KDU Management Development Centre

The one stop executive training & education centre

KMDC

KDU MANAGEMENT DEVELOPMENT CENTRE

Leadership & Management Series:

Module A: Supervisory Management Skills

Module B: Leading Organisational Change

Module C: Organisational Behavior - Managing People & Organisation

The following document outlines a suite of short course training programs for delivery via KMDC Malaysia.

KDU Management Development Centre

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SUPERVISORY MANAGEMENT SKILLS

by Angeline Yong

**Refer to Appendix for Trainer details*

Course Overview

This workshop is specifically designed for employees who have been newly promoted to a supervisory or management position. It helps the participants improve his/her people and management skills and equips him with practical ideas for optimizing the most important resource in the organization – people.

Target Audience

- Supervisors and first-line managers, especially those who have been recently promoted to supervisory or management positions.

Selected Session Topics

- Key Responsibilities of a Supervisor / Manager
  - The planner, organizer, leader and motivator of people
  - Balance getting work done though others and self
  - Effectiveness vs efficiency
  - Using the 80/20 principle
- Holistic Management
  - Managing and motivating oneself
  - Attitude of a mental 'winner'
  - Focusing on the positive aspects
  - Creative approaches to problem solving and decision making
  - Setting goals
  - Developing a holistic approach
- Motivation
  - Appreciating the intrinsic joys and value of work
  - Motivating oneself and subordinates to give good service
- Handling subordinates' problems
  - Skills of a good coach
  - Training subordinates to perform tasks effectively
  - Counseling skills
  - Handling grievances, discipline and personal problems
- Interpersonal relationship skills
  - Relating effectively
  - Assertiveness skills to achieve win/ win result
  - Resolving conflicts
- Delegation
  - Deciding what to delegate and what not
  - Delegating to the appropriate person
  - Communicating the task and authority
  - Overcoming typical barriers
- Leadership
  - Application of classical theories
  - Qualities of a good leader
  - Leadership styles
- Managing your boss
  - Understanding, adapting and managing your boss
  - Becoming an effective intermediary between your boss and your subordinates
- Teambuilding
  - Building synergy among team members
  - Understanding team dynamics
  - Using the strengths of each team member
  - Building an effective and cohesive team

LEADING ORGANISATIONAL CHANGE

by Joanne Hee
**Refer to Appendix for Trainer details*

Course Overview

The seminar will enable managers and leaders to address the changes needed as well as the process and implementation of change. The seminar also emphasizes on the tools, frameworks, ideas and case studies to help you to lead change initiatives effectively.

Target Audience

Managing Directors, Senior Management Members, Heads of Departments, Business Owners, Entrepreneurs, Working Professionals

Selected Session Topics

- Setting the agenda for change
- Understanding change
- How to implement change successfully?
- The change process – What it involves?
- Measuring and evaluating change
- Applicable change process model
- Change model that successful companies use

Key Take-Away

- Understanding the change process
- Identify the options for organizational change
- Identify your own leadership approach to change
- Develop knowledge of the strategic, organizational and personal challenges of a successful change
- Identify ways people resist change and plan management actions to lessen resistance
- Discuss the tools, frameworks and concepts of change and learn how to lead the development of an effective change process

ORGANISATIONAL BEHAVIOR - MANAGING PEOPLE & ORGANISATIONS

by Joanne Hee
**Refer to Appendix for Trainer details*

Course Overview

Organisational behaviour focuses on the systematic study of the attitudes and behaviours of individuals and groups in organisational settings. The purpose is to assist the learners in predicting, explaining and controlling the behaviour of people in organisations. The unit aims to establish a conceptual understanding of the dynamics of individual and group behaviour in organisations, to examine the ways in which different forms of organisational structure and leadership influence that behaviour, and to analyse the ability of organisations to respond to external change and to manage their own internal change processes.

Key Take-Away

After attending this seminar, participants should be able to :

- Establish a conceptual understanding of the dynamics of individual and group behaviour within organisations
- Understand the way in which different forms of organisational structures and leadership influence that behaviour concepts, theories and tools of strategic management
- Develop an ability to assist organisational change in response to external events and to create its own dynamics of change.

Selected Session Topics

Day 1

Introduction and Overview

- Topic 1: Introduction to OB
- Topic 2: International perspective

Part I The individual

- Topic 3: Individual differences
- Topic 4: Motivation
- Topic 5: Managing stress

Part II Groups and interpersonal influence

- Topic 6: Working in groups and teams

Case study analysis & presentation

Day 2

Part II Groups and interpersonal influence

- Topic 7: Communication
- Topic 8: Power and organisational politics
- Topic 9: Leadership

Part III The organisation

- Topic 10: Organisational culture
- Topic 11: Organisational change
- Topic 12: Behavioral aspects of organisational structure and design

Case study analysis & presentation

Appendix: Trainer's Profile

Angeline Yong

Angeline is a trainer with KMDC. She is also a Certified Personality Plus trainer based in Kuala Lumpur, Malaysia.

