



Public Training/Workshop#

PEOPLE MANAGEMENT SKILLS

"We Make Learning More Adventure"

OBJECTIVE:

To develop the **knowledge** and **skills** necessary to manage and **supervise staff to ensure the objectives of the organization are met**, while **developing the team and individuals to enhance their performance**.

Date : Please refer to our WEBSITE

Duration : 2 days, 9am – 5pm

Medium : English & Bahasa Malaysia

Venue :

Trainer : En Shahrill

METHODOLOGY:

The training will be delivered using **video**, **role-play**, **team exercises** and **coaching of real issues**. Examples of situations are taken from business and sometimes sport in order to bring the concepts to life. All participants will receive feedback on their skill development



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COURSE CONTENT

DAY ONE :

Opening : Welcome Note and Program Overview

- Overview of day's program agenda
- Setting Personal Goals

Module : Management in the 21st Century Organization

- The Role of the Managers
- The Daily Challenges and Frustrations of the Manager - Difficulties and Pitfalls
- The Conflict Between the Technical and Managerial Roles
- The Importance of Managing Performance
- Specific competencies for managing people

Module : Motivating the Different Personality Types for Performance

- Recognizing key motivators for staff performance
- Techniques for building rapport with different personality types
- Matching motivators to individual types and expectations
- Developing and applying a motivational strategy

Module : Fostering Commitment Through Effective Delegation & Feedback

- Creating a spirit of partnership
- Establishing a common understanding of success
- Applying a proven step-by-step process for delegation
- Tactful way of delegating tasks to followers
- Learn and practice how to give feedback.

Module : Review of Day's Learning



DAY TWO

Opening : Energy For The Day

- Review of Day One's learning achievements
- Overview of Day Two's Learning Objectives

Module: Management Styles And The Stages Of Team Development

- Recognize the stages of team development and the relevant management skills required
- Recognize that characteristics of highly effective teams and
- Recognizing specific team member behaviours for what they really mean
- Recognize and overcome the five pitfalls of a dysfunctional team
- Understand how each of the five dysfunctions inter-relate with one another
- Use a diagnostic tool to evaluate your team's susceptibility to the five dysfunctions
- Implement strategies to foster trust in the team

Module 4 : Managing the Multi-Generational Workplace

- Describe the characteristics, attitudes, and values of each generation
- Identify specific actions a manager can take to coach, motivate and get results from different generations
- Determine how your management approach may need to change when coaching, managing and retaining employees of different generations
- Discover ways to Gen-Flex in order to solve generational problems in the workplace

Final Module : Application & Summary

- Review and Reflect on Day's Achievements
- Evaluate the experience and plan for using the skills on the job
- Personal Action Plans and Commitment

Conclusion

Who Should Attend?:

- Director
- CEO
- Senior Managers
- Manager
- Head Of Department
- New Manager
- Assistant Manager

Program Schedule :

Registration :	8.30am
Morning session :	9.00am - 10.30am
Morning Tea :	10.30am - 10.45am
Lunch :	1.00pm - 2.00pm
Afternoon session :	2.00pm - 3.30pm
Afternoon Tea :	3.30pm - 3.45pm
End :	5.00pm



COURSE LEADER

SHAHRILL A.J

He has understood the importance of facilitating people's involvement and applied his field-based principles to a variety of situations. His procedural model for debriefing provides a powerful tool for personal mastery and learning organizations. As a curious designer of games and experiential activities, he has facilitated groups and trained other people to do the same. Shahrill conducts his training in Kuala Lumpur, Jakarta, India and New Zealand. His next 3 years plan is to have representatives in Vietnam, Middle East, Brunei and possibly East Africa. He holds the following qualifications:

- MBA (USA)
- BSc(Hons) (Sports Science, UK)
- Diploma in PE (CPE , Singapore)
- Master Trainer – Master Trainer Institute ,USA
- Certified Behavioural Consultant Certification Institute of Motivational Living , USA
- Professional Stress Management Consultant Certification (International Association of Counsellors and Therapists (IACT), USA
- Certified TetraMap Profiling (2003, 2006)
- Certified NLP Practitioner
- Certification in Adventure and Experiential Learning (Course and Curriculum Design) – Project Adventure, USA
- Certification in Adventure and Experiential Learning (Course and Curriculum Design , UK)
- Certification in Creative Training Techniques (Bob Pike's Creative Training Techniques, USA)

IN-HOUSE TRAINING

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Registration Form

PEOPLE MANAGEMENT SKILLS

Date: Refer to WEBSITE | Venue:

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

FAX : +603-5548 0024 ; TEL: +603-5542 0023 (HuntingLine)

PARTICIPATION FOR TWO DAYS WORKSHOP

PROMOTION AVAILABLE

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PARTICIPANT'S NAME :

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Email: _____

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Email: _____

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Company Name: _____

Address _____

City: _____ Postcode: _____

Tel : _____ Fax: _____

Co. ID: _____ GST No: _____

***If you have a Certificate of GST Relief (CoGSTR), please attach along with this form.**

(Authorization (Signatory must be authorized on behalf of the company)

Name: _____

Position: _____ Department : _____

DL: _____ Email : _____

Signature: _____ Date: _____

This booking is invalid without a signature & company stamp.

TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation

2. Fees are inclusive of program materials and refreshments.

3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking(LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4. **CLIENT'S CANCELLATION/SUBSTITUTION**

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a 50% cancellation liability should the notice given is less than two(2) weeks. and 100% cancellation liability 7-days prior to the event Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

ASL Training & Consultancy Sdn Bhd.

COMPANY STAMP



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