibilities to foster team success.

This program on "Managerial Skills for Success" is designed as a transformative experience for new managers. It serves as a proactive solution to bridge the skills gap and equip managers with the tools and insights necessary for effective leadership. It also recognizes the challenges inherent in the managerial transition and provides a comprehensive framework to navigate this journey successfully. This intensive program is more than a theoretical exercise; it is a highly participative experience offering delegates hands-on guidance in building and developing key skills requisite for managerial success. The emphasis is on practicality, with a format that includes individual and group discussions coupled with simulation exercises. Recognising the diversity in skill levels, this program is adaptable, ensuring that it can be tailored to meet the unique needs and capabilities of the participants. It not only provides the necessary tools for navigating the complexities of managerial roles but also instills a mindset of continuous learning and improvement. As participants complete this program, they not only gain a comprehensive skill set but also embark on a transformative journey, ready to lead with confidence, foster team success, and contribute meaningfully to organisational success.

LEARNING OUTCOMES

At the end of this 2-day workshop, participants will be able to:-

- ✓ To know what it takes to be an effective leader or manager
- ✓ Discover their own leadership and managerial ability and style
- ✓ Develop an understanding of the multifaceted role of a manager in modern organisations.
- ✓ Distinguish the responsibilities of a manager from those of individual contributors and executives.
- ✓ Develop strategies for building and maintaining a motivated and cohesive team.
- ✓ Understand the diverse needs and motivations of team members and leverage their strengths.
- ✓ Acquire time management skills for delegating tasks to others effectively.
- ✓ Acquire skills in conflict resolution to foster a positive team environment.
- ✓ Learn to provide constructive and actionable feedback to enhance individual and team performance.
- ✓ Develop adaptability skills to thrive in a dynamic business environment.
- ✓ Understand the fundamentals of performance management and goal-setting.
- ✓ Understand change management principles and strategies to lead teams through transitions effectively.
- ✓ Develop effective decision-making abilities based on sound judgment and analysis.
- ✓ Cultivate strategic thinking skills to align managerial decisions with organisational goals, values, and culture.
- ✓ Ensure that decisions contribute to the overall success of the organisation.
- ✓ Explore the principles of ethical leadership and decision-making.
- ✓ Foster team autonomy while maintaining accountability.

WHO SHOULD ATTEND?

This program is designed for newly promoted managers, emerging leaders, mid-level managers, cross-functional team leaders or any individuals who have recently transitioned into managerial roles or are about to assume such responsibilities.

COURSE BENEFIT

This course enhances organisational effectiveness by equipping leaders with comprehensive skills in communication, team-building, and decision-making that are critical for success. This course fosters confident and ethical leadership, driving employee motivation, adaptability, and strategic alignment, resulting in improved team performance and long-term business success.

TRAINING METHODOLOGY

This highly interactive two-day workshop involves dynamic discussions, hands-on group activities, realistic case studies, and role-playing exercises to internalize and apply the concepts presented.

TRAINING DURATION

Full 2 days training (9:00 am – 5:00 pm)

HRD CORP REGISTERED PROGRAM ID NOS

10001105824

PROGRAM COURSE FEE

Single Registration: RM 1,480.00 nett per participant

Group Registration: RM 1,110.00 nett per participant
(For 4 participants or more from the same organisation)

IN-HOUSE TRAINING ENQUIRY

For more information regarding our In-House/ Public Program courses, please **email us** your inquiry at sales@progresslink.com.my or to speak to our Sales Consultant at +604- 297 6881 or 011-1289 6881

For public program schedules, please visit our website: www.progresslink.com.my

Register with us today! Training fees are eligible for HRD Corp claims under the SBL- Khas scheme.



PROGRESS LINK TRAINING & CONSULTANCY SDN BHD (880988-H)

Address: C-3-1, Vantage Desiran Tanjung, Jalan Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.

Tel: +6 04- 297 6881 Fax: +6 04- 297 6882

Email: sales@progresslink.com.my

COURSE MODULES

DAY 1

INTRODUCTION

- ☞ Overview of the Importance of Managerial Skills in Today's Business Environment
- ☞ Understanding the Managerial Role
- ☞ The Evolving Role of Managers in Contemporary Business
- ☞ Leadership vs. Management
- ☞ Distinguishing Managerial Responsibilities from Individual Contributor and Executive Roles
- ☞ Key Challenges Faced by New Managers

BUILDING PERSONAL CREDIBILITY: UNDERSTANDING DIFFERENT COMMUNICATION STYLES

- ☞ Foundations of effective communication skills for managers
- ☞ Identify different behavioural styles
- ☞ Communicating with different personalities
- ☞ The crucial role of active listening
- ☞ Effective questioning skills
- ☞ Communicating with subordinates successfully by the phrase "it's not what you say but how you say it."
- ☞ Strategies for Building and Motivating High-Performance Teams

TIME MANAGEMENT AND DELEGATION SKILLS

- ☞ Time Management and Prioritization
- ☞ Time Management Strategies for Managers
- ☞ Prioritization Techniques for Maximizing Productivity
- ☞ Delegation as a Time Management Tool

DAY 2

PRACTICAL APPLICATION AND SKILL DEVELOPMENT

- ☞ Conflict Resolution and Decision-Making
- ☞ Understanding and Managing Conflict within Teams
- ☞ Decision-Making Skills for Managers
- ☞ Case Studies and Role-Playing Exercises

PERFORMANCE MANAGEMENT AND FEEDBACK

- ☞ Fundamentals of Performance Management
- ☞ Providing Constructive and Motivational Feedback
- ☞ Goal-Setting Techniques for Managers
- ☞ Methods for providing feedback to employees who aren't meeting standards.
- ☞ Techniques to create a pleasant workplace without violating manager/coworker boundaries.

