



Australian
Institute of
Management
WESTERN AUSTRALIA

TRANSITION FROM SPECIALISTS TO FRONTLINE LEADERS

*A LEADERSHIP
PROGRAMME FOR NEW MANAGERS*

8 – 10 April 2019
Kuala Lumpur, Malaysia

TRANSITION FROM SPECIALISTS TO FRONTLINE LEADERS

The most challenging transition into management is the transition from being an individual contributor or specialist to a manager of people.

This programme is designed to polish and develop the management style and leadership skills of new managers or others in line for management responsibilities. It offers a unique opportunity to explore the fundamentals of self-management and managing the performance of others. It covers a range of people management skills and introduces participants to practical tools and strategies they can immediately apply back at the workplace.

Additional to the core interpersonal skills, the programme also covers managing performance, conflict and change – crucial skills for an effective people manager.

LEARNING OUTCOMES

Participants should be able to:

-  learn to manage personal work goals, set and meet their own work priorities
-  develop and maintain personal competence
-  manage performance of individuals in teams
-  address performance related issues
-  build support and commitment within the team.

WHO WILL BENEFIT

-  New managers
-  Managers or team leaders who wish to consolidate their management style
-  People who are about to accept a management position, or
-  People who are planning a career in management.

CONTENT

- The successful new manager
- Goal setting, prioritising and delivering results
- Developing your emotional intelligence
- Leadership styles
- Delegation
- Managing performance and coaching
- Giving and receiving feedback
- Problem solving and decision making
- Handling conflict
- Motivating self and others
- Managing change
- Driving team performance
- Implement operational plans.

THE PROGRAMME

DAILY AGENDA

DAY ONE

- Welcome & Introductions
- 3-day Program Outline and Expectations

Transition from Specialist to Manager

- Case study: Sandie's Promotion to 'Manager'
- What is a Manager?
- Management Model on Managerial Effectiveness

Personal Capability and Managing Your Professional Development

- Emotional Intelligence
- Understanding Your Own Professional Development Needs
- Understanding How You Learn Best

Focusing on Results

- The Goal Setting Process
- Identifying Performance Goals and Objectives – 'The Turnaround Game'

DAY TWO

- Review of Day 1
- Cont'd – 'The Turnaround Game'

Effective Time Management

- Elements of Effective Time Management
- The Urgency vs Important Matrix
- ABC Priority System
- Being a Role Model

Analysing Staff Performance

- Dealing with Individual Staff Performance Issue(s)
- Troubleshooting Performance Problems
- Manage Performance Checklist
- Using a Coaching Approach to Enable Employee Performance

Leadership – Enabling People to Act!

- Leadership Practices
- Enabling Others to Act
- Determining Your Leadership 'Adaptability'
- The 'Leadership Window'
- Analysing Your Choices
- The Bill Pertwee Case

Delegating Effectively

- How to Select Tasks to Delegate
- Delegation and Development
- Delegation and Authority

Motivation

- Instilling Motivation in the Workplace

DAY THREE

- **Review of Day 2**

Communication

- Understanding Communication
- Questioning and Listening Skills
- How Good a Listener Are You?
- Active Listening
- Reflecting Feelings
- Non-Verbal Behaviours
- Giving Constructive Feedback
- Briefing Others

Leading a Team

- Exercise: Team Effectiveness
- Exercise: SWOT
- Phases of Team Development
- Developing a Team Charter

Leading Organisational Change

- Change Issues
- Implications of Change for Your Business
- Implementing Effective Change – an 8-Step Process
- Force Field Analysis
- Making the Change Stick

Implementing Operational Plans

- The Need to Plan and Its Benefits
- Types of Plans
- Fayol's 5 Management Functions
- Overview of the Operational Planning Process

Action Planning – Turning Learning Into Doing

THE CONSULTANT



MR CHRIS WILLIAMS

Chris is a highly engaging and knowledgeable facilitator and consultant who has held numerous management and senior leadership roles gained from over 20 years in the Finance and Training sector, where he quickly developed his passion for leadership and inspiring people to perform to the best of their ability.

As one of AIM WA's Senior Consultants, Chris is responsible for the design, facilitation, and programme direction of many of AIM WA's leadership programmes at different levels both locally and internationally, as well as being an integral part of Leadership Development in the South East Asian region.

Chris' dynamic presentation style has seen him gain accolades from many industry sectors, including finance, retail, oil and gas, not for profit and the public sectors. His philosophy is that a learning environment should be one where people are engaged in the learning process and constantly sharing and reflecting on their own experiences. He customises and crafts his workshops accordingly to incorporate elements of humour, depth and interactivity to create an environment where people are challenged, stimulated and above all, inspired to learn.

