

LEADERSHIP IS ACTION, NOT POSITION

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

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



INTRODUCTION

Assertive capability is one of the key elements that affect a supervisor and/ or leader's credibility. Assertive decisions made by the supervisors/ leaders are crucial to the success or failure of a specific task and/ or project. This training programme will help you to improve your organization's bottom line, by providing the knowledge and skills towards application of the essential supervisory leadership competencies through an experiential approach, whereby participants will learn through actual doing.

BENEFITS

Upon completing this program, you will be able to:

- Plan, Organise, Lead and Control competently (P.O.L.C Cycle),
- Apply the RIGHT leadership style on the RIGHT occasion towards effective execution of decision (Situational Leadership Concept)
- Demonstrate the capability of understanding a problem from different perspectives towards effective decision making (C.U.T.E Principle)

KEY CONTENT

MODULE 1: SUPERVISING AND LEADING THROUGH 'COMPASS' TOWARDS TEAM EFFECTIVENESS

- The TWO (2) C's paradox of building leadership assertiveness
 - Leading through 'COMPASS'
 - Leading through 'CLOCK'
- Operational Planning and Organizing
 - Practice Prioritization Effectively – *Importance vs. Urgency Matrix*
 - Establish Focus Tactically– *Determine the highest priority*
 - Utilise Manpower Efficiently – *Jobs distribution*
 - Determine Process Improvement – *Determine the best work processes*
- Leading and Controlling at The Workplace
 - Four Types of Leadership Style.
 - Autocratic – Do It My Way
 - Bureaucratic – By The Book

- Democratic – Let's Vote On It
- Laissez Faire – Hands Off
- Leadership Styles and Decision Making

MODULE 2: BE A LEADER OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE

- The FIVE (5) R's of Assertive Team's Engagement.
 - Right, Relationships, Results, Reproduce, Respect
- Leadership By Example
 - Managing Your Circle of Influence
 - Influence, Perception, Behaviour
 - Who You Are, Is Who You Attract
 - The Law of Suggestion
 - The Law of Attraction
- Motivate and Coach Your TEAM to Make Positive Change Happens
 - UNLEASH Your Team's Talent to Attain Positive Change
 - CLEAR THE PATH to Enhance Team's Level of Initiative
 - Extend TRUST to Increase Team's Level of Engagement in Change
 - Value TEAM SYNERGY Towards Effective Positive Change
- Overcome ROADBLOCKS to Change
 - Banish TEAM'S DECEPTION to Change
 - Beat the Common CHANGE BLOCKERS – The 'F.E.A.R' in Your Team
 - Win the Struggle WITHIN
 - Overcome PROCRASTINATION

MODULE 3: EFFECTIVE WORKPLACE PROBLEM SOLVING AND DECISION MAKING

- Control Emotion and Reaction When Handling a Problem
 - Comprehend why problems arise - The 90/10 Rules
 - The fundamentals of emotional intelligence in handling problems
- Understand The Problem From Different Perspectives
 - Understand and appraise a problem
 - Act F.A.S.T.
 - Focus
 - Ask To Clarify
 - Seek To Understand
 - Take The Right Action, Right
- Think of possible alternatives to make the best decision
 - Clarify solution purpose
 - Balance the benefits and risks of each alternative
 - Determine the best decision
- Evaluate your decision towards the right action
 - Produce and enhance action plans
 - Rectify potential problems
 - Establish preventive actions
 - Determine contingent actions

AUDIENCE

Team Leaders, Supervisors, Executives