ADAPTABILITY AND CHANGE MANAGEMENT

- ☞ Developing Adaptability Skills
- ☞ Strategies for Leading Teams Through Change
- ☞ Case Studies on Successful Change Management

ETHICAL LEADERSHIP

- ☞ Principles of Ethical Leadership
- ☞ Ethical Decision-Making in Managerial Roles
- ☞ Building a Culture of Integrity
- ☞ Team autonomy and accountability.

CAPSTONE ACTIVITY AND ACTION PLANNING

- ☞ Integrating Learning: Capstone Group Activity
- ☞ Personal Action Planning for Applying Learned Skills
- ☞ Reflection and Closing Remarks

TRAINER PROFILE



NAME : MR. KAMAL DIN BIN HUSSIN DIN

PSMB CERT NO.: TTT/0726

WORKING AND TRAINING EXPERIENCE

- Degree in Science – USA
- Diploma in Human Resource Management – UK
- Diploma in Training and Development Management
- Certificate in Safety and Health Management – University Malaya
- Certified – Train the Trainer from Pembangunan Sumber Manusia
- Accredited Trainer for PSMB's Train The Trainer Program.
- Accredited Consultant for PSMB TNA program.
- Accredited Consultant for PSMB HR Program

WORKING AND TRAINING EXPERIENCE

Mr. Kamal Din Bin Hussin Din is a management consultant and trainer with 29 years of working experience in Human Resource Management. Mr. Kamal held various management positions before getting himself involved in the consulting business. He was a Director Human Resource Department in a Japanese multinational company, and prior to this Kamal Din was with Bata (M) Sdn Bhd for 16 years as Human Resources Manager.

During his tenure with Bata, he has worked extensively in Industrial Relations, dealing, and negotiating with Trade Unions, Human Resource Development, and Employee Relations matters. Mr. Kamal is a trainer for PSMB for the Train the Trainer Program to certify trainers.

He has led several initiative projects worldwide effectively while working with the Japanese companies and subsequently developed the art of "eye for details". Besides Kamal's talented skills in human resource capabilities, he has 12 years of experience in managing the Environment, Safety, and Health aspects of an organization, out of which 10 years as the Chairman of the Safety and Health Committee and Advisor to the ERT (Emergency Response Team) and EMR (Environmental Management Representative) for ISO14001-2004.

He was also the chairman of Negeri Sembilan Industrial Laison Council (NSILC) and the Deputy Chairman of Negeri Sembilan Skills Development Centre.

He has vast training expertise in the area of Operational Management, Strategic Human Resource Management, Performance Management, Leadership Competencies, Counselling, Mentoring, and Coaching Skills, Recruitment, Selection, and Competency-Based Interviewing Skills, Transformational, Situational, and Visionary Leadership Skills, Managing Change for Higher Performance, and many other topics.

Besides, he has the immense capability to facilitate all training related to Leadership, Performance Management, Strategic Management, Managing KPI and Balanced Scorecard, Industrial/Labor Relations, Negotiation Skills on Collective Bargaining, Managing In a Unionize Environment, Managing Challenging Employees, Effective Interviewing skills, Conducting an Effective Domestic Inquiry, Customer Care, Career Development, Effective Supervisory Skills in Leveraging Human Capital, 360 Degrees Leadership Skills, Coaching and Counselling Skills, Training Needs Analysis (TNA), Effective and Dynamic Presentation Skills, Team Building and impact the bottom line results.

In the areas of Safety and Health management he has conducted training related to Managing an Effective Safety Committee, Effective Safety Prevention and Investigation, Manual Handling, Effective Management of Chemical Safety and OSH Act,1994, 5s Management and Spillage Management.

He has trained various businesses, including EON, Tanjung Rhu Resort, Lim Kok Wing University, AEON, KOKUYO, KLCC Suria, Giant, Parkson, Tesco, Sabah Ports, IJM Plantations, Alps Electric, Autoliv Hirotako, Bata (M) Sdn. Bhd, Chevron Limited, Iwatsu, Hitachi Electric, NHK Manufacturing, Sharp Roxy, Venture Electronics, Philip Morris, SKF, Honda, Osram, Sapura Energy, 5N Plus, Sony, NXP Semiconductor, Omron Electronics Berhad, Summerset Resort Rompin, Paradise Resort Penang, University Science Islam Malaysia (USIM), Jabatan Perdana Menteri, MARA, Jabatan Sumber Manusia, University Malaysia Perlis (UMP), UTHM, UNiMAP, KUIS (Kolej Antarabangsa Islam Selangor), Department of Safety & Health (DOSH) and international companies such as Kuwait Oil Company (KOC), Kuwait Gulf Oil Company (KGOC), Kuwait Petroleum Company (KPC), Kafdi Doin Operations (Saudi Arabia), Pertamina (Indonesia) and Sudan Oil.