Chris' extensive industry experience as a Practitioner has given him a commercial depth that balances "practicality and creativity" in his facilitation. A very engaging facilitator, Chris has been delivering a wide range of Management and Executive Programmes throughout Australia, Asia and the Middle East.

TESTIMONIALS



Chris was very on point with his advice and programme. His experience with some of the programme overview does help me to understand better on the module.



The module assisted my learning, and Chris is very engaging with all of us, give us a challenge and make us understand. Hopefully I can implement in our workplace.



Chris was a great facilitator and I admired him on how he conducted the programme



Chris encouraged me to take charge of my career, helping to be more successful in the workplace.

THE ORGANISERS

Australian Institute of Management, Western Australia (AIM WA)

Improving the Performance of Managers, Leaders and Organisations for over 60 years.



The Australian Institute of Management in Western Australia (AIM WA) aspires to be an international leader in shaping management, leadership and organisational excellence in Australia and our region. AIM WA is a private not-for-profit organisation, committed to the development and performance improvement of its clients across the commercial, government, community and not-for-profit sectors.

Founded in 1957, AIM WA is at the forefront of learning and development services and provides a wide range of products and services specifically designed to help improve the performance of managers, leaders and organisations. The institute is committed to delivering highly practical, immediately applicable and relevant performance improvement initiatives that ensure success.

AIM WA International

The Institute is increasingly strengthening its presence in Asia. Our focus on global best practices and concepts underpinned by practical and immediately applicable tools make our programmes and interventions relevant, impactful and results-oriented.

The Institute leverages its long-term association with esteemed institutions namely Harvard Business School, Stanford Business School, London Business School, INSEAD (France), and its joint venture with the University of Western Australia Business School (AIM-UWA Business School Executive Education) to ensure that the Region gains access to leading edge international faculty together with the applied focus of Western Australia's leading learning and development institutes.

RAM Training

Where Knowledge Comes Alive



As the country's trailblazer in credit rating, RAM was entrusted with the responsibility of educating the Malaysian capital market about bonds, a relatively new and alternative form of financing in the country at that time. The aim was towards developing a knowledgeable and sophisticated bond market in Malaysia.

RAM pledged its commitment towards this entrusted role of market educator on bonds by committing significant time, financial and human resources in cultivating an enlightened and savvy debt capital market.

Careful research was done continually to assess the education needs of the market. Relevant trainings and workshops were conducted regularly for RAM's rating clients and their advisers, professionals, directors and investors alike to meet those needs. Thus, the birth of RAM's Training Division to ensure focus and the highest quality in deliverables as validation of RAM's dedication in developing an informed and sophisticated bond market in Malaysia.

Today, after almost two decades of being in training business, coupled with its almost 30 years of credit rating experience, RAM's Training Division had conducted more than 5,000 workshops and seminars and has trained over 60,000 participants. Training programmes conducted by RAM Training do not focus solely on enhancing the technical skills of professionals but are also aimed at reinforcing and enhancing values of professionalism, integrity, leadership and creative thinking among the participants. The core of RAM's vocation in training is to develop human capital equipped for the impending challenges and opportunities in the 21st century.

A Leadership Programme for New Managers

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Kuala Lumpur

REGISTRATION FORM (TSFL/APR/19)

Registration Fee

Register by:

<input type="checkbox"/> 31 January 2019	<input type="checkbox"/> 28 February 2019	<input type="checkbox"/> After 28 February 2019
RM4,240.00 / USD1,060.00	RM4,770.00 / USD1,193.00	RM5,300.00 / USD1,325.00

* Call us for group discounts.

Participant Details 1

Salutation	Full Name	
Designation	Department	Organisation
Telephone	Mobile	E-mail Address

Participant Details 2

Salutation	Full Name	
Designation	Department	Organisation
Telephone	Mobile	E-mail Address

Organisation Address
Postcode

HR Contact Person	Designation	Department
Telephone	Mobile	E-mail Address

Terms and Conditions

- Should a delegate be unable to attend, a substitute may attend in his/her place at no extra charge.
All replacements must be received in writing via email to zurina@ram.com.my.
- All cancellations must be received in writing via email before 1 March 2019 and a refund (less an administrative charge of 20%) will be made.
- Cancellation after 1 March 2019 or for no-show on the day of the programme, no refunds will be entertained.

Payment Details

- The total registration fee should be net of all taxes, bank charges or any deductions of any kind under the law of the jurisdiction from which such payment is made.
- Confirmation of seat is upon receipt of full payment.
- Full payment must be received with registration.
- All payments to be made payable to :
"RAM HOLDINGS BERHAD"
- If payment is made via Internet Bank Transfer (IBG), kindly provide the payment notification/advice slip immediately after remittance.

For enquiries

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