



Critical Skills for Senior Managers

September 20-21, 2012 - Singapore.



Program Outline

This dynamic leadership development program goes beyond Performance Management, builds on the principles of Leadership for Managers and challenges Senior Managers to review and revisit how they manage and lead High Performing Teams in today's turbulent environment.

Using stimulating discussion, facilitation, role play and case studies, this advanced leadership program is an opportunity for senior managers to step back from the way they currently doing things and consider the critical skills, mindsets and actions that are required to successfully lead and manage a diverse workforce in a global marketplace. The trainer will help the senior managers to connect management theory with practical strategies to get outstanding results.

This advanced course will motivate you to raise your activity level in the organisation and generate the enthusiasm and the attitude to successfully complete your various missions.

You will focus on developing the skills which will enable you to lead and motivate your people to meet and exceed your objectives.

Benefits of Critical Skills for Senior Managers

- Identify your strengths and weaknesses
- Increase your awareness of your decision making and action criteria
- Anticipate and manage conflict
- Delegate effectively to get good performers
- Apply a portfolio of approaches to develop and sustain productive working relationships
- Build a committed and a highly productive team

You will learn:

- How to be a leader who can challenge the status quo in your organisation
- How to clarify the distinctions between managing and leading
- How to motivate by understanding different behavioural styles
- How to develop your assertive communication skills
- How to engender trust and commitment to a shared vision
- How to become comfortable giving feedback for performance
- How to use a systemic coaching approach to solve problems and achieve goals



your trainer Mark Liew

Mark Liew has been a senior trainer, facilitator and executive coach for Self Leadership International.

Having been involved with the business of change since 1993 and qualified as a trainer in California, Mark has been running programs focusing on communication, performance, and leadership in the United States, Singapore, Malaysia, Indonesia, Hong Kong, Micronesia, China and South Korea.

With his background in behavioral psychology, Mark has become a sought after source in organizations, specifically with managers looking for critical skills for accelerating and lifting performance levels while creating measurable results.

He continues to bring a rare blend of humor, leadership, and audience participation in programs for companies such as Deutsche Bank, Hewlett-Packard, Samsung, Yahoo!, Allianz, and United Overseas Bank. Managers looking for effective applications of influence and communication often contact Mark to bridge that gap between knowledge and performance.

Always looking to take things to the next level, and to add value to his training programs and coaching sessions, Mark has recently completed his certifications in reading people for truth verification to help managers improve their communication.

Who should attend Critical Skill for Senior Managers?

Experienced managers and senior managers, HODs, managing directors and general managers.

Contents include:

Self Leadership and Personal Mastery

- * What is self leadership?
- * The ladder of inference – how beliefs drive behaviour
- * Getting intentional, how to elicit and apply core values
- * Personal and Leadership values in action

People Leadership

- * The choices – training, performance management, coaching or mentoring
- * What to when, why, where and with whom
- * Understanding how personality factors impact performance
- * Getting the best from people

Coaching and Mentoring for Talent Management

- * Advanced communication to provide structured and developmental feedback
- * Effective strategies to reinforce positive behaviour and change derailing actions
- * Coaching and mentoring as a leadership methodology
- * Mentoring and coaching skill sets

The Leaders as Culture Creator

- * The theory and practice of culture
- * Identifying the key characteristics of a vision and mission
- * Operationalising

- organisational values
- * Creating performance benchmarks
- * Establishing and execution culture

Creating, Developing and Achieving High Performance Teams

- * Understanding team dynamics
- * Critical factors in high performing teams
- * Team roles and working styles

Dealing with Conflict – A Positive Approach

- * Recognising and embracing conflict
- * Needs first solution later – a win/win approach
- * Developing assertive communication

Being Strategic

- * From tactical to strategic leader
- * Keys to formulating an effective strategy
- * Systems thinking and strategy models
- * How to use strategy as a framework for change initiatives
- * Strategy for competitive advantage

Testimonials for Critical Skills for Senior Managers

Leadership is everything! You've clearly shown us not only how to journey from managing self to becoming a business leader but given us tools and tangible targets to aim for and achieve. Thank you for taking me on this journey!"

→ Maureen Koh, Head of HR, SEB Bank