

SBL Claimable

*subject to
PSMB Conditions

22 - 23 July 2010

Hotel Istana, Kuala Lumpur

9.00 am - 5.00 pm

Management & Leadership Skills for New Managers

KEY REASONS FOR ATTENDING THIS PROGRAM

- *Learn and discover the roles of a manager.*
- *Discover the differences between a manager and a leader.*
- *Appreciate the power of Emotional Intelligence in "Management and Leadership".*
- *Learn the core skills and challenges for Managerial Success in the context of Planning, Organizing, Executing, Monitoring and Controlling.*
- *Discover the value of communication and its elements to enable building people and teams.*
- *Learn to cope with additional responsibilities through "Time Management".*

Special Offer
RM1600 **
Early bird promotion
ends 16/7/2010

** For a group of 3 or more participants



All participants will receive
a course certification



Save more with
Inhouse Training



Save more with group of
participants and more

Registration Hotline: 7490 4527/28/29/30 (Shanti/Mumtaz)

Management & Leadership Skills for New Managers

PROGRAM OVERVIEW

Many newly appointed managers, executives and supervisors struggle through their jobs because of not being prepared to deal with people and higher levels of expectations of their superiors.

This 2 days program presents essential knowledge, skills, capabilities and competencies required to handle various managerial and leadership challenges faced by a new manager. Being an effective manager cum leader requires not only excellent technical skills but also interpersonal and management skills.

The intensive training will prepare you and participants to identify the professional expectations of a manager and confidently manage the attitudes and abilities of your employees, communication issues like feedback and build and maintain an effective team that delivers productive results.

WHO SHOULD ATTEND Executives & New Managers deemed appropriate by management

PROGRAM CONTENTS

Day 1

- ⇒ **Roles and Responsibilities of a New Manager**
 - The transformation process from “manage” to manager.
- ⇒ **Leadership & Management - The Differences**
 - Core expectations of leaders and managers
 - The need for “self leadership”
 - Making the difference to people and teams
- ⇒ **The Power of “Emotional Intelligence” in Leadership and Management**
 - Emotional Drivers
 - How to use Emotional Intelligence and Motivate People
- ⇒ **Video Discussion on Management and Leadership**

Day 2

- ⇒ **Interpersonal Communication Skills**
 - The principles of effective communication.
 - Effective Listening
 - The need for feedback and how to give it.
- ⇒ **Creating and Managing Effective Teams**
 - Why teams are important?
 - Effective and ineffective teams
 - Evaluate teams in your organization
- ⇒ **Time Management and Priority Setting**
 - Understanding the principles and application of Time Management
 - Agreeing priorities with your boss
- ⇒ **Case Studies on application of Management and Leadership principles**



Management & Leadership Skills for New Managers

PROGRAM METHODOLOGY

The program is highly interactive with a balance of lectures, exercises, case study and a video.

PROGRAM DIRECTOR

Richard Jacob, MBA [Cranfield, U.K], AMA Global Faculty Member

Richard Jacob is the founder and Principal Consultant of RCJ Consulting Sdn Bhd. He is an American Management Association (AMA) Global Faculty Member and has delivered training programs in Cairo, Dubai, Tokyo, Manila, Singapore, Jakarta, Lahore, Karachi, Shanghai, Beijing, Hong Kong, Saigon and Hanoi.

He has an MBA from Cranfield School of Management in the United Kingdom, which is a leading European Business School. He is an Accountant by training was an Auditor in an International firm of Accountants for nine years. His strategic experience comes from being a Financial Manager, Company Secretary and Business Development Manager in a leading Swedish Pharmaceutical Company by the name of Astra Pharmaceutical.

Since 1995, Richard has consulted and trained some 10,800 General Managers and Executives in several companies in Asia in his core business competencies which are in Leadership, Managerial Development, Marketing, Strategy & Change, Negotiation & Influencing and Fundamentals of Finance. More recently Richard has designed and delivered a Business Essentials Program for participants of the Philips China, Advanced Leadership Development Program (ALDP).

Richard's impressive client list includes Philips units in Asia delivering Marketing modules as part of their Global Faculty for Revolutionary Change in Marketing. He has also designed and developed Marketing Development Programs for 3M Malaysia, Maxis, Astro and Sime Darby Industrial (previously known as Tractocs Malaysia). In the area of Finance his clients include Hilton International, Maersk in Tokyo, Unilever Philippines and UNAXIS of Switzerland in Finance. In the areas of Leadership and Change and Strategic Management his clients include Matsushita Asia, Comptel, Total Sports Asia, B Braun Malaysia, Schering AG Malaysia, Tenaga Nasional, NIAM, Great Eastern, Intec, Manulife, Hong Leong Group, Securities Commission, the Air Force of Malaysia, Pfizer Malaysia, BDO Binder, Patimas Computers Berhad, Maybank and many more. Richard is a competent global trainer and facilitator with powerful abilities to get participants to relate concepts to practice.

Richard also does competency assessments for marketing personnel and high potentials and has recently gone into coaching.

► RCJ also delivers programmes in the following areas:

Strategy / Marketing & Sales / Finance / Teambuilding / Leadership

► Development Programmes for:

New Managers / Middle Managers / Senior Managers

► RCJ's Game Solution Alliance Portfolio of Games:

Ingenikus Teambuilding / Ingenikus Alignment / Ingenikus Performance / Okonomikus Basics / Okonomikus Strategy / Okonomikus Sales / Okonomikus Marketing / Banking Game



ABOUT RCJ CONSULTING SDN. BHD.

In Training - We Build People

RCJ Consulting is a firm specializing in training of managers and executives of an organization and providing consulting and advisory services in the areas of strategic marketing and business development, business finance, business redesign and change management.

In the area of training, we believe that training programs affect behavior in two ways. Firstly, it directly improves the skills necessary for the employee to successfully complete his or her job. Secondly, training increases an employee's self-efficacy i.e. it enables employees to be more willing to undertake job tasks and exert a high level of effort.

- **OUR MISSION:** OUR mission is to improve the effectiveness of organizations by making executives and managers think, feel and act as if they owned the business.
- **OUR BELIEF:** OUR progression comes from the belief that we have to: "Look Beyond Tomorrow but Take Action Today".
- **OUR APPROACH:** RCJ Consulting has a uniquely formulated approach towards executive and managerial development. It is made up of 5 key components of training, which is Finance, Marketing & Sales, Quality Products & Services, Strategy and Change; yet we give cognizance to the fact that Teambuilding, Human Resource Management, Information Technology and specific skills development are core areas for success in an organization.
- **IN CONSULTING:** We Rationalize, We Change, We Justify
IN the area of consulting, we strive for solutions whose appearance is simple but whose influence is far reaching and has both immediate and strategic benefit. We, therefore aim at developing progressive, objective-oriented strategies to achieve tangible and measurable results. As we believe, that solutions must be owned by client officers and personnel, we work with clients in joint project teams and transfer skills and capabilities. This practice leads to lasting business results. We only recommend what is implementable. Our trainers and consultants are industry practitioners and professional consultants.

RESERVE YOUR SEAT TODAY!

YES! I/We will attend MANAGEMENT & LEADERSHIP SKILLS FOR NEW MANAGERS

PARTICIPANT (S) DETAILS

Name: Mr/Ms _____
 Designation: _____
 H/P: _____
 Email: _____

Name: Mr/Ms _____
 Designation: _____
 H/P: _____
 Email: _____

Name: Mr/Ms _____
 Designation: _____
 H/P: _____
 Email: _____

COMPANY'S DETAILS

Company Name: _____ Tel: _____
 Address: _____ Fax: _____
 Contact Person: _____
 Designation: _____

INVESTMENT

PRICE	EARLY BIRD RATE		SAVING		NORMAL RATE	
	Individual	Group****	Individual	Group****	Individual	Group****
	1780	1600	200	380	1980	1780

**** 3 OR MORE PARTICIPANTS
 FEE INCLUDE LUNCHEONS, REFRESHMENTS AND COMPLETE SET OF MATERIAL
 IT DOES NOT INCLUDE THE COST OF ACCOMMODATIONS AND TRAVEL

5 EASY WAY TO REGISTER



Mail the attached registration form with your cheque to:-
RCJ CONSULTING SDN. BHD.
 2-6-4, 6th Floor,
 Menara KLH Business Centre,
 OFF 2 1/2 Miles, Jalan Ipoh,
 51200 Kuala Lumpur,
 MALAYSIA.



Customer Service Hotline
 Tel : 603-7490 4527/28/29/30



Fax
 Tel : 03-7490 4532



E-mail
 shanti@rcj.com.my



Web
 www.rcj.com.my

TERMS & CONDITION

Registration:-

Registration forms must be completed and submitted together with full payment to:- **RCJ CONSULTING SDN. BHD.** before commencement of the course. Otherwise, your registration(s) will be treated as unconfirmed.

Payment can be made either by cheque or bank drafts payable to **RCJ CONSULTING SDN BHD** and crossed 'A/C PAYEE ONLY'.

Cancellation:-

Should you be unable to attend, a substitute delegate is welcome at no extra charge. Cancellations must be received in writing at least 10 business days before the start of the event to receive a refund less 10% processing fee per registration. The company regrets that no refund will be made available for cancellation notifications received **less than 10 business days** before the event.

About In-House Training

If your company wishes to have a cost-effective inhouse training program customized to your company needs

PLEASE DO NOT HESITATE TO CONTACT US at:-
 603-7490 4527/28/29/30
 (Shanti/Mumtaz)

REGISTER NOW! FAX BACK TO 603 - 7490 4532