



PEOPLE SKILLS FOR LEADERS: HOW TO MANAGE YOURSELF & OTHERS TO ACHIEVE RESULTS

**Date: 25 – 26 July 2018 (2 days)
6 – 7 August 2018 (2 days)**

INTRODUCTION

The ability to get along with people is a critical skill required by all managers and leaders. This makes them good managers and leaders. However, great managers and leaders do not merely know how to get along with others. They know how to help others win and deliver results! This ability differentiates good managers from great managers! If you desire to go from good to great and increase your effectiveness at the workplace, home and community, then this programme is for you!

LEARNING OUTCOMES

At the end of the workshop, participants will be able to:

- Generate an awareness of your strengths & weaknesses
- Differentiate how others are different and how to work through differences
- Justify how to connect with others as managers & leaders to bring out the best in others
- Employ techniques of handling difficult people & managing conflict
- Create a team and develop leaders

CONTENTS

- Personal Awareness – discovering your strengths & weaknesses
- Communication: Influencing & Persuasion skills
- Reading, Understanding & Connecting with others
- Tips & Techniques for handling difficult people and managing conflict
- How to be a manager-coach in order to help others grow
- How to build the team and develop leaders

FACILITATOR

Angeline Yong has over 18 years of working experience in the IT, Training and People Development industries having worked with multinational corporations for many years. She is one of only five certified trainers in Personality Plus Profiling from the U.S.A, based in Malaysia. She incorporates the Personality Plus Questionnaire tool in her workshops and programmes to help executives develop a better understanding of their strengths and weaknesses so that they can consciously “Live in their strengths” on a daily basis.

Angeline is also a Certified Behavioral Consultant by the Institute of Motivational Living (USA) for the DISC Personality System. Realizing the importance of the need to help leaders and managers alike develop the core competencies needed to be Emotionally Intelligent professionals, Angeline has also undertaken the Six Seconds Global Emotional Intelligence Practitioner Certification.

From her collective experience of having worked for IBM, Hewlett-Packard in managerial positions and also from her training, coaching and consulting experiences working with major corporations across different industries, Angeline integrates this with her passion and skill in helping clients implement training programmes which will translate into positive behavior change that contributes to the organization’s bottom-line and profits.

Angeline is passionate about helping executives in organizations to be result oriented while maintaining relationships at the workplace. She has facilitated workshops in Malaysia, Indonesia, Thailand and Vietnam.