



MANAGER TO LEADER:

Essential Skills for Impactful Leadership



Driving Employee Engagement

Cultivate a motivating environment where employees feel valued and aligned with company goals, boosting morale, productivity, and retention.



Communicating With Empathy

Actively listen, understand diverse perspectives, and respond thoughtfully to build trust and foster an inclusive, supportive workplace.



Adopting an Assertive Behaviour

Set clear expectations and confidently express needs while respecting others, promoting open communication and balanced authority.



Managing high performance

Set clear objectives, offer constructive feedback, and drive accountability to sustain excellence and empower your team.

Are you managing... or truly leading?

In today's business landscape, the most effective leaders understand that success isn't about simply being in charge—it's about setting the right environment and taking care of those in your charge. "Manager to Leader: Essential Skills for Impactful Leadership" confronts the fear of falling short and equips you with the skills to drive engagement, inspire trust, and lead high-performing teams. This isn't just another course; it's a challenge to become the leader you aspire to be. Master essential skills like assertive communication, empathetic engagement, and high-performance management, and take this transformative step toward making a real impact—because staying the same is no longer an option.

Date: 15 – 16 January, 2025

Time: 9:00AM – 5:00PM

Venue: Concorde Hotel, KL

Early Bird Price: RM1,890

Normal Price: RM2,110

(inclusive of SST)

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

MANAGER TO LEADER : ESSENTIAL SKILLS FOR IMPACTFUL LEADERSHIP



Upon completion of the workshop, the participants will be able to:

- List some of the key qualities of an effective manager.
- Adopt the behaviours and techniques needed to effectively drive and improve engagement with their team.
- Communicate clearly and effectively with empathy.
- Understand the importance of being assertive and adopt a more assertive behaviour when dealing with others.
- Develop the essential skills to develop and manage high-performing teams at the workplace.

WHAT YOU WILL LEARN:



Part 5 Managing High-Performance

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

Part 2 Driving Employee Engagement

- What is Employee Engagement?
- What Makes Employees Feel Engaged?
- Behaviours & Techniques in Building Engagement



Part 4 Adopting an Assertive Behaviour

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

Part 3 Communicating With Empathy

- Active Listening
- Delivering Clear and Concise Messages
- Different Perspectives and Empathy



Part 1 Introduction

What Effective Managers Do



MANAGER TO LEADER : ESSENTIAL SKILLS FOR IMPACTFUL LEADERSHIP



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 DETAILS

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:

- For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
- 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.
- HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,750 per day. The balance, if any, is to be topped up by client.