Mr. Kamal has also done consulting work with Philip Morris Sdn Bhd, Kedah Medical Center, John Matthew Sdn Bhd, and Polyplus Packaging on Industrial Relations and also sat as a panel member of the Negotiating Team in Collective Bargaining a Collective Agreement.

PROFESSIONAL TRAINING ATTAINED

- Chairman of the Safety and Health Committee and Advisor to the ERT (Emergency Response Team) and EMR (Environmental Management Representative) for ISO14001-2004.
- Chairman for Negeri Sembilan Industrial Laison Council (NSILC) and the Deputy Chairman of Negeri Sembilan Skills Development Centre

TRAINING AREAS

His proven creative and innovative approach in training makes the training interactive and productive for the organization. His expertise is drawn from his years of working and training experience which covers a wide range of programs.

A summary of programs that he is actively involved in conducting training is as follows:-

- Leadership & Managers Program
- Performance Management
- Strategic Management
- Managing KPI and Balanced Scorecard
- Managing Objectively Driven Key Performance Indicators (KPIs)
- Industrial/Labour Relations
- Negotiation Skills on Collective Bargaining
- Managing In a Unionize Environment
- Effective Interviewing skills
- Human resource Management Training
- Conducting an Effective Domestic Inquiry
- Understanding Of Employment Act 1955 And Related Laws & Regulations
- Customer Care
- Career Development
- Effective Supervisory Skills
- 360 Degrees Leadership Skills
- Coaching and Counselling Skills
- Training Needs Analysis (TNA)
- Effective and Dynamic Presentation Skills
- 5S & 6S Implementation Training
- Emotional Intelligence at Work
- Key Performance Indicators (KPIs)
- High Impact Presentation Skills
- Train the Trainer
- Enhancing Communication and Interpersonal Skills
- Mastering High Impact Communication And Presentation Skills At Workplace
- Effective Management And Appraisal Of Performance
- Managing And Motivating Difficult Employees At Workplace
- The New Managers: Managerial Skills For Success

PROGRESS LINK

REGISTRATION FORM

THE NEW MANAGERS: MANAGERIAL SKILLS FOR SUCCESS

3rd & 4th JANUARY 2024 (WED & THU)

The Manager
PROGRESS LINK TRAINING & CONSULTANCY SDN BHD
C-3-1, Vantage Desiran Tanjung, Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.
Tel: 04-297 6881; Fax: 04-297 6882
Email: sales@progresslink.com.my

Dear Sir/Madam,

Please register the following participant(s) for this program as follows:-

Course Title: THE NEW MANAGERS: MANAGERIAL SKILLS FOR SUCCESS

Venue: JAZZ HOTEL, PENANG

Date: 3rd & 4th JAN 2024

Registration (Please tick (✓) accordingly)

Single registration (1 x participant) = RM1,480.00 2 x participants = RM2,960.00 3 x participants = RM4440.00

Group registration discount (Minimum 4 participants or more from the same organisation)

No. of participants _____ x RM 1,110.00 per pax = Total RM _____

Payment Method (Please tick (✓) accordingly)

Claim under HRD Corp SBL Khas scheme (Program ID: 10001219318 - Public)

Enclosed cheque nos. _____ being payment made in favour of "PROGRESS LINK TRAINING & CONSULTANCY SDN BHD"

Online transfer / Direct bank-in to PUBLIC BANK BERHAD account number 3194 100 708 (please email us the bank-in slip)

Requested by:

Name: _____

Designation: _____

Email: _____

Company name: _____

Address: _____

Tel No.: _____ Mobile No.: _____ Fax No.: _____

Signature: _____

Date: _____

Company Stamp

Terms & Conditions:-

Kindly forward the payment to us at least one week before the commencement of the program. A completed registration form submitted by fax, mailed, or e-mailed to Progress Link & Consultancy Sdn Bhd would be confirmed. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the program. Cancellation received between 7 - 13 working days before the start of the program is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the program is subject to a full 100% cancellation fee of the course fees. If the full course fees are payable if the participant fails to attend the program. However, a replacement may be accepted at no additional cost, subject to approval. Progress Link Training & Consultancy Sdn Bhd reserves the right to change the facilitator, reschedule or cancel the program and all efforts will be taken to inform participants of the changes. Should the program be cancelled or postponed, Progress Link Training & Consultancy Sdn Bhd is not responsible for covering airfare, hotel, other travel costs, or any additional costs incurred by the participants.

1. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

2. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

3. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

4. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

5. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

(If there are more participants, please attach a separate list)