



Time Schedule

Full Class Time: 0900 – 1700

Break: 1015 – 1030 (AM)

Lunch: 1300 – 1400

Break: 1515 – 1530 (PM)

Date: 6 – 7 March 2018

Venue: Amcorp Mall, Petaling Jaya

Course Fees: RM 1,495 per pax (excl. GST)

Group Discount (2pax & above): RM 1,345 per pax (excl. GST)

WHO'S THE RINGMASTER - TRANSFORMING LEADERS INTO GAME CHANGERS (2D)

Leadership & People Transformation

Master the communication techniques and strategies every leader needs to forge stronger professional relationships, to work more effectively up and down the corporate ladder, and to be a leader - others are inspired and motivated by. Get the essential 'people skills' you need to get phenomenal leadership results!

This training offers a powerful approach to improve your interpersonal and motivational skills - to a high level that can fuel your leadership success. Packed with easy-to-apply principles and practical action steps, this training will help you and your team achieve new levels of passion, productivity, and performance

Benefits:

- Gain a competitive edge that will put you ahead above the rest – your 'people skills' will build solid working relationships with others and you will communicate with impact.
- Maximize your leadership potential – as your leadership know-how really begins to shine.
- Unleash-drive greater possibilities in your team, and stirred people into dropping their silo-mentality to orchestrate the greatest performance possible, together as a team.
- Transform the okay or sluggish workplace into a positive environment with a culture of greatness coming from the team.
- Master the four-movements of leadership and interpersonal skill that enhances our self-awareness-purpose-leadership agility.
- Greater understanding of the different personalities at work.

Course Outline

MODULE 1 – Dropping the Masks

“Knowing Others Is Intelligence; Knowing Yourself Is True Wisdom. Mastering Others Is Strength; Mastering Yourself Is True Power.” – Lao Tzu

- Authenticity – Self Leadership (Self-Acceptance – Personal Growth)
 - Pinpointing Your Interpersonal Strengths And Weaknesses As A Leader
 - Interpersonal Tendencies And Communicating Habits
 - What To Say And What To Do To Make A Powerful First Impression As A Confident, Capable Leader

MODULE 2 – Lifting Others Up

“I Believe That The First Test Of A Great Person Is His/Her Humility. I Don’t Mean By Humility, Doubt Of Their Power. But Really Great People Have A Curious Feeling That The Greatness Is Not Of Them, But Through Them. And They See Something Worthy In Every Other Person and Are Endlessly, Foolishly, Incredibly Merciful.” – John Ruskin

- Relational Leadership – Productive Relationships (Openness – Help Others To Grow)
 - Giving Constructive Feedback That Results In Positive Behaviour Change
 - Make Team Members And Peers Feel Valued And Important In Your Presence
 - Harness The Power Of Praise And Make It Work For You

MODULE 3 – Getting the Acts Together

“Coming Together Is A Beginning. Keeping Together Is Progress. Working Together Is Success.” --Henry Ford

- Team Leadership – Collaborative Engagement (Great Way Forward – Shared Rules Of The Game)
 - Active Listening The ‘Secret’ Weapon That Guarantees A Stronger Team
 - Recognize How Your Attitudes, Behaviours And Moods Set The Tone Each Day For Your People
 - Taking The Lead In Eliminating Negative Attitudes – And How To Go About It
 - Calming Tactics To Defuse Potentially Explosive Situations

MODULE 4 – Unchaining Greatness

Productivity Is Never Accident. It Is Always The Result Of A Commitment To Excellence, Intelligent Planning, And Focused Effort. – Paul J Meyer

- Organizational Leadership – Culture Of Greatness & High Performance (Supportive Beliefs And Behaviours – Organizational Agility)
 - How To Gain Willing Cooperation From Team, Earn Support For Your Ideas, Stand Out In Meetings
 - Avoid A ‘My-Way-Or-The-Highway’ Approach

Methodology

Important lessons for every leader through a unique training method with integrated Eastern and Western views on what matters most for an effective and successful leader in our global and complex business world. Packed with easy-to-apply principles and practical action steps. Fun-recall, action-focus and reinforcement of learning through “Change the Game”.

Who’s Suitable for this?

Managers, supervisors, team leads, and senior executives

Trainer Profile



JULIA LAI ABDULLAH

- Certified Master Trainer (Institute of New York Master Trainers), USA
- Certified PSMB Trainer (Malaysia)
- Certified Prior Learning Assessor (UK)
- Certified Experiential Activity-Based Trainer, USA
- Certified (ESOL) English for Speakers of Other Languages Trainer, UK
- Certified OJT Trainer (NPC) Singapore
- Certified Administrative Professional (CAP - IAAP, USA)
- IAM Diploma (UK)
- LCCI Sales & Selling Management Diploma (UK)
- Bachelor of Arts in Humanities, Australia

Julia Lai Abdullah is an experienced development and training specialist for over 20 years. She has consulted with organizations in Beijing, Shanghai, Bangkok, and Malaysia on core functional soft skills to upscale employees' performance and productivity. Julia has the confidence to influence and spearhead learning to every participant in her classes. Her excellent communication skill, easy-going and motivational style has helped energize and motivate her participants to effectively participate and learn. Her passionate belief that everyone can succeed has directed her focus to assist participants to surpass their potential, and have coached thousands of executives and teams to achieve effective leadership, greater productivity, impactful communication, exceptional service, teamwork, and continuous improvement.

Julia's knowledge, tasks and soft management skills were developed over ten years in banking, two years in retailing, three years in manufacturing, two years in diplomacy, and four years in adult education – managing various operating areas – learning and applying the skills it takes to run world-class driven organizations. With her unique background and expertise, Julia would be able to help your organization to create a culture of efficiency, effectiveness and innovation.

Over the years she has conducted and designed customized courses for her corporate clients who are players in the field of banking, insurance, hospitality, manufacturing, energy, education and service. To name some of the clients: DKSH Corporate Shared Service, DHL, PPG Coating (M) Sdn. Bhd., Tech Mahindra ICT Services, On Semiconductor Malaysia Sdn. Bhd., DELL Global (Cyberjaya), Sony EMCS (M) Sdn. Bhd., Ambank, Bank Pembangunan, BASF Petronas Chemicals, Container Line, Heitech Padu Berhad, International Medical University, MERCK, Mitsui OSK Lines, MSTs Asia, Sabah Softwoods, Sarawak Plantation Services, Tasek Corporation, UCSI Education, Orient Overseas, Latihan TNB (ILSAS), Universiti Kuala Lumpur, PPB Group Bhd., Wah Seong, AIRBUS, Vale Minerals Malaysia, Management & Science University, JOS, Infineon, Fujitec, Kuok Brothers ...

Julia's popular courses include Analytical Thinker & Problem Solver, Creativity and Innovation at the Verge, A Leader in Leadership, Achieving Results thru Focus and Prioritization, Branded Customer Service: DNA of Service Excellence, Business English Communication Level 1 to 3, POWER-UP! Interpersonal Skills for Managing People at Work, Developing-Managing-Enhancing Skills for High Performance Teams, Healthcare CS, How to Lead Super-Productive Meetings, Mastering the 8-Star Competencies of a Manager, Persuasive Presentation, WTR: Who is the Ringmaster: Transforming Leaders into Game Changers, The 'Brix' Series (MTa): Leadership, Teamwork, Problem Solving, Business Priorities, Personal Excellence through Experiential Learning.