

# LEADERSHIP: MANAGING PEOPLE AT WORK. BRINGING OUT THE BEST IN THEM

## COURSE INTRODUCTION

Today, managers are under great pressure to achieve results, develop subordinates and contribute to organisational success. There are many concepts and principles available to help them to effectively manage their employees and to bring out the best in them. Leadership has actually got a lot to do with maximising the human resource, thus requiring great human relation skills. Responsive leadership is a critical factor in organisational success because today's workplace is characterised by constantly changing dynamics. To be effective, leaders need to adapt their style to fit a broad range of business and employee situations. Additionally, leadership must focus on how to revitalise the department or suffer difficult institutional circumstances.



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## COURSE CONTENTS

### 1. What is leadership

- Definition.
  - Manager vs leader.
  - Applications of task and relationship behaviour.
  - Characteristics of a leader.
  - Intrapreneurship to lead during pandemic.
- Self-Assessment: your leadership traits.

### 2. Dimensions of leadership

- Position.
- Permission.
- Production.
- People development.
- Personhood.

Leadership dimension checklist.

### 3. Leadership styles

- Situational.
- Laissez Faire.
- Autocratic.
- Facilitative.
- Transformational.

Personality assessment.

Match personality to leadership style.

Case study on leaders.

### 4. Leadership profiling

- Leadership models.
- Keirsey Bates leadership style.
- The Kirton adaption / innovation inventory (KAI).
- The Furnham management study.
- John Kotter's 13 leadership factors.
- Larson and Lafasto's high performance team.
- Kouzes and Posner leadership elements.
- Situational leadership.
- Richard Branson model 2.27.

### 5. Leading remotely

- Leading remote working team.
- Overcoming work from home challenges.
- Overcoming manpower shortage.
- Bringing in the revenue.
- Letting Go – no sentiments, no attachments.

### 6. Transformational leadership

- What it is.
- Characteristics of a transformational leader.
- Kotter's 8 steps for change.
- Overcoming resistance.

Case study on leading change.

### 7. Managing Change

- VUCA world challenges.
- Understanding change.
- The power of culture.
- The need for change.
- Kotter's 8 steps for change.
- Step 1: Establish a sense of urgency.
- Step 2: Form a powerful coalition.
- Step 3: Create a vision.
- Step 4: Communicating the vision.
- Step 5: Empowering others.
- Step 6: Creating short term wins.
- Step 7: Consolidating improvements.
- Step 8: Institutionalizing new approaches.
- Applying the 8 steps in own context.

### 8. Managing Resistance for Change

- Why resistance happens.
- Factors that cause resistance.
- ADKAR model.
- Lewin's change model.
- Case study on empowering people.
- Emotional quotient.
- Using EQ to get buy in.
- Speaking positively.



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## LEARNING OUTCOMES

By attending this course, participants learn to:

- Know what it takes to be a leader.
- Be able to measure their various dimensions of a leader.
- How to vary their leadership styles according to situation.
- Be able to become a transformational leader.
- Be able to coach and motivate their team towards performance.
- Adopt EQ in communication to get the best out of their people.
- Lead and build a productive culture.

## TRAINING METHODOLOGY

Profiling, experiential assessment, coaching, interactive and practical, Lectures, case studies, slide and video presentation, group exercises and individual reflection exercises.

There will be:

- Assessment Checklist: to benchmark and guide.
- Workbook: to move them into action.
- Engagement activities: to ensure they are engaged throughout the session.

## WHO SHOULD ATTEND

Managers, leaders, executives.

## ADMINISTRATIVE DETAILS



Date	27 – 28 November 2024
Venue	Menara SSM@Sentral, Kuala Lumpur
Time	9.00AM – 5.00PM
Training Methodology	As stated above
Fee	RM1,000.00 Standard RM800.00 Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	16 Points



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## ABOUT THE TRAINER

**Maria Rufina's** passion is in empowering people and bringing out the best in them so that they could make a difference in their respective organisations. Her specialty is in crafting bespoke solutions. Thanks to her vast 27 years of amalgamated experience in Quality Assurance, Mathematics and Human Relations. Where others see exclusivity in these areas, Dr Maria believes that the fusion of convergent and divergent approach results in effective training, consultancy and leadership of any corporate or non-profitable organizations. Her professional qualification includes Certified Professional Facilitator from IAF, USA, Certified Workplace Assessment, Cert IV from Australia, Fellow of IPMA (UK) and OXCEL and she is also a Certified Online trainer.

In the corporate fraternity, she is a seasoned and renowned trainer and consultant. To date, she has trained over 50,000 people both locally and internationally across various industries including Oil & Gas and the government sectors; specializing in areas such as Strategy, Leadership, Performance Management & Personal Empowerment. Her successful consultancy works include Succession Planning, Performance Management System and TNA to name a few. Companies that have benefited from her expertise are Golden Trust and Bahrain Credit (Bahrain), Islamic Development Bank (Jeddah, Arab Saudi), Polwell (Singapore), OXCEL Cambodia, ExxonMobil, Orpic (Oman), KWSP, SSM, Lay Hong Berhad and many more.

Dr Maria is currently the founder and CEO of ACE Biznez Services. Some of her success stories in her 18 years of entrepreneurship journey include founding and adding value to two other companies before selling them off, coaching and mentoring young and new entrepreneurs and gig entrepreneurs, coaching trainers to fast track their training business. She has also trained and coached 400 women by collaborating with MyWin Academy under the PM's department.

Community service is another area that Dr Maria has been involved for the last 20 years. She is the founder and Honorary Advisor of MiWEPs, a national women organization that currently has 700 members from all over Malaysia. She made history in KLSICCI (with about 1000 members – male dominated) by becoming the first woman Secretary General of KLSICCI (KL & Sel Indian Chamber) and also brought in 5 women for the first time into the Management Council for the first time after 87 years in existence! Dr. Maria is also a board member of MIRM (Malaysian Institute of Retirement Management) and Koperasi Pesara.

A graduate from University Malaya, Dr. Maria Rufina holds a BSc (Hons) in Mathematics, MBA in Finance and Doctorate in Business Administration from European American University. Being a well-known singer in the Indian fraternity in Malaysia, and having an open water licensed scuba diver adds more color to her portfolio and credibility. She is also often invited to share her views and expertise on RTM, Astro and Bernama News and Channels.



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## HOW TO REGISTER?

### STEP 1

Strictly via online registration at <https://e-comtrac.ssm.com.my> 

### STEP 2

#### NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

#### EXISTING USER

- Key in USERNAME and PASSWORD
- Click on SIGN IN

### STEP 3

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.



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## TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

### Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

### Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours before the commencement of the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

### Certificate of Attendance

- Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.
- A participant is allowed to attend **ONE** programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.
- SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

### Cancellation / Absent

- No refund will be given to participant who failed to attend the programme.
- Replacing registered participant is not allowed.

### Transfer

- Transfer of registration fee to another training programme is not allowed.

### Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

### Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at [comtrac@ssm.com.my](mailto:comtrac@ssm.com.my).

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All information contained in the brochure is correct and accurate at the time of publication.

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## COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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