



INTRODUCTION

The program is specially designed to help Leader to look inward into themselves to develop their management skills. Participants would go through a series of psychological exercises, games, simulations and lectures geared to instill self-awareness of their strengths and shortcomings, their perception about themselves, others and the organization and the journey they have to go through to attain success in their career and life.

OBJECTIVES

1. Understand Leader role & responsibilities in carrying out their duties in managing and motivating their subordinates
2. Be able to analyze their performance and to generate enhancement strategies.
3. Be able to understand and manage self and others
4. Create awareness to instill good habits and values in the workplace
5. Develop skills in human relations
6. Be able to communicate more effectively
7. Learn to identify and manage their emotions & feelings
8. Understand the importance of effective people management
9. Change in attitude towards self, peers, bosses and the company

PROGRAM CONTENT & HIGHLIGHT:

Module 1: 7 Common Leadership Styles

- ✚ Autocratic Styles – Do as I say
- ✚ Authoritative Style – “Visionary” Follow me
- ✚ Pace - Setting Style – Do as I do
- ✚ Democratic Style – What do you think
- ✚ Coaching Style – Consider this
- ✚ Affiliative Style – People come first
- ✚ Laissez Faire – Let Them Do

Module 2: Johari Window

- ✚ What is Johari Window?
- ✚ Understand the 4 areas
 - open area
 - blind area
 - hidden area
 - unknown area
- ✚ Understand the Open and Close Mindset
- ✚ **Activity : “Profiling of participant of their actual area”**

Module 3: Make Things Clear – Leaders Communicate Effectively

- ✚ Ho-Ren-So
- ✚ Hokoku
 - reporting quickly
 - giving feedback
- ✚ Renraku
 - communicate readily
- ✚ Sodan
 - consult
 - discuss
- ✚ Non-verbal communication
- ✚ Communication – “6 Cs”
- ✚ Lending your ear to listen
- ✚ **Activity : “We are Samurai”**

Module 4: Leaders Roles & Responsibilities In An Organization

- ✚ What is a Leader?
- ✚ Who can become a Leader?
- ✚ Features of a Leader
- ✚ A Leader’s core responsibilities
 - Responsibility to Management
 - Responsibility to Subordinates
 - Responsibility to other Leader
 - Responsibility to Union Workers
- ✚ **Activity : “Balloon Tower”**



Module 5: Leadership In Handling Conflict

Behavior dimension (Assertive and unassertive)

- + What is conflict?
- + Causes of conflict
- + Conflict handling modes
 - competing
 - collaborating
 - compromising
 - avoiding
 - accommodating
- + **Activity: “Profiling of participant reaction in conflict management with Thomas Kilmann conflict mode instrument”**

Module 6: Important of Leading the Team

- + Understanding of the team needs
- + Understanding of the important of working together with other departments
- + **Activity : “Wa Caya Sama Lu”**

Module 7: Leadership In Difficult Situation

Develop creative thinking in problem solving & decision making

- + Strategic decision
- + Calculated risk taking
- + Well balanced result
- + Consequences
- + Moral & values
- + Open mindedness
- + **Activity : “Pen Ball”**

Module 8: Leaders Drive Change & Doing It With A Human Touch

- + Accept one another
- + Belief in one another
- + Care for one another
- + Desire the best for one another
- + Erase all difference
- + **Activity : “Formula 1”**