



KNOWLEDGE GROUP CONSULTING presents

Building on Fundamentals

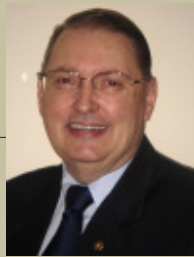
THE MALAYSIAN MANAGER ***Essential Skills and Tools***

for ALL SENIOR - MIDDLE - JUNIOR MANAGERS

The demands on the modern Malaysian Manager are challenging and rewarding. Fundamental tools include Planning and Organising, Managing Risk, Communicating and Managing Teams.

**BRAND NEW
PROGRAM**

**TWO-DAY
PROGRAM
WITH ...**



JAMES CROWN
Chief Executive Officer
**KNOWLEDGE GROUP
CONSULTING**

The modern Malaysian Manager needs certain skills and tools to adequately face the challenges of day-to-day management, strategic thinking, and taking action and ensuring implementation. In addition, the Malaysian Manager needs to know how to improve non-performance, manage conflict situations, and communicate both internally and externally. Managing in a multi-cultural environment, leading direct face-to-face teams, leading other leaders. These all require specific skills and efficient tools. This program will provide those skills and those tools. It will ...

- ✓ PROVIDE personal processes to improve your PLANNING and ORGANISING
- ✓ DEVELOP your skills in internal and external COMMUNICATION with Seniors and Juniors
- ✓ HELP you open up your POTENTIAL in a multi-cultural environment
- ✓ ENHANCE your knowledge of functional TEAMWORK and PROJECT TEAMS
- ✓ LIFT your KNOWLEDGE and SKILLS in operational RISK management
- ✓ PROVIDE clear METHODS for improving NON-PERFORMANCE
- ✓ ENHANCE your understanding of COMPETENCIES you need for personal SUCCESS
- ✓ HELP you DEVELOP your own approach for dealing with CONFLICT at work

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THE MALAYSIAN MANAGER

Essential Skills and Tools

Why Should I Attend?

The role of a manager is both challenging and rewarding. Most managers recognise the need for continuing their skills development over time, and the requirement to keep abreast of new tools and methods.

This program brings the latest methods and skills that managers can use to tackle some of the more pressing problems in the workplace – including planning and organising (both strategic and operational), proactively managing both operational and strategic risks, improving communications, team management, improving non-performance, and dealing with conflict in the workplace.

These last two topics, non-performance and conflict management, are two of the major problems confronting many Malaysian companies. Too few managers have been given the skills and techniques to deal with these serious productivity problems.

This two-day program deals with realistic and hard answers for serious workplace problems. These ideas, along with some experience in how to use them most effectively, will make a quantitative difference both in the workplace environment and in the all-important bottom line.

Full reference documentation, along with a toolkit of useful and well-tested management tools, will provide each participant with the ability to really make a difference. This program is suitable for both private sector and public sector managers.

***Knowledge Group Consulting
assists business and
government to improve and
prosper by integrating common
sense with tools that support
and nurture excellence in
management, leadership
and governance.***

***‘If you are Accountable,
you will be held Accountable,
so put in place the tools
necessary to manage that
Accountability. That’s good
governance, good leadership,
and good common-sense
management.’***

Why Work With James Crown?

Before taking up his position in 2006 as CEO of Knowledge Group Consulting and Executive Director of the Knowledge Group of Companies, James was CEO of BDO Governance Advisory in Malaysia. Prior to that he was Managing Director of Strategic Planning Group in Sydney, Australia.

During the past 4 years, he has worked with many Malaysian companies – at all levels, from Boards through CEOs and MDs, through middle and junior managers. From the top to the bottom, he knows where the problems are and how a manager well equipped with people skills and management tools can make a difference.

He believes strongly that a manager with skills, tools and personal courage can make a difference in the workplace and a significant contribution to the bottom line, no matter what his position in the organisation.

James’ ability to manage customer demand, competition, and corporate capability has put him among the foremost business strategists in Malaysia and the region. He brings not only the latest management-leadership-governance thinking, but a common-sense approach to progressive business strategy and action.

