



ESSENTIAL MANAGERIAL SKILLS

FOR NEW ASPIRING MANAGER

2025 | 9AM - 5PM
MENARA PKNS PETALING JAYA



RM 2,600



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MODULE OVERVIEW



Being a new aspiring manager is an exciting, yet daunting task. This course is designed to assist individuals to ease into a managerial role. It is important to equip the new aspiring manager on crucial leadership skills, so they not only successfully manage the team's productivity, but also earn the deserving respect from their team members.

LEARNING OBJECTIVES

This program aims to equip a new aspiring manager with critical skills to manage the team. Participants would be able to start their journey as a new aspiring manager by applying practical skills learnt.

TARGETED PARTICIPANTS

This course is intended for employees who have move from a sole contributor role into a managerial role.

LEARNING OUTCOME

To enable participants to vividly understand, the concept, principles and application of personality with EQ in leadership.



METHOD OF TRAINING



- Interactive Learning Mode / Discussion
- Skill Practice
- Group Activities / Games
- Self- Reflection / action planning

CONTENTS

DAY 1 | 9 AM - 5 PM

Module 1: Introduction

- Leaders' vs Managers
- Leadership Competencies

Module 2: Goal Setting

- Criteria of effective goal – S.M.A.R.T
- Setting goals and communicating them.
- Monitoring goal and recognising it.
- Motivating your teams towards goal achievement

Module 3: Situational Leadership

- Diagnosing development levels of subordinates: Competence & Commitment Level.
- Matching development levels to your leadership styles: Delegating/ Supporting/ Coaching/ Directing

Module 4: Coaching as a Way of Communication

- Distinction between Counseling, Coaching, Teaching & Mentoring
- Why use Coaching?
- GROW Coaching Model
- Paradigm shifts in coaching effectively



CONTENTS

DAY 2 | 9 AM - 5 PM



Recap and Review of Day 1

Module 5: Meeting Management

- Types of meeting
- Key principles of effective meeting

Module 6: Communication

- Active listening
- Questioning Skills
- Providing effective performance feedback

Module 7: Using DISC Profiling as a People Management Tool

- Introduction to DISC
- DISC Personality Assessment
- Using DISC in coaching, leadership and motivation

Module 8: Managing Non-Performer / Difficult Employees

- Common performance issue
- Progressive disciplinary procedure

Closing

Putting it into implementation – My 3 Commitments

