



From Executive to Manager “The Transition”

Date: 15th – 16th July 2009

Venue: ATCEN Learning Center, Damansara Perdana, P.J.

Organized By: **ATCEN**™ ACADEMY

Workshop Description

The move from completing your own personal tasks to managing and being responsible for the workload of others can often be a daunting one. This Workshop is aimed at recently appointed Managers. It is presented in two parts, beginning with 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 your colleagues to managing and motivating them to work for you. 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 individual 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
- ◇ Develop Skills to empower your team without losing control
- ◇ Capitalize on Your Employees' Natural Motivators for Success
- ◇ Identify the Benefits and Procedures of Effective Delegation
- ◇ Uncover Your Strengths as a Coach
- ◇ Effectively Deal and Settle Conflicts

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.

The organizing committee highlighted that ATCEN is recognized as a brand leader that produces high quality, stylish products and services on a regional level, and will always be in the forefront of high quality performances.

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Workshop Chronology

Day 1:

0830	Welcome Coffee and Tea
0900	Introduction <ul style="list-style-type: none">Identifying the Role of a Manager?What and Who is an Effective ManagerPrinciples of Being an Effective Manager
1030	Tea Break
1050	Module 1: Connecting with the Leader in You <ul style="list-style-type: none">Understanding the Basic 4 Different Personality Types.Examining Your Personality Profile and Your Management Style.Understand The Strength And Weakness Of Your Management Style.Living Leadership Principles and Values
1300	Lunch
1400	Module 2: Communication from the Perspective of a Manager <ul style="list-style-type: none">Principles Of Supportive Communication and Its ImportanceThe Various Communication Styles To SupportManage Upward CommunicationRun Effective Meetings
1530	Tea Break
1550	Module 3: Managing Myself as a Manager <ul style="list-style-type: none">Establishing My Personal GoalsEliminating Typical Procrastinators & Time Wasters and Setting PrioritiesThe Time Management Grid Module 4: Being Seen As A Role Model <ul style="list-style-type: none">Know Your Responsibilities in Managing Others' PerformancesUnderstand the Performance-Management ProcessSet Expectations That Will Achieve Results
1700	End of Day 1

Day 2:

0900	Module 5: Developing Planning and Empowering Skills <ul style="list-style-type: none">Planning and The Approach to Participative Action PlanningUnderstanding Empowerment and Its DimensionsThe 6 Approaches In Developing Empowerment
1030	Tea Break
1050	Module 6: Developing Delegating Skills <ul style="list-style-type: none">The Importance of Delegating the Right Job For the Right Individual at the Right TimeUnderstanding the Advantages and Disadvantages of DelegationDeciding On How to Delegate Effectively
1300	Lunch
1400	Module 7: Developing Motivational and Supportive Communication <ul style="list-style-type: none">Continuously Increasing Motivation and PerformanceFostering a Motivating Work Environment By Key Elements of an Integrative Motivation ProgramThe Various Communication Styles of SupportTools of Supportive Communication - Counseling and Coaching
1530	Tea Break
1550	Module 8: Developing Conflict Management Skills <ul style="list-style-type: none">Managing Interpersonal ConflictImplementing Strategies To Handle ConflictAdministering Discipline In Urgent SituationsThe Need for Command and Assertiveness Establishing A Personal Action Plan
1700	End of Day 2



Jeremy Lee
Principal Consultant
ATCEN Sdn Bhd

Jeremy serves as Principal Consultant and Group CFO for the ATCEN International 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.

Registration Form:**From Executive to Manager "The Transition" Workshop on 15th – 16th July 2009****ATCEN Learning Center, Damansara Perdana, P.J.**

- Yes! Please register the delegate(s) for this event**
(Kindly photocopy for more delegates)

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Human Resource / Approving Manager:

Job Title: _____

Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

How did you find out about this event?

Please tick (✓) your choice(s)

- From ATCEN email notification
 From Colleague, Management, HR or Training Department
 Others: _____

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____

Training Workshop Investment - RM 1900

The investment includes lunch, refreshments and training materials.

- **The program is PSMB claimable.** Subject to PSMB approval.
- **Institute Bank-Bank Malaysia (IBBM):** ATCEN is recognized and is authorized by IBBM to conduct people development training to banks operating in Malaysia.
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and are from the same organization.

Terms & Conditions

1. Upon receiving 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 program.
2. Payment is required upon the confirmation of the 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 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date 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 program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

Ways to register

All cheques are to be made payable to **ATCEN SDN BHD** and mail your 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** _____**Authorized Signature** : _____**Company Stamp Chop** : _____**Invoice Attention To****(Mr/Ms):** _____