

Register 3 or more participants and enjoy 5% discount

Why You Should Attend This Course:

Is your organisation being affected by one or more of these problems:

- whining, dissatisfied, demotivated and disenchanting staff?
- job-hopping employees and low retention?
- disappearing (or disappeared) loyalty?
- stressed or burnt-out workers?
- increase in suspicious/questionable medical leaves?

Many organisations are suffering from widespread dissatisfaction in a workforce where those who can get up and leave do so while the mediocre remain. Those who are in first-line or middle management are key – the talented employee may join a company because of its charismatic leaders, its generous benefits and its worldwide training programmes... but how long that employee stays and how productive he is depends on the immediate superior. Companies need first-line and middle management to motivate, communicate and build relationships effectively. In other words, the tactical handling of your key competitive advantage – People!

Learning Outcome:

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

- Understand the concept, process & functions of management and to review their roles within the organisation
- Acquire the necessary management skills in relation to people
- Be equipped with the knowledge and practice of the fundamental concepts of leadership, teambuilding, communication, conflict resolution and motivation
- Improve employee satisfaction and thus retention

Course Outline:

1. The Fundamentals of Handling & Managing People
 - Why managing people effectively is a critical factor in the success of any organisation
 - How do people want to be managed
 - Differences between managing and leading
 - Technical skills versus people skills; which is more important
2. Leadership Transactions
 - T-styles of leadership
 - Its use in different situations
 - How to discipline subordinates
3. The Essence of Communication
 - Barriers to effective communication and how to eliminate them
 - How to give work assignments to subordinates
 - Defensive communication and how to deal with them
 - How to give and receive feedback

4. The Motivation of Employees
 - The concepts of motivation: can't handle people if you don't know what they want
 - Understanding the concept of human wants and needs
 - Providing positive reinforcement as a primary means of motivation
5. Building Relationships in the Workplace
 - The importance of relationship in the workplace
 - Interpersonal skills and its role in the workplace
 - How to build better & more effective relationships in the workplace
 - How to interact better with supervisors, peers and subordinates

Who Can Benefit?

This course is prepared for supervisors, leaders, managers and anyone who has subordinates or needs to work with other team members.

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: 8 & 9 Sep 2008

9 & 10 Dec 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

Email: 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 or fax form to 6327 9741

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

Tactical Handling of Your Competitive Advantage: People

8 & 9 September 2008 9 & 10 December 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

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 or call 6327 7582/83.

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