

MANAGEMENT AND LEADERSHIP SKILLS TRAINING

Venue: Kota Kinabalu, Sabah | Date: 15 & 16 May 2017 | Day: Monday & Tuesday | Time: 8am-6pm



In any organization, managers & administrators, and support staff have a variety of challenging roles and responsibilities. Administrators need to be flexible and responsive to the changing needs of other managers and their teams. This training will introduce you to new skills that will help improve your performance and support you offer your team, department and manager. It will show you that you can make yourself stand out, to be proactive and efficient.

WHO SHOULD ATTEND

- Office administrator
- Office Manager
- Executive
- Director
- Supervisor
- Secretary
- Personal Assistant
- Business owner
- Entrepreneurs
- Anyone interested to work at the office

COURSE OBJECTIVES

At the end of the course, participants will have variety of skills to work at the office. Also, the administrators or managers are expected to have these skills & abilities:

- Understand and develop skills necessary
- Learn the importance of managing with strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships
- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop improvement plans to accomplish work and improve performance

MYANUAR SYNERGY SDN. BHD. (Company No. 1118343-U)

No. 27-1, 1st Floor, Jalan Adenium 2G/9, Pusat Perniagaan Adenium, Seksyen BB5, Bandar Baru Bukit Beruntung, 48300 Rawang, Selangor, Malaysia
Tel/Fax No: +60185858996 | Mobile No: +60173167960 | E-mail: training@myanuar.com | <http://myanuar.com> | <https://facebook.com/MyAnuarSynergy>

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COURSE CONTENTS

PART 1: INTRODUCTION TO MANAGEMENT

- A. Management styles
- B. Roles & responsibilities of managers

PART 2: MANAGEMENT & LEADERSHIP SKILLS

- A. Communication skills
 - i. Basic communication principles
 - ii. Communication trilogy
 - iii. Developing assertive communication skills
 - iv. Principles for cooperative communication
 - v. Developing active listening skills
- B. Time management skills
 - i. Steps in managing time
 - ii. Time management tools
- C. Organizational skills
 - i. Organization management
- D. Computer skills
 - i. Basic knowledge on computers and it uses.
- E. Leadership skills
 - i. Six trait of effective leaders
 - ii. Managerial grid of leaders
 - iii. Contingency model of leadership
 - iv. Elements of high performance leaders
- F. Conflict management skills
 - i. Workplace conflict resolution
 - ii. Dealing with difficult employees
- G. Stress management skills
 - i. Identify the source
 - ii. Coping with stress
 - iii. Strategy
 - iv. Self-help checklist
- H. Presentation skills
 - i. Developing great content
 - ii. Preparing great design
 - iii. Conducting great delivery
- I. Managing people skills
 - i. Self-test
 - ii. Meeting employee expectations
 - iii. Summary

PART 3: CREATING EXCELLENT WORKING ENVIRONMENT CULTURE

- A. Managing change
- B. Initiating great corporate culture

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JANGKA MASA KURSUS: 2 hari

PENDAFTARAN

Untuk mendaftar kursus ini, sila lengkapkan Borang pendaftaran (ENROLLMENT FORM) di mukasurat berikut, imbas (scan) dan hantarkan kepada training@myanuar.com atau Facebook Page Messenger: <http://m.me/MyAnuarSynergy> atau WhatsApp ke +60173167960.

Setelah menerima borang pendaftaran tersebut, kami akan menghantarkan invoice melalui e-mail/ facebook messenger atau whatsapp.

Sila buat bayaran mengikut terma dalam invoice tersebut.

PEMBAYARAN

Yuran kursus normal ialah RM1,800 seorang **(NOT claimable from HRDF)**.

Untuk yuran kursus promosi, sila rujuk pada Borang Pendaftaran (ENROLLMENT FORM) di mukasurat berikut.

Yuran kursus termasuk:

- Sijil kehadiran
- Nota
- Bahan-bahan latihan

Setelah bayaran dibuat, sila hantarkan bukti pembayaran (slip pembayaran atau screenshot) ke alamat email training@myanuar.com atau WhatsApp/Telegram +6073167960.

MAKLUMAT LAIN

- Makanan, pengangkutan dan tempat tinggal TIDAK disediakan
- Bahan latihan akan disediakan dalam Bahasa Melayu dan Bahasa Inggeris.
- Kursus akan dijalankan dengan cara ceramah, tayangan video, persembahan dan aktiviti berkumpulan.

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NORMAL TRAINING FEE (payment on 15th May 2017): **RM1,800 per person** (NON-CLAIMABLE FROM HRDF) includes certificate of attendance, notes and training materials.

PROMOTION

TRAINING FEE (PER PERSON)	PROMOTION PERIOD	TRAINING FEE (PER PERSON)	PROMOTION PERIOD
<input type="checkbox"/> RM760	13 th Oct 2016 – 14 th Dec 2016	<input type="checkbox"/> RM1,260	15 th Feb 2017 – 14 th Apr 2017
<input type="checkbox"/> RM890	15 th Dec 2016 – 14 th Feb 2017	<input type="checkbox"/> RM1,620	15 th Apr 2017 – 14 th May 2017

Company/Organization Name: _____

Full Address: _____

Person Making this Booking

Full Name: _____ Position: _____

E-mail: _____ Tel No: _____

Person Responsible for Invoice (if different from above)

(We will e-mail the invoice once we received this completed enrollment form)

Full Name: _____ Position: _____

E-mail: _____ Tel No: _____

Delegate(s) Details (Person attending the training)

(To register additional delegates, please complete the information on separate enrollment form)

Name: _____ Position: _____

E-Mail: _____ Mobile No: _____

Disability (if any): _____ Vegetarian: YES NO

Authorized by:

Name: _____

Position: _____

E-mail: _____

Tel No: _____

Signature: _____

Company Stamp: _____

PAYMENT TERMS AND CONDITIONS An invoice, including our banking details, will be issued once your completed registration form has been received. Full payment must be received prior to the event.

CANCELLATION AND TRANSFER POLICY Full refund for cancellations received four weeks prior to the course. A substitute delegate is welcome for delegates who have already booked and paid.

MyAnuar Synergy Sdn. Bhd. reserves the right to cancel the event, in which case delegates will be refunded in full but shall not otherwise be entitled to any compensation, costs, travel expenses, losses or damages arising from such cancellation.

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