Angeline was trained and certified in the United States of America by Florence Littauer, best selling author of "Personality Plus" (which has sold more than one million copies and translated into 14 languages), and one of the most sought after speakers internationally. Florence is fondly regarded as one of the most entertaining communicators and an authority in the field of helping people around the world improve relationships by understanding people's personalities.

Angeline has been greatly influenced by Florence Littauer's teachings and work and she is passionate about continuing Florence's work by helping people to improve relationships and connect with people better…be it at work, in business or at home.

Academically, Angeline has a Bachelor's Degree in Education (Teaching of English as a Second language or TESL) from the University of Malaya and had graduated in the top ten percent of her class.

She has a unique blend of professional experience as a teacher, trainer, business development manager and country manager of the Education & Training division with multinational corporations in the IT Industry in Kuala Lumpur.

Apart from having more than 10 years of experience in the field of education and training and helping organizations and people improve their performance, Angeline is also an entrepreneur at heart.

As a trainer, Angeline is fun, outgoing and dynamic. Her training sessions are often informative yet relevant as she incorporates her knowledge, experience and wisdom on business, working with people and achieving personal and organizational goals!

On a more serious note, her mission is to help people to communicate and work more effectively as a team whilst helping them to realize their potential!

Joanne Hee

Joanne Hee has more than twelve years of hands-on experience in human resource development and training of leaders, professionals, managers and CEOs from numerous Multinational Companies and local conglomerates. She was hired by a France based confectionary MNC as a change agent consultant. Joanne is also chief editor and consultant to a US based bank for their management training.

Joanne has been appointed as the Senior Academic Advisor and Dissertation Supervisor for Stratford University. She is also an instructor for Change Management, HR Management, Strategic Management, and Creative Problem Solving for the postgraduate MBA and MSc programmes at KDU College Malaysia, Southern California University, Griffith University, Deakin University and various other notable local institutions with foreign affiliations. She has worked with several notable Malaysian organisations on implementing change successfully.

Joanne is a firm believer that every human being should continue in the creative discovery of their full potential. Her seminars are highly participative as she instills a flavour of excitement in the participants to improve in their jobs. Clients have been surprised and satisfied with the positive impact she has had on the participants and noticeable improvements have been seen by employers after her workshops.

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Leadership & Management Series

Chosen Module: _____

Course Commencement Date: _____

Company : _____
Address : _____
_____
_____

Contact Person : _____
Designation: _____
Email: _____
Tel: _____ Fax: _____

Delegate(s)	Designation	Email
1.		
2.		
3.		
4.		
5.		

* Please indicate title of delegate(s) (Dato'/Datin/Dr/Mr/Mrs/Ms) and use a separate sheet if you have more than 5 delegates.

Payment Options

☐ Cheque Bank _____ Cheque No. _____

Payable to 'KDU Management Development Centre Sdn Bhd'

* Please write delegate(s) name(s) & event code "Davie 09" at the back of the cheque

☐ Credit Card Card No.: __ __ __ __ | __ __ __ __ | __ __ __ __ | __ __ __ __

Name on Card : _____ Expiry Date: _____

Registration & Payment Policy

Upon signing this form, you are deemed to have read and understood the Registration and Payment Policies and have accepted the terms contained therein. This registration form together with the payment MUST reach us at least 5 working days before the commencement of the event. Full payment is due upon registration in order to guarantee the seat(s).

Substitution of Delegate(s):
This is allowed provided KMDC is notified in writing of the name(s) and designation(s) of the new delegate(s) at any time prior to commencement of the event. Transfer of registration to other KMDC courses is not allowed.

Cancellations
All cancellations of registration must be made to KMDC in writing.
If cancellations are received:
(a) more than 14 days before the event, a full refund of the fees less a 10% administrative charge will be given;
(b) 7 - 14 days before the event, a 50% refund will be given;
(c) less than 7 days before the event, no refund will be given;
(i) a substitute delegate is welcome to take your place, or
(ii) a set of course materials will be given.

Company Stamp

Signature: _____ Date: _____

Name: _____ Designation: _____

Please send payment together with this form to:

KDU Management Development Centre Sdn Bhd (584539-D)
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