

First Time Managers

- The Manager as Coach

with Christina M.E. Dodd



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2022

5th - 6th September

Kuala Lumpur Malaysia



AYDAN GROUP
— INTERNATIONAL —
WORLD-CLASS STRATEGIC KNOWLEDGE

Programme Overview:

First time managers face so many expectations are expected to perform greatly right from day one – and most people walk into management unaware of the full nature of the role they have been landed – either by their own choice or by the choice of others.

With this program participants will have the opportunity to develop and refine some of the essential management skills needed to strengthen present day performance and build successful results for the future. This program develops the first time manager and it's a springboard to further development of leadership capabilities.

Participants will be able to know precisely their role and the critical part that emotional intelligence plays in performing their role. They will gain a better understanding of change and how to manage responses to change which forms a major part of any manager 's agenda in today 's business world.

Insights into the importance of excellent communication skills and knowledge of their own style of communication will help those who attend adapt to the styles of others in managing people more effectively, and know how to provide effective feedback that is crucial to develop performance.

The sessions in this program equip the new and emerging manager with the fundamentals that are involved in understanding difficult behaviors in the workplace and strategies to resolve conflict in a constructive way. Attendees will also learn how to delegate so that there is more time to provide quality management. Furthermore, the sessions explain cohesive and productive teams and teamwork, and ways to develop high performance.

Materials Provided

- ◀ Work book with related materials
- ◀ Suggested reading material for continuous learning
- ◀ Certificate of Attendance

Key Take-Aways From This Programme:

- ◀ Explain their role and responsibilities as a manager and team leader
- ◀ Provide clear and engaging direction to their team members
- ◀ Know different styles of communication and how to adapt their communication style to create understanding and rapport with others
- ◀ Understand the essential components to Emotional Intelligence and its contribution
- ◀ Be more knowledgeable about managing ourselves and emotions
- ◀ Identify strategies for helping team members cope with their potential responses to change in the workplace
- ◀ Recognize the characteristics of high performing teams and identify ways to engender effective team working
- ◀ Identify and practice techniques for managing difficult behavior in the workplace
- ◀ Give feedback to team members on their performance
- ◀ Have better time management skills through understanding importance of delegation
- ◀ Delegate tasks to team members in an engaging and supportive manner
- ◀ Act and manage teams with more confidence

Methodologies & Delivery

- ◀ Audience involvement with sharing/discussion of viewpoints
 - ◀ Facilitator and instructor-led discussion
 - ◀ Content is 20% theory, 80% experiential-based
 - ◀ Case studies and Assignments – individual and group basis
 - ◀ Video Clips – TED Talks and others
 - ◀ Observation/demonstration/practice
 - ◀ Individual reflection and contemplation
 - ◀ Interacting and working within a pair or group
 - ◀ Giving of feedback
 - ◀ Practical/tactile activities
 - ◀ Use of positive affirmations. action planning
 - ◀ Self-assessments – personality and soft skills based
- Empower Every Person Growing Individual and Organizational Prosperity for Positive Change

Programme Curriculum:

Module 1:

The Role of the Manager

- ◀ Understanding the role of the manager
- ◀ What management entails today
- ◀ The different types of people you will manage
- ◀ Personal management style
- ◀ Identifying the right type of support and development to give
- ◀ Knowing what is important first up!

Module 2:

Emotional Intelligence - what managers need to know!

- ◀ Definition of EQ is and its key components
- ◀ Occupational EQ and self-awareness
- ◀ Empathy and relationships for improved communications
- ◀ Managing your own emotions to positive outcomes
- ◀ Understanding change in others

Module 3:

Communication and Styles

- ◀ Perceptions and filters
- ◀ Appreciating different communication styles
- ◀ Identifying our own communication style and preference
- ◀ Adjusting to other communication styles when managing team members
- ◀ Individual questionnaire for completion and discussion
- ◀ Communicating clear direction and instructions
- ◀ Impact of verbal and non-verbal communication
- ◀ Listening with empathy: using agreement
- ◀ Adapting your communication

Module 4:

Change and Emotional Responses to Change

- ◀ The importance of being a change agent
- ◀ Business and personal impacts of failing to deal with people's needs and concerns
- ◀ Identifying our own response to change
- ◀ DREC change curve
- ◀ Identifying each phase and responding appropriately
- ◀ Conveying compelling reasons for change

Programme Curriculum:

Module 5:

Managing Difficult Behavior in the Workplace

- ◀ What causes difficult behavior?
- ◀ Strategies for responding to different behavior styles
- ◀ Re-thinking the conventional methods and strategies
- ◀ Resolving conflict in a constructive way
- ◀ Is conflict always a bad thing?
- ◀ What works for you and your team?

