EFFECTIVE MANAGERIAL SKILLS FOR A TECHNOLOGY-DRIVEN WORKFORCE

For new and experienced managers to learn and reboot managerial skills for the new realities of the workforce (from Gen-Zs to Gen-Xs).

What effective managers do	Employee engagement	Communicating with empathy	Assertive behaviour	Managing for high performance

Details:

📅 17 - 18 October, 2024

🕐 9:00AM - 5:00PM

📍 Concorde Hotel, KL

Please collect your RM20 TNG eWallet reload pin at registration desk.

Early Bird Price: RM1,850
Normal Price: RM2,070
(inclusive of SST)

EFFECTIVE MANAGERIAL SKILLS FOR A TECHNOLOGY-DRIVEN WORKFORCE

COURSE OUTLINE

DAY 1

Module 1: Introduction

- What Effective Managers Do

Module 2: Employee Engagement

- Understand Employee Engagement
- What Makes Employees Feel Engaged?
- Behaviours and Techniques in Building Engagement

Module 3: Communicating With Empathy

- Active Listening
- Delivering Clear and Concise Messages
- Misinterpretation in Communication
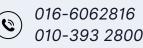- Checking for Understanding

DAY 2

Module 1: Assertive Behaviour

- Importance of Assertiveness
- Dealing with Aggressive Behaviour
- Making and Refusing Requests

Module 2: Managing For High Performance

- What Does High Performance Look Like?
- Setting SMART Objectives
- Giving Effective Feedback
- Performance Improvement Intervention

EFFECTIVE MANAGERIAL SKILLS FOR A TECHNOLOGY-DRIVEN WORKFORCE

TRAINER'S PROFILE

The trainer was a business consultant in Deloitte, Ernst & Young, and Andersen where he helped clients to articulate enterprise strategies and align business models and technology investments. His clients were primarily from the financial services and public sectors, advising them in areas of strategy and transformation, customer management, performance and cost management, and PPP/PFI. His clients included those from the energy, aviation and transport infrastructure sectors.

From there, he went on to lead Performance Management Solutions at SAS Institute, and was an Associate Partner for Business Analytics; Optimisation at IBM's Global Business Services, leading the ASEAN Smarter Commerce Solution. At both SAS and IBM, he helped clients develop digital and advanced analytics capabilities.

He later joined ZICO, assuming the role of Chief Value Officer, driving shareholder value creation such as M&A and investment as well as the group's digital and business transformation, before being made CEO of Shakeup Online, an online legal service start-up affiliate of the ZICO Group. The trainer currently provides advisory services on business start-ups and transformation.

REGISTRATION

PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

Notes:
1. For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
2. Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.
3. HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,300 per day. The balance, if any, is to be topped up by client.

sarah@symphonydigest.com
alisa@symphonydigest.com
afiqah@symphonydigest.com

010-393 2800

www.doshu.com.my