

LEADERSHIP ENHANCEMENT IN COMMUNICATION & MANAGING PEOPLE

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

“The model of effective communication is often taken for granted, to be set clear objectives in the beginning would be much greater”

Communication is the most important skills at workplace but it's often one of skills lacking in people, particularly in their early stage of career. Today's working environment it's a challenge for all generations to communicate effectively. Traditionalist, Baby Boomers and Gen Xers and Gen Ys were taught different principles of communications. People may know 'the reason to communicate' but may not know 'the what, when and how' of effective communication at workplace.

BENEFITS

Upon completion of this program, participants will be able to:

- Developing understanding towards effective communication
- Becoming competent in communicating with myself and others
- Gain and use power and influence positively in working environment
- Identifying motivation factor of employees at workplace
- Discovering Team DiSC Profile
- Building stronger relationship and strengthen trust

KEY CONTENT

MODULE 1: EFFECTIVE COMMUNICATION PRINCIPLES

- Introduction to the Communication Model
- The channels and principles in Communication
- LEAD Enhancement Tool 1 (NLP Communication Model)

MODULE 2: DISC IN MANAGING PEOPLE

- The patterns of people
- Reading DiSC Language
- LEAD Enhancement Tool 2 – Team DiSC

Meta Program (Human Pattern)

- Basic Motivation
- Desires
- Response best to Leader who is?
- Need to Learn

Reading DiSC Language (NLP)

- Choice of Words
- Phrases & Adapt
- Listening Skills
- Thinking & Processing Skills

Learning Elements:

Reflection:

- Developing knowledge on understanding human behaviour
- Discovering ways and tools to work with different people
- Learning from Success, Failure & Progress

Activities:

- Team Exercise – Team DiSC

MODULE 3: EQ HIGH PERFORMING MODEL

- Leadership Vital Signs
- Team Vital Signs
- LEAD Enhancement Tool 3 (EQ Vital Signs)

Leadership & Team Vital Signs

- Trust

- Motivation
- Change
- Execution
- Teamwork

MODULE 4: MOTIVATING PEOPLE

- Know your People and Generation @ Work
- Handling Difficult People
- LEAD Enhancement Tools 4 (Motivational Analysis)

Generation @ Work

- Baby boomers
- Gen-X
- Gen-Y
- Millennium

Learning Elements:

Reflection:

- Developing knowledge on understanding Generation @ Work
- Discovering ways and tools to work motivating people

Activities:

- Team Exercise – Motivational Analysis

MODULE 5: MOVING FORWARD PLAN

- Personal Action Plan
- Team Action Plan
- Organizational Action Plan

AUDIENCE

This course is suitable for:

- Managers
- Senior Managers
- Managers Roles to Leaders Role

METHODOLOGY

The method of learning would include:

- Content Based / Materials
- Audio/ visual aids
- Working models
- Case studies / role plays
- Feedback / sharing
- Assessment Tools
- Experiential Learning Activities