

Management Skills for Today's Manager



Decide with Confidence

With LEADERSHIP[®] Principles

Understanding the changing needs of the 21st century Manager

Everything within the system of the organization is acted upon by **people**. People are the organization. The strength and power of the organization is not as much dependent upon its material assets and resources as it is upon the resourcefulness of its people.

If there is one responsibility of today's manager that's different from those of an earlier era, it is the imperative to manage change and the differing workers values.

The 21st 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

Due to the nature of their development, many young professionals prefer to do things on their own, in their own way. A company's best talents may not take too kindly to being told what to do and when to do it, and be unenthusiastic about working in a team, as they usually prefer to rely heavily on their own expertise to get a job done.

For those managers who have been working in the 21st century, operating in a 'leaner and meaner' structure has translated to broader responsibilities with increasing pressure to produce more with fewer resources. In this pressure-packed environment, successful managers must use the role of leadership to help people exercise the freedom to make decisions, respond quickly to situations, networking for higher efficiency, have the ability to work with peers, retaining the right employees, and produce the results needed by their organization.

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.

To achieve success in today's unpredictable economy, leaders need to understand the principles of leading professionals; possess emotional intelligence; develop potentials; enabling partnerships; and maintaining positive perceptions of all things to come.

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 21st 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.

Training Methodology

This 1-day course uses the combination of seminar-style delivery, games, group exercises and discussions to relate to the whole learning concepts and experience.

Participants will be given the full set of materials comprising of all the essential leadership skills to lead the workforce of this new generation.

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Course Outline

Understanding the Leadership Role in the 21st 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 21st Century

LEADERSHIP[®] Principles

- Understanding the 10 LEADERSHIP[®] Principles of the 21st 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

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 21st century

Profile of 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, 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: 17 April 2009, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$400 for D&B Subscriber [] S\$500 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 16 Mar 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 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

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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.