

EFFECTIVE LEADERSHIP SKILLS

INTRODUCTION

To be effective is the job of a Leader, whether he works in a business, manufacturing operations, service-oriented industry, university, army or government agency. The leader is, first of all, expected to *get the right things done*. Effectiveness has little correlation with intelligence. While intelligence, imagination, and knowledge are essential resources, only effectiveness converts them into *results*. By themselves, intelligence, imagination, and knowledge only set limits to what can be attained. Effective leaders first lead themselves (especially their habits) before they can lead others. They work hard to achieve *personal and interpersonal effectiveness*.. Habits (which encompass skills, attitude and knowledge) are powerful factors in the life of an effective leader. They express one's character and produce one's effectiveness -- or ineffectiveness. Habits are like gravity pull; it can work with us or against us. It is a powerful force, and if we can use it effectively we can use the gravity pull of habit to create the cohesiveness and order necessary to establish effectiveness in our lives. This training program explore the habits of effective leaders, compiled from insightful teachings from management Gurus such as Peter F. Ducker, Stephen R. Covey, and many others. This program includes discussions, individual exercises, video, role play and group work to give participants the best opportunities for learning – and reinforce those learning into their lives.

COURSE CONTENTS:

1. Introduction:
 - Thinking “out-of-the-box”
 - Habits & Personal Effectiveness
 - Aligning learning to Natural Principles
2. The study of Personal Effectiveness
 - What is Personal Effectiveness?
 - Overview study from Peter F. Drucker
 - Overview study from Stephen R. Covey.
 - Examples from great leaders
3. Skills for Personal Effectiveness:
 - Self-motivation for improvements.
 - Mental visualization & consequence thinking.
 - Prioritizing first thing first
 - Time Management and Delegation
4. Skills for Interpersonal Effectiveness
 - Establishing effective communication
 - Establishing win-win alternatives
5. Principles for Interaction Skills:
 - Focusing on the situation, behavior rather than on the person
 - Maintaining self-esteem and good relationship with others
 - Always make things better
 - Leading by example
6. Self-renewal lifestyle
 - Kaizen principle of Continuous Improvements.
 - “Taking care of the roots”
7. Exercises:

- Case Studies
- Video
- Individual and group exercises.
- Role-play

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand the important of effective Leadership role in the organization
- Recognize the challenges facing today's Leaders
- Learn self-motivation and skills for personal effectiveness.
- Learn the skills for inter-personal effectiveness
- Learn the principles for human interaction skills

WHO SHOULD ATTEND:

- Managers, Engineers, Executives, Supervisors – all those who are in leadership position or who want to prepare for a future leadership position.

ADMINISTRATIVE DETAILS

Duration : 2 days
 Time : 9.00am – 5.00pm
 Venue : In-house or external training program

Language Medium: English

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration (MBA) and a B.Sc (Hons) degree in Physics. He has more than 24 years of work experiences, of which 17 years are in Training & Development related field, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions.

He now served as an associate consultant and a freelance corporate trainer to several training providers in Malaysia, China, Singapore & Sudan Africa. He has conducted many training programs for both multinational and local companies. He also served as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), International Centre for Quality, Sudan. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *Performance Management System (PMS)*, *Managerial Decisions & Business Modeling*, *Managerial Statistics*, *Effective Leadership Skills*, *Train-The-Trainer*, *Total Quality Management (TQM)*, *Statistical Process Control (SPC)*, *Quality Control Circles (QCC)*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *5S Good Housekeeping*, *QIT*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Communication and Leadership Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Management, Quality and IT tools and techniques.