Module 6:

Managing Performance and Development – Feedback / Feed Forward

- ◀ Discussion about feedback and “feed forward”
- ◀ Purpose and benefits of giving and receiving feedback
- ◀ Scenarios that demonstrate failure to feed-back and feed-forward
- ◀ Opportunities for giving feedback
- ◀ Your style of giving feedback – does it work?

Module 7:

Delegation Skills

- ◀ Why is there so much fuss about being able to delegate?
- ◀ Identifying opportunities for delegation
- ◀ Skills and process for delegating effectively
- ◀ SKILL WILL Matrix – how it can assist you
- ◀ Measuring the impact of negative and positive delegation on you personally
- ◀ Its impact on your management of time and priorities and the consequences
- ◀ Its impact on your capabilities to further develop your staff

Module 8:

Characteristics of High Performance Teams

- ◀ Defining a team – don't go with the textbook definition
- ◀ Dr meredith belbin and belbin team assessment
- ◀ Characteristics of high performing teams
- ◀ Stages of group development
- ◀ Ways to engender team working
- ◀ What is important to you and your team?

Module 9:

Next Steps

- ◀ Review of personal management capabilities
- ◀ Establishing future learning goals
- ◀ Personal action planning

What Other's Say ...

"This is very good training and I have various key take away to be practice and adopted in my daily routine job. This is my first time attending a seminar under Aydan Group and I can say well done."

Mohd Nizam, Assist. General Manager- Telekom Malaysia

"A great training, very informative. Trainer gave us very good tips and tricks from real life experience. It is very relevant to my role. I learned a lot. Keep it up Aydan Group."

Ismail Panduk, CEO - Hicom Automotive Malaysia Sdn Bhd

"It has been enlightening and informative with motivations in some areas. Grounding and pointing out do's and don'ts with examples and how the information applies to us was the main strength to me. Good job Aydan Group."

Yeong Sook Kwan, Senior Vice President- Affin Hwang Investment Bank

"It was an amazing training, get positive energy. A lot of informative and useful technique to bring home and apply in my home. Thank you from Aydan group Sdn Bhd to make such a great Programs"

- Afandi Mohd Rafi, - P R executive, Permodalan Negeri Selangor Berhad

Meet Your Trainer

Christina thrives on assisting women, men and youth, to pursue their dreams and reach for their goals. Her belief that each and every individual can achieve a full and meaningful life, given the opportunity to learn, to be coached and positively encouraged, is her driving force and her motivation.

Her career spans 40 years in Australia, Thailand, Vietnam and South East Asia working in the elds of government, advertising & marketing, international executive search, and multi-level marketing (United States and SE Asia). In the USA Christina worked with leading motivational speakers and trainers to facilitate motivational, business and product seminars working with individuals, budding

entrepreneurs and new and existing business owners. This experience enriched her mind-set and repertoire of skills in the eld of human achievement and potential and as a result, set the stage for an adventurous and fulling career based around the “power of the individual”.

As a self-professed advocate for change Christina is actively working through her newly founded initiative EMPOWER EVERY PERSON to enlighten, encourage, and empower “every person” so they may become successful entrepreneurs and valued contributors to business sectors and society, and that they may attain a more meaningful and sustainable life for themselves and their families in a world of unpredictable times and escalating challenges. As an experienced trainer, Christina designs and conducts workshops pertaining to both personal and professional development with a focus on: soft skills, emotional intelligence, leadership and entrepreneurship. Her coaching extends to individuals, small business owners and corporate executives. Other specialties include public speaking on empowerment, consulting on learning and development strategies, competency assessments and personality / skills proling. She provides her services to multi-national companies, SMEs, government and non-government organizations, including selected private clients and individuals across the Asia Pacic – ASEAN region, through to India, the Middle East and Australia. Christina has designed and presented workshops for numerous companies and businesses some of which include: Michelin | Chevron | Deloitte |Accor | Bayer |Lotte |AON |KPMG | Indorama |Thomson Reuters Software |NOK Airlines |Suzuki |Vietnam Television |Ministry of Finance Vietnam | Savills | SHELL |ANZ Bank |Tourist Authority Thailand | Accenture.



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