

**Register 3 or more participants and enjoy 5% discount**

**Why You Should Attend This Course:**

There is one certainty in any organisation: change or be changed. At the forefront of this, the first line of defense is a group of people in your organisation who must be good in the basics – managerial skills. These people may not necessarily be managers only, they can be anyone who has subordinates or who needs to work with a group of people (e.g. in a project). The top management sets the vision, and they depend on people who are efficient in the execution. It is always at the execution point that differentiates between the good and bad consequences, outstanding results or a complete disaster.

**Learning Outcome:**

At the end of this course, YOU will be able to achieve the following:

- Understand the role of management within the organisation
- Improve overall performance through effective & positive confrontation
- Be more confident in practising management
- Motivate people better
- Enhance and improve leadership skills
- Upgrade communication skills

**Course Outline:**

**Management Roles**

- What are the key roles? The 8 Managerial Skills
- Performance is the key
- 360 Degree Feedback
- The reasons in people management
- Who is a leader and who is a manager

**Introduction to Leadership**

- The various leadership styles and its utility
- Functions of Leadership in the workplace
- The subject of leadership improvement
- Motivation in the work environment

**Basics in Communication**

- The obstacles and how to remove them
- How to assign work to your people
- The feedback tool

**Change Management**

- The impact of change
- The threat of competition
- What is stopping change?

**The subject of guidance and delegation**

- Why is it important
- The characteristics of a good guide/coach
- Why is it important that we delegate
- Development of your people

**Problems Identification & Decision Making**

- The Techniques for decision making
- Why decide alone?
- Some decision making tools

**Who Can Benefit?**

This course is intended for all those who have formal subordinates and those personnel who have to manage the various resources and/or projects.

**Trainer's Profile**

**Andrew Cheah** started his consultancy and training experience in 1991 as a management consultant attached with a US based consultancy firm. He has extensive consulting experience in Indonesia, Thailand and Malaysia, specialising in the areas of productivity improvement, cost savings, behavioral change survey and training. His clients come from diverse industries such as Electronics & Electrical, Steel Mill, Food Processing, Garment & Knitting, Furniture, Fertilizer, and Yarn/Thread. His last position was the Vice President of Operations before joining the manufacturing fraternity as Head of Department with multiple responsibilities in the areas of Training, Facility, Industrial Engineering, Productivity, and Safety. Under his leadership, the company won the National Productivity Award in 1999 organised by the National Productivity Corporation (NPC). He became the General Manager for an organisation listed on the main board in Bursa Malaysia before setting up his own management consultancy practice.

He now partners with the Singapore Manufacturers' Federation (SMA), the Federation of Malaysian Manufacturers (FMM), Chartered Institute of Management Accountants (CIMA), and the Malaysian Employers' Federation (MEF) to deliver training courses on numerous topics relating to both hard and soft skill subjects.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. His experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York), in addition to being a qualified ISO 9000 assessor.

**Date:** 20 & 21 Aug 2008  
9 & 10 Oct 2008

**Time:** 9.00am – 5.00pm

**Venue:** 99B Amoy Street

**Course Fee:**

- S\$780.00
- Excludes GST
- Lunch and refreshments will be provided
- MIS Members enjoy 10% discount

**FOR LEARNING AND DEVELOPMENT CONSULTANCY AND PROGRAMME SERVICE ENQUIRIES:**

Web: [www.mis.org.sg](http://www.mis.org.sg)

Email: [seminars@mis.org.sg](mailto:seminars@mis.org.sg)

Tel: 6327 7580/81/82/86

Fax: 6327 9741

# REGISTRATION FORM



## EXECUTIVE DEVELOPMENT PROGRAMMES

Register online at [www.mis.org.sg](http://www.mis.org.sg) or fax form to 6327 9741

Register for **3 participants**  
or more and enjoy  
**5% discount!**

### 8 Managerial Skills

20 & 21 August 2008     9 & 10 October 2008    9.00am to 5.00pm each day  
S\$780 (subject to prevailing GST charges) Includes lunch and refreshments

Participant(s) Name	Designation	E-mail	Contact No.	Fee
1)				
2)				
3)				
4)				
5)				
Sub-Total				
GST				
Total Amount Payable (including GST)				
Company:				
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member		
Address:				
Contact Person:	Designation:			
Tel:	Fax:			
E-mail:				

### Administrative Details

#### Registration & Payment

A place will be reserved for you upon receipt of your registration. A confirmation will be sent to you via email 2 weeks before course commencement. Please send your payment to us when you receive our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore Training Centre" with the invoice no. indicated at the back of the cheque.

#### Marketing Institute Members' Discount

Corporate and Individual Members of the Marketing Institute will be entitled to a 10% discount on all Executive Development Programmes. For membership enquiries, please email: [membership@mis.org.sg](mailto:membership@mis.org.sg)

#### Group Discount

Companies will be entitled to a 5% discount for sending a group of 3 or more participants to the same course on the same date.

#### Course Venue

All public learning courses will be held at 99B Amoy Street, Singapore 069919 unless otherwise stated.

#### Withdrawals

There will be no cancellation fee if notice of withdrawal is given 14 days before commencement of course, after which a cancellation fee of 25% of the course fee will be levied. The full fee will be charged for withdrawal or no-show on the course commencement date. Replacements from the same company are allowed.

#### Cancellation

Marketing Institute of Singapore Training Centre reserves the right to change or cancel the training course due to unforeseen circumstances.

#### Custom-Design Training Courses

Courses can also be custom-designed to match your department or organisation's specific training requirements. Please contact us for further enquiries. Email: [seminars@mis.org.sg](mailto:seminars@mis.org.sg) or call 6327 7582/83.

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