For more biography: see www.kgc-consulting.com

PROGRAM OUTLINE

REGISTRATION 830am -- PROGRAM STARTS 9am ENDS 5pm

Introduction and Objectives

Management Roles at 3 Levels
Leadership Roles: Leaders leading Leaders
Management, Leadership and Governance

The Challenges of Management

... as a Leader and a Manager
... as a Trainer and a Coach
... as a Skilled and Innovative Individual

Planning and Organising I

Establishing a Single View of the Goal
Choosing the Right Course of Action
Mobilising and Supporting Resources

Planning and Organising II

Project Management for Everyone
Why Simple Project Management Works
Multiple Examples of this Simple Tool

Communication and Teamwork

Driving Decision-Making in a Team
How to Encourage Employee Involvement
How to Deal with 10 Common Team Problems
Developing Managers Who Can Lead Teams

Communication in a Multi-Cultural Team

Values Integration and Credibility
Understanding the 'other' cultural needs
Developing a shared 'language'
Arriving at a shared consensus for action

Exceeding Your CEO's Expectations

Managing Upwards as well as Downwards
How to Deal with Less-Than-Perfect CEOs
Projecting the Right Example to Your People
How to be a Role Model Over the Long Term

Improving the Performance of Your People

Align Individual and Organisation Goals
Align Individual and Organisation Performance
Encouraging Continuous Improvement
Opportunities for Individual Improvement
How to Deal with Non-Performing Individuals

A Manager's Approach to Risk Management

Why a Personal Approach to Risk is Needed
Adopting a Risk Management Method
Identifying and Analysing Risks
Mitigating Risks that are Unacceptable
Constantly Improving the Risk Profile

Improving Your Own Competencies

Competency-Driven High Performance
How to Turn Average into Strong Performance
Assessing Your Own Development Needs
How to Manage Self-Development Over Time

How to Develop Your Own Leadership Style

... in a direct face-to-face environment
... at the organisational level leading leaders
... in the strategic setting working with peers
Combining Your Leader/Manager Style

Extensive Case Histories and Syndicate Exercises

Throughout the two days, the program will include many case histories to illustrate the points being made.

Syndicate exercises will also be included providing participants the opportunity to discuss and learn from each other.

Syndicate Topics

- ★ Planning: From Goal to Action
- ★ Multi-Cultural Communication
- ★ Improving a Non-Performing Employee
- ★ Managing Operational Risk Proactively
- ★ Defusing Conflict in the Workplace

Who Comes To Our Skills Development Programs? ... Malaysian Airlines, British American Tobacco, Magnum Corporation, Mico Chipboard, Dataprep Holdings, Ministry of Finance, POS Malaysia, QSR Brands, UMW, Worldwide Holdings, IJM, Kumpulan Guthrie, ThaiLife, Bank Negara, Sime Darby, MMC, Harbour-Link, Sirim, Affin Investment Bank, Northport, Telekom, Royal Malaysian Navy, University of Malaya, Felda, Bursa Malaysia, Petronas ...

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PROGRAM REGISTRATION

The Malaysian Manager: Essential Skills and Tools

4-5 DECEMBER 2007 - SIME DARBY CONVENTION CENTRE - K.L.

Name _____
Designation _____
E-Mail _____

To Register - Call Ms Wui Ling
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Email wuling@kgc-consulting.com

Name _____
Designation _____
E-Mail _____

Mailing Address
Knowledge Group Consulting Sdn Bhd
B-9-14, Megan Avenue II
12, Jalan Yap Kwan Seng
50450 Kuala Lumpur

Company _____
Address _____

City _____ Postcode _____

Contact Name _____
Designation _____
Email _____
Tel _____ Fax _____

THIS PROGRAM AVAILABLE IN-HOUSE

This program can be tailored to your specific needs and delivered in-house.

FOR INFORMATION, CONTACT
Irene Heng, Head - Management Consulting
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E-mail ireneheng@kgc-consulting.com

Participant(s)	Fee per person
1 person	RM2888
2 or more persons	RM2688

Register and pay by 9 November to be entitled to our Early Bird Rate

- RM2688 per person
- RM2650 per person for 2 or more

Registration Fee includes coffee breaks, lunch and one set of program documentation.

Cancellations, Refunds & Transfers

Cancellations within five days of the event will receive 50% refund and a complete set of the documentation. A transfer or substitution may be made at any time.

Payment

Please make crossed cheques payable to:
Knowledge Group Consulting Sdn Bhd
Payment is required with registration or on the day of the program.

Certificate

Certificates will be provided for all participants.

TRAINING/CONSULTING PROGRAMS

We have a range of training and consulting programs available across Asia-Pacific.

- ★ Strategic & Business Planning
- ★ Strategic & Operational Risk Management
- ★ Corporate Governance & Leadership
- ★ 3-Day Leadership Boot Camp
- ★ Managing Change The Easy Way
- ★ Business Remodelling and Performance
- ★ Business Continuity Planning (BCP/DRP)
- ★ Talent Pool and Succession Planning
- ★ Family Business Planning/Succession

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