



MARKETING  
INSTITUTE OF  
SINGAPORE

# LEADERSHIP

Date:  
6–7 Mar 2012  
21–22 Jun 2012

Course Fees:  
**S\$880.00**

MIS MEMBER:  
**20% OFF**

For Course Enquiries  
Web:  
[www.mis.org.sg/seminars](http://www.mis.org.sg/seminars)  
Email:  
[seminars@mis.org.sg](mailto:seminars@mis.org.sg)  
Tel:  
6327 7586 / 583/ 582  
Fax:  
6327 9741

51 Anson Road #03-53  
Anson Centre (S)079904

## New Managers, New Leaders Bootcamp

### Why You Should Attend This Course:

Today's managers face enormous demands and high expectations to remain flexible and focused in accomplishing goals and objective determined by the stakeholders. They are expected to be both technically competent in their field of expertise and highly capable leaders and motivators, with clear social and organisational competencies.

This course covers the most essential aspects of leadership skills that will equip you with the knowledge and confidence to make the transition from individual contributor to a new manager. You will identify your leadership style, learn and practice behaviours and skills that will transform your ability to lead people, communicate in high stakes conversations and improve productivity.

### Learning Outcome:

- Recognise the importance of the role to organisational success.
- Distinguish between management & leadership role.
- Learn to transition effectively from individual contributor to a new manager.
- Enhance skills on effective & assertive communication.
- Ability to identify and handle conflict.
- Learn to coach & delegate effectively & positively.
- Manage performance & enable employees to succeed in their jobs.
- Appreciate team development process and identify traits & best practises for leveraging effective teams.

### Course Outline:

#### Understanding your Role

- Leader or Manager – understand the difference
- Transitioning from individual contributor to leader

#### Identify your Leadership Style

- Know your style – Know their style – understanding people
- Building more effective relationships

#### Essential Communications Skills

- Effective & assertive communication through 3V model
- 5-strategy techniques to handle conflict

#### Accountability & Performance Management

- Performance, business alignment & motivation

#### Delegating & Coaching

- 9-step model for successful delegation
- Coaching for commitment

#### Building Effective Teams

- Team development & model
- Characteristics of high performance teams

### Who Can Benefit?

- Anyone who is transitioning to a level of leading and coaching team members.
- New managers who want to hit the ground running with actionable tools and skills.
- Seasoned managers who want to brush up their management techniques or explore the latest best practice skills and tools in leadership.
- Senior managers who are responsible for mentoring new managers and looking for ways to transfer essential skills.

### Trainer's Profile:

**Raymond Thomas** is a facilitator, trainer and performance improvement coach. He has more than 21 years experience, collaborating with both local and multinational organisations. His area of expertise is in the fields of leadership, operations, sales and marketing.

Raymond has a Master's Degree in Business Administration (State University of New York at Buffalo, USA) and a Bachelor's Degree in Mechanical Engineer (Swinburne University of Technology, Australia). He is also certified in the ACTA (Advanced Certificate in Training and Assessment) Program, and a Certified Behavioural & Career Consultant (Institute of Motivational Living).

His approach to training and coaching is both inspirational and experiential. He is well-known to initiate class activities that are both motivational & paradigm shifting for new managers.

# REGISTRATION FORM



## EXECUTIVE DEVELOPMENT PROGRAMMES

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

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

### New Managers, New Leaders Bootcamp

6-7 Mar 2012     21-22 Jun 2012    (9.00am to 5.00pm)

S\$880 (subject to 7% GST)

Includes lunch & refreshments

### \*Approved for SDF funding

Please indicate if you wish to apply     Yes     No

Participant(s) Name	Designation	E-mail	Contact No.
1)			
2)			
3)			
Company:			
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member	
Billing Address:			
Contact Person:		Designation:	
Tel:		E-mail:	
How did you know about this course? (You may tick more than one) <input type="checkbox"/> e-Newsletter (pls specify sender): _____ <input type="checkbox"/> Print ad (pls specify publication): _____ <input type="checkbox"/> Received brochure through direct mail <input type="checkbox"/> Received brochure at event (pls specify): _____ <input type="checkbox"/> Search engines (pls specify): _____ <input type="checkbox"/> MIS website <input type="checkbox"/> i-Marketer portal <input type="checkbox"/> Word-of-Mouth/Recommendation (pls specify): _____ <input type="checkbox"/> Others (pls specify): _____			

## Administrative Details

### Registration

#### Register Online @ [www.mis.org.sg/seminars](http://www.mis.org.sg/seminars)

The fastest and most effective way to register for our courses is via our online registration form.

#### Register via Email or Fax

A place will be reserved for you upon receipt of your registration. Registrations should be sent at least two weeks before course commencement. A confirmation email will be sent to you two weeks before the course.

### Payment

Payments are to be made in Singapore Dollars (SGD) and subjected to prevailing GST. Please make your payment either by cheque or GIRO upon receiving our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore" with the invoice no. indicated on the back of the cheque. Any bank charges incurred as a result of bank/telegraphic transfers will have to be borne by the company. Fees are inclusive of course materials, certificate of participation, lunch & tea breaks.

### MIS Member Discount

Corporate and Individual Members of MIS are entitled to 20% discount on all Executive Development Programmes. For membership enquiries, email: [membership@mis.org.sg](mailto:membership@mis.org.sg).

### Group Discount

Companies are entitled to 5% discount for sending 3 or more participants to the same course on the same date.

### Course Venue

All courses will be held at the Marketing Institute of Singapore, 51 Anson Road #03-53 Anson Centre Singapore 079904 unless otherwise stated.

### SDF Training Grant (for SDF-Approved Courses)

- To apply for SDF funding, companies have to submit the training grant application for their employees on SkillsConnect within the stipulated timeline. SDF funding is subject to WDA's approval. For details, please visit [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg).
- In the event that the SDF funding is rejected, the company will be liable to pay MIS the balance amount.
- Participants who wish to apply for SDF are required to indicate this on the course registration form.

### Withdrawals / No-Show

For any withdrawals or cancellation, participants will be subjected to the following charges:

Notice Period	Withdrawal / Cancellation Charge
More than 14 days	No charge
Less than 14 days	25% of course fee
Less than 3 working days or No-Show	100% of course fee

Replacements from the same company are allowed.

### Cancellation

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

### Customised In-House Training

Courses can be custom-designed to suit your department/organisation's unique training requirements. Please contact us for enquiries. Email: [seminars@mis.org.sg](mailto:seminars@mis.org.sg) or call 6327 7586 / 583 / 582.

**FOR COURSE ENQUIRIES**

Email: [seminars@mis.org.sg](mailto:seminars@mis.org.sg)  
Website: [www.mis.org.sg/seminars](http://www.mis.org.sg/seminars)

Tel: 6327 7586 / 583 / 582  
Fax: 6327 9741

Address: 51 Anson Road #03-53 Anson Centre  
Singapore 079904