

# Management Skills for Today's Managers (With LEADERSHIP® Principles)



Decide with Confidence

The 21<sup>st</sup> century has taken such a great evolution that managing people today isn't as easy as it used to be. In the first place, people today do not like to be managed, but they want to be led. Consider these five characteristics of members of the contemporary workforce:

- Well-educated
- Proud of Achievements
- Zealous of freedom
- Motivated by New Values
- Wanting substantial control over their own function

Management Skills for Today's Managers with LEADERSHIP® Principles will prove invaluable in helping both existing and aspiring leaders to motivate and inspire everyone in the team, meeting the challenge of fostering and maintaining a well-coordinated high-performance team capable of achieving clear business objectives.

## Learning Objectives

- ⇒ Discover what today's managers do; the challenges they faced; and what it takes to be a manager in today's world
- ⇒ Understand the Generation Values and How to Manage the Differing Values
- ⇒ Learn the 10 essential principles which goes beyond the basics, to be a successful manager in the 21<sup>st</sup> century

## Course Outline

### **Understanding the Leadership Role in the 21<sup>st</sup> Century**

- Changing leadership mindset
- Every one is a leader
- Leadership is Influence
- Understanding the concept of Individual-Focused Leadership
- Managing 4 Generations of Workforce and their Motivational Values
- Human Capital in the 21<sup>st</sup> Century

### **LEADERSHIP® Principles**

- Understanding the 10 LEADERSHIP® Principles of the 21<sup>st</sup> century
- Not Managing But Leading

### **Leading Professionals**

- The changing expectations of our younger employees
- Leading the Professional Employees
- Understanding the needs of X'ers and Nexters Generations
- Motivating for Higher Efficiency and Greater Performance

### **Emotional Intelligence**

- Linking Emotional Intelligence and Leadership
- Differences of Leaders with High EI and Low EI
- Understanding the Intrapersonal and Interpersonal Qualities associated with EI

### **Aligning Vision and Goals**

- Understanding Vision and Goals
- Involving team members in vision and goals
- Increasing enthusiasm for the team with vision and goals

### **Developing Potentials**

- Developing the unique talent possess by individuals
- Working with individual strengths
- Making your employees feels valued

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## Enabling Partnerships

- Empowerment is sidelined; Enabling is power
- Maximizing employees input and contributions
- Removing obstacles and barriers for greater productivity

## Result-Oriented

- Energizing employees
- Leading with commitment; compassion; and encouragement
- Learning from mistakes

## Synergy

- Synergizing strengths is beyond team working
- Power of sharing and collaboration
- Synergizing for Results

## Healings

- Understanding the four common conflicts in working with professionals
- Handling of poor performance
- Healing Needs Analyzer
- Managing Interpersonal disagreements

## Integrity

- Importance of Integrity in leadership
- Re-developing of trust in relationships
- Developing the True Leadership Character

## Positive Perceptions

- Critical need for positive perceptions
- Maintaining positive mental attitude
- Knowing what it take to be a leader in the 21<sup>st</sup> century

## Who Will Benefit Most From This Course?

This course is highly recommended for managers and executives, whose job requires them to lead, motivate and inspire employees and individuals, to achieve higher productivity and better performance in the workplace. This is also a great course to prepare identified employees with the potential to be promoted to a higher position for them to manage and lead a team of co-workers.

## About the Trainer – 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:** 29 February 2008, 9am – 5pm  
**Venue:** Grand Park Plaza Hotel, City Hall

**Fee:** [ ] S\$365 for D&B Subscriber [ ] S\$405 for Non-subscriber  
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 28 Jan to receive a 10% off usual fee  
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee**

**Fax the completed registration form to 6318 7832**

## Participant Profile

**Name 1:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name 2:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name 3:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name of Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **(S)** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Liaison Officer:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

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