



Executive to Manager- The Transition Workshop

Date: 9th – 10th June 2010

Organized By: **ATCEN** SM ACADEMY

Venue: JW Marriott Hotel Kuala Lumpur

Workshop Description

For organizations, the promotion of staff is a regular occurrence. However one of the most daunting promotions is that from an Executive one day to that of being a Manager the next. A day before one is responsible for completing one's personal tasks and the next, managing the task of 20 others.

Many companies expect a smooth transition from an executive to a manager however the truth is that the journey long and tricky. It is therefore critical that the questions and doubts of the newly promoted managers be dispelled as soon as possible.

This Workshop is designed for recently appointed Managers. It is presented in two parts, beginning with the personal development skills needed for the new manager and thereafter proceeding to the management of others.

Using real world scenarios it covers the skills required to make the adjustment from working alongside colleagues to managing and motivating them to work with you as the boss.

It also includes appropriate attitude when dealing with employees, making a positive first impression, gaining respect as a new manager, and maintaining control to enhance productivity.

Workshop Objectives

- Clearly articulate your role and responsibilities as a Manager;
- Be aware of your strengths and weaknesses in managing others;
- Develop better interpersonal skills and communication skills;
- Determine the best ways to communicate throughout your organization;
- Learn and apply the principles of situational leadership;
- Effectively manage the performance of your direct reports;
- Capitalize on your employees' natural motivators for success;
- Identify the benefits and steps to effective delegation and empowerment.

Who Should Attend?

- Executives
- New Managers



The Asia Entrepreneur Alliance Worldwide awarded the **3rd Asia Pacific Super Excellent Brand Award - Service Excellence** to ATCEN Sdn Bhd in January 2008.

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Introduction

- Identifying the Role of A Manager?
- What and Who is an Effective Manager
- Principles of being an Effective Manager

Managing Yourself

Module 1: Connecting with the Leader In You

- Understanding The Basic 4 Different Personality Types.
- Examining Your Personality Profile And Your Management Style.
- Understand The Strength And Weakness Of Your Management Style.
- *Exercise: Personality Types*

Module 2: Be Seen As A Role Model

- Know Your Responsibilities in Managing Others' Performances
- Understand the Performance-Management Process
- Set Expectations That Will Achieve Results
- *Activity: Feedback Session*

Module 3: Communication From the Perspective of A Manager

- Principles Of Supportive Communication and Its Importance
- Manage Upward Communication to the Boss
- Run Effective Meetings

Module 4: Managing Myself As A Manager

- Establishing my Personal Goals
- The Time Management Grid
- Eliminating Typical Procrastinators & Time Wasting Activities and Setting Priorities
- *Exercise: Eliminating tasks from my Schedule.*

Managing Others

Module 5: Developing Delegation and Empowering Skills

- Understanding Empowerment and Its Dimensions
- The Approaches In Developing Empowerment
- The Importance Of Delegating The Right Job For The Right Individual At The Right Time
- *Activity: Can you get it done well?*

Module 6: Motivating Others

- Continuously Increasing Motivation and Performance
- Fostering a Motivating Work Environment By Key Elements Of An Integrative Motivation Program
- Tools of Motivation

Module 7: Developing Conflict Management Skills

- Managing Interpersonal Conflict
- Know What You Want to Address and the Outcome
- The Need for Command and Assertiveness
- *Exercise: Conflict Role Plays*

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1700	End of Workshop

The above Chronology applicable for Day 1 and Day 2

Facilitator Profile



Jeremy Lee
Principal Consultant
ATCEN Sdn Bhd

Jeremy serves as Principal Consultant and Group CFO for the ATCEN Group. Jeremy is a Certified Personal Profiler and Human Job Analysis, with Thomas Crowne International, a Chartered Management Accountant (ACMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a member of the Malaysian Association of Professional Speakers (MAPS) and International Federation of Professional Speakers.

Jeremy is a highly sought after Business Process Enhancement, Performance Optimization, Human Performance Improvement consultant in the Service Industry.

With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, sales, negotiation skills, communication skills and coaching skills. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK and China. He is extremely capable to manage people from different cultural backgrounds and levels.

He is experienced in coaching and mentoring many types of people under various circumstances. Jeremy has lead many of these individuals to gain fantastic performance results at work and fulfillment in their life. As a coach he is recognized as a great listener, focused and flexible in his approach to getting the best out from individuals.

Jeremy has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor.

Clientele

Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd
Affin Bank Berhad
Aims Data Centre Sdn Bhd
Airfoil Services Sdn Bhd
Ajinamoto (M) Bhd
Alcan Packaging Malaysia
Alliance Banking Group
Allianz Life Insurance Malaysia Berhad
ALSTOM Asia Pacific Sdn Bhd
Amanah Raya Berhad
AmBank (Malaysia) Berhad
AmG Insurance Bhd
AmLife Insurance Berhad
Amway (M) Sdn Bhd
Arachem Tech Training Ctr
Autoliv Hirota SRS Sdn Bhd
Automobiles Peugeot
AXA Affin General Insurance Bhd
Axon Solutions Sdn Bhd
Bank Islam Malaysia Bhd
Bank Negara Malaysia
Bank Rakyat
Beaforce Ipsen International
Blue Scope Steel (M) Sdn Bhd
BMW Malaysia Sdn Bhd
Bousted Petroleum Marketing Sdn Bhd
Business Information Technology
Byte Craft Sdn Bhd
Canon Marketing (M) Sdn Bhd
Celcom (M) Sdn Bhd
Central Forwarding Agency Sdn Bhd
Century Total Logistics Sdn Bhd
Chemopharm Sdn Bhd
CIMB Bank Berhad
CL Computers (M) Sdn Bhd
CMCM Perniagaan Sdn Bhd
CNI Enterprise (M) Sdn Bhd
Colgate Palmolive (M) Sdn Bhd
Computer Systems Advisers (M) Berhad
Credit Guarantee Corporation (M) Bhd
CSA EPIC-I Sdn Bhd
D G Kom Sendirian Berhad
Dagang Net Technologies Sdn Bhd
Datacom South East Asia (M) Sdn Bhd
Datacraft Advanced Network Services Sdn Bhd
Dell Global Business Center Sdn Bhd
DHL Express (Malaysia) Sdn Bhd
Dialog Telekom Limited
Diethelm (M) Sdn Bhd
DIGI Telecommunications Sdn Bhd
Dumex (Malaysia) Sdn Bhd
East of Suez Holdings Sdn Bhd
ECM Libra Investment Bank Berhad
ECS Pericomp Sdn. Bhd.
Edaran Tan Chong Motor Sdn Bhd
E-Genting Sdn Bhd
Entellium Technologies Sdn Bhd
EON Bank Berhad
EPF Social Security Training Institute (ESSET)
EPIC-I Sdn Bhd
EPS Computer Systems Sdn Bhd
Ericsson Malaysia
Etiqa Insurance Bhd
Etiqa Takaful Bhd
Euritech (Malaysia) Sdn Bhd
Formis Software Dynamics Sdn Bhd
Fresenius Medical Care Malaysia Sdn Bhd
Frontline Technologies Malaysia Sdn Bhd
FSBM Mantissa (M) Sdn Bhd
Fuji Xerox Asia Pacific Pte. Ltd
Fujitsu (Malaysia) Sdn Bhd
Gagasan Carriers Sdn Bhd
Gapurna Technologies Sdn Bhd
Genting Information Knowledge Enterprise Sdn Bhd
Global Transit Communications Sdn Bhd
Group Associated (C&L) Sdn Bhd
Grundfos Pumps Sdn Bhd
Gucci (Malaysia) Sdn Bhd
Guinness Anchor Berhad
HeiTech Padu Bhd
Hewlett-Packard Sales Malaysia Sdn Bhd
Hilton Petaling Jaya
Honda Malaysia Sdn Bhd
ICI Paints (Malaysia) Sdn Bhd
IITC Global Technology Sdn Bhd
IMU Education Sdn Bhd
InfoConnect Sdn Bhd
ING Insurance Bhd
interTouch (Malaysia) Sdn Bhd
iPerintis Sdn Bhd
Islamic Banking and Finance Institute Malaysia Sdn Bhd
ISS Consulting (M) Sdn Bhd
IT-365 Malaysia Sdn Bhd
ITApps Sdn Bhd
Jabatan Pengangkutan Jalan
Jabatan Pentadbiran Latihan
Jebsen & Jessen Communication Solutions (M) Sdn Bhd
Johnson Controls (M) Sdn Bhd
Kannal Solutions Sdn Bhd
Keretapi Tanah Melayu Berhad
Khazanah Nasional Berhad
Kolej Yayasan UEM
Kualiti Alam Sdn Bhd
Kurnia Insurance (M) Bhd
Lafarge Cement Sdn Bhd
Majlis Amanah Rakyat (MARA)
Malayan Banking Berhad
Malayan Cement Industries Sdn Bhd
Malaysia National Insurance Berhad
Malaysian Assurance Alliance Berhad
Maxfame Technologies Sdn Bhd
Mayban Fortis Holdings Berhad
Mayban General Assurance
Mayban General Assurance Berhad
MBF Cards (M) Sdn Bhd
McKinnon & Clarke Sdn Bhd
MEASAT Satellite Systems Sdn Bhd
Media Prima Berhad
MEPS (1997) Sdn Bhd
Mesiniaga Bhd
Mexter MSC Sdn Bhd
Mid Valley City Sdn Bhd
MISC Berhad
Mitsui Soko (M) Sdn Bhd
MnEBay (M) Sdn Bhd
MNRB Holdings Berhad
Modipalm Engineering Sdn Bhd
MoHR
M'sian Life Reinsurance Grp Bhd
Multimedia College
N2N Connect Berhad
NCH Corp (M) Sdn Bhd
NEC Corporation of Malaysia Sdn Bhd
Netstar Advanced Systems Sdn Bhd
OCBC Bank (M) Bhd
OMD (M) Sdn Bhd
Optimal Chemicals (M) Sdn Bhd
Oracle Corp (M) Sdn Bhd
P & O Global Technologies Sdn Bhd
Panglobal Insurance Berhad
Paradigm Systems Berhad
Pembangunan Sumber Manusia Berhad
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd
Pernec Corporation Berhad
Pharmaniaga Logistics Sdn Bhd
Plus Expressways Berhad
Power Innovations Sdn Bhd
Premier Lubricants (M) Sdn Bhd
Prometric BV
Prometric Technology Sdn Bhd
Proton Edar Sdn Bhd
Prudential Services Asia Sdn Bhd
Rangkaian Segar Sdn Bhd
REDtone Telecommunications Sdn Bhd
Rentwise Sdn Bhd
RHB Bank Berhad
Ricoh (Malaysia) Sdn Bhd
Rohas-Euco Industries Bhd
SAINS Sdn Bhd
Samsung Malaysia Electronics (M) Sdn Bhd
Sapura Research Sdn Bhd
Sarawak Information Systems Sdn Bhd
SCAN Associates Berhad
Scope International Sdn Bhd
Shangri-La Hotels Marketing Sdn Bhd
Shell IT International Sdn Bhd
Shell Malaysia Trading Sdn Bhd
Signature Manufacturing Sdn Bhd
Skynet Worldwide (M) Sdn Bhd
SNT Global Services Sdn Bhd
Sony BMG Music Entertainment
Southern Bank Berhad
Standard Chartered Bank
Star Publications
Sumiso (M) Sdn Bhd
Sun Media Corporation Sdn Bhd
Sunway Holdings Bhd
Sunway Pyramid Sdn Bhd
Suruhanjaya Syarikat Malaysia
Taylor's College Sdn Bhd
Teknicast Sdn Bhd
Teknik Janakuasa Sdn Bhd
Teledirect Telecommerce Sdn Bhd
Telekom Sales & Services Sdn Bhd
Telekom Smart School Sdn Bhd
Telshine Sdn Bhd
Tenaga Nasional Berhad
The Media Shoppe Bhd
The Nielsen Company (Malaysia) Sdn Bhd
Time dotCom Bhd
TM Asia Life (Malaysia) Berhad
Tokio Marine Insurans (M) Bhd
TT dotCom Sdn Bhd
Tyco Fire, Security & Services Sdn Bhd
UCB Pharma Asia Pacific Sdn Bhd
UEM Academy Sdn Bhd
United Overseas Bank (M) Berhad
University of Malaya
VADS Business Process Berhad
ViewPoint Research Corp. Sdn. Bhd.

Registration Form

Executive to Manager – The Transition Workshop 9th – 10th June 2010, JW Marriott Kuala Lumpur

Participant 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Workshop Investment - RM 1900 per participant

*The investment includes lunch, refreshments and training materials. **The workshop is PSMB claimable.** Subject to PSMB approval.*

Group Discount of 10% for 3 or more participants who register for the workshop at the same time and are from the same organization.

Ways to register

All cheques are to be made payable to **ATCEN COMMUNICATIONS SDN BHD** and mail payment together with this registration to:

**D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana 47820 PJ,
Malaysia.**

Tel : +603 7728 2623 Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

Human Resource / Approving Manager: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

Authorized Signature : _____ Invoice Attention To (Mr/Ms): _____

Company Stamp Chop:

For In-House Workshop, kindly
email your enquiry to
inhousetraining@atcen.com

Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 working days prior to the event commencement and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

For Office Use Only

Corporate Sales Consultant:

Invoice Number:

Invoice Date: