



Decide with Confidence

# DEVELOPING POWERFUL LEADERSHIP SKILLS

This course is aimed at helping participants to develop a plan for personal development covering their working life and leadership role. Improve their ability to cope with the various difficult situations that are unavoidable in their day-to-day dealings at the workplace and with their employees. Participants will understand and be able to apply the skills of motivation, mentoring, inducing creativity, and positive thinking to others and to themselves.

## Who Should Attend

This program is highly recommended for managers, executives and supervisors, whose job requires them to lead, motivate and inspire employees to achieve higher productivity and better performance in the workplace.

## Methodology

This 1-day workshop uses a combination of seminar-style delivery, games, case studies and group discussions to relate the whole learning concept.

## Course Contents

### Understanding the Role of a Leader

- Becoming a Leader-Manager-Mentor
- Understanding and Managing 4 Generations of Workforce
- 4 Principles of Leadership

### 4 Guiding Principles of Leadership-Mentoring

- Be A Center leader – the role of a Connector (Communication)
- Create a Value-Added Vision
- Share Your Power – Delegation and Empowerment
- Be a Master Teacher and a Master Learner – Coaching and Mentoring

### 4 Work-Leader Roles

- Be a Team Player – Principles of Motivation and Retaining the Right Employees
- Be a Leader of Change – Becoming a Transformation Leader
- Seek & Tell the Truth
- Chart a Global Course

## Trainer Profile – Mr. Peter Ng

Peter Ng is a business consultant, seminar speaker, workshop leader, and a life coach. He delivers over 100 programs a year in Singapore and the Asia region. He has been invited to speak and train in the USA, Mexico, The Bahamas, Australia, Indonesia, Laos, Myanmar, Vietnam, Malaysia, and many other countries. His reputation as an inspiring, exciting, and change-producing speaker, trainer and coach gives him global acclaim. Peter inspires his audiences to greater levels of achievement by stimulating the human potential and using powerful delivery and new insights to teach and motivate.

Peter has been appointed the customer service trainer for Raffles International Limited since 1999, and has developed 2 proprietary programs titled 'Raffles Difference' and 'Raffles GuestXperience' which is used across all properties worldwide. He has also trained for Raffles International & Resorts in the 'RafflesSense' – building powerful branding through touch, taste, smell, sight, and sound.

Peter, who is a Founding Member of the **Asia Professional Speakers - Singapore (APS)**, an affiliate to National Speakers Association (NSA) USA, graduated from Walt Disney's University with a major in Customers' Psychology and holds a Master of Arts degree in Tertiary, Adult and Continuing Education, University of Hull, UK. **Service Quality Institute, USA**, has appointed him as their Asia Pacific Representative. He is also the co-Founder and former Academic Dean of **Professional Speaking and Training Institute (PSTI)**, an institute which helps individuals grow in their career and as professional speaker and trainer.

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Date: 23 October 2009

Venue: Training Choice, Fortune Centre

Fee: [ ] S\$380 for D&B Subscriber [ ] S\$460 for Non-subscriber

**EARLY BIRD – Fax in your registration before 24 September to receive a 10% off regular fee  
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

**Fax the completed registration form to 6778 3853**

## Participant(s) Information

**Name 1:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 2:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 3:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Company's Information

**Name of Company:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **(Postal Code)** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Liaison Officer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Payment Information

[ ] D&B subscription units (Account no: \_\_\_\_\_)  
[ ] \* Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*  
[ ] \* VISA [ ] Mastercard [ ] Amex  
**Card no:** \_\_\_\_\_ **Expiry date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_ *(\*GST applies for cheque & credit card payment)*

## Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances