

EFFECTIVE LEADERSHIP SKILLS

INTRODUCTION

“Great leaders often inspire their followers to high levels of achievement by showing them how their work contributes to worthwhile ends.”
- Warren Bennis and Burt Nanus

Leaders of organizations face many tough challenges. Organizational leaders must understand the environment in which they operate, establish goals and objectives and motivate their employees to achieve excellence to “battle” in the global marketplace. To be effective, the leader is, first of all, expected to get the right things done. Effectiveness has little correlation with intelligence. While intelligence, imagination, and knowledge are essential resources, only effectiveness converts them into results. By themselves, intelligence, imagination, and knowledge only set limits to what can be attained. Effective leaders first lead themselves before they can lead others. They work hard to achieve personal and interpersonal effectiveness.. Habits (which encompass skills, attitude and knowledge) are powerful factors in the life of an effective leader. They express one’s character and produce one’s effectiveness -- or ineffectiveness. Effective leaders must lead their people in a way that enables them not only to do the necessary tasks, but also to contribute and participate in day-to-day decisions that affect them.

This training program explores the character & skills of effective leaders, compiled from insightful teachings from management Gurus such as Peter F. Ducker, Stephen R. Covey, and many others. This program includes discussions, individual exercises, video, role play and group work to give participants the best opportunities for learning – and reinforce those learning into their lives. This training program is a foundational course and a must for all newly appointed leaders as well as for experienced leaders who need to influence others to “win” and be successful

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand the importance of effective leader’s functions in the organization.
- Recognize your own leadership style.
- Learn the five levels of leadership.
- Learn self-motivation and skills for personal effectiveness
- Learn the skills for inter-personal effectiveness
- Learn Situational Leadership style: Directing, Coaching, Supporting & Delegating
- Learn the principles for human interactions.

COURSE CONTENTS:

1. **Introduction:**

- What is Leadership?
- Qualities of successful leaders.
- Personal Effectiveness and habits
- Identify your Leadership style: Autocratic, Democratic, Laissez-faire

2. **Levels of Leadership**

- Leadership is influence
- Five Levels of Leadership:
 - Using Position

- Using Permission
 - Using Production
 - Using People Development
 - Using Personhood
 - Case study: Joan
- 3. Leadership Skills for Personal Effectiveness:**
- Overview from Peter. F. Drucker, Stephen R. Covey, and others
 - Examples from great leaders.
 - Self-motivation for improvements
 - Mental visualization and consequence thinking
 - Planning and prioritizing.
- 4. Leadership Skills for Interpersonal Effectiveness**
- Establishing effective communication skills:
 - Attentive listening
 - “Thought Transmission” communication
 - Communicating vision/mission
 - Depositing into Emotional Bank Account (EBA).
 - Praising or Recognizing Positive Results
 - Re-direction technique.
 - Tips: Empowering others in the workplace
- 5. Situational Leadership Skills:**
- Focusing on the situation, behavior rather than on the person
 - Hersey-Blanchard Situational Leadership
 - Matching Leadership Style to Development Level.
 - Directing style (enthusiastic beginners)
 - Coaching style (disillusioned learners)
 - Supporting style (capable but cautious performers)
 - Delegating style (self-reliant achievers)
- 6. Case Studies & Interactive Exercises:**
- Case Studies
 - Video
 - Role-play
 - Quizzes
 - Questionnaires, Individual and group exercises.

WHO SHOULD ATTEND:

- Managers, Engineers, Project Team Leaders, Executives, Supervisors – all those who are in leadership position.

ADMINISTRATIVE DETAILS

Duration : 2 days
 Time : 9.00am – 5.00pm
 Venue : In-house or external training program

Language Medium: English

TRAINER:

Nelson Kok holds a Master degree in Business Administration (MBA) and a B.Sc (Hons) degree in Geophysics obtained from the Universiti Sains Malaysia (USM), Malaysia. He has 25 years of work experiences, of which 18 years are in Training & Development related field. He has held managerial positions (Production Manager, Training Manager, TQM Manager, Human Resources Manager & General Manager) in various multinational Hi-Tech manufacturing corporations (AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Seagate, Read-Rite (M) Sdn Bhd), as well as local companies (Globetronics Technology Berhad, Amquest Sdn Bhd) before establishing his own consultancy company (GGN Solutions).

He now serves as an associate consultant and a freelance corporate trainer to several established training providers throughout Malaysia, Singapore, U.A.E & Sudan. He has facilitated over 10000 participants from various multinational and local corporations including Motorola, DELL, AMD, WD, Seagate, Infineon, Agilent, Osram, Jabil, Plexus, Siltera, SONY, Matsushita, Sumitomo, Toray, PETRONAS, ING Malaysia, Lafarge Malayan Cement Bhd, Securities Commission Malaysia, Telekom Malaysia, Malaysia Communications and Multimedia Corporation(MCMC), JKR, VADS, MTN, ZAIN, Petro-Energy E&P, White Nile Petroleum Operating Co., DAL Motors, KENANA Sugar Co., Global Edutech Management (Suzhou) Co, etc. He also serves as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), and International Centre for Quality, Sudan.

Throughout his career, he was trained in Japan, Singapore, Malaysia, Thailand, Sudan and is a certified trainer on team development, leadership, quality and productivity programs such as *7 Habits of Highly Effective People*, *Zenger-Miller Frontline Leadership Program*, *Performance Management System (PMS)*, *Managerial Decisions & Business Modeling*, *Managerial Statistics*, *Train-The-Trainer*, *Total Quality Management (TQM)*, *Statistical Process Control (SPC)*, *Quality Control Circles (QCC) Facilitator*, *7QC Tools*, *Problem Solving & Decision Making*, *Total Productive Management*, *MRPII*, *ERP*, *Team Building Program*, *DDI Supervisory Program*, and many more. He has also conducted many quality audits and was directly involved in his company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Leadership, People-Management, Quality and IT techniques and tools.