

FROM TECHNICAL PROFESSIONAL TO MANAGER & LEADER

Live Online Training: What Leadership Skills will Actually Make a Difference?

February 2021 Course Parts will commence at **11:00** and end at **14:30 (SGT)**. There will be short breaks during each course Part.

Part 1: **18th February**

Part 2: **19th February**

Part 3: **25th February**

Part 4: **26th February**

November 2021 Course Parts will commence at **10:00** and end at **13:30 (SGT)**. There will be short breaks during each course Part.

Part 1: **11th November**

Part 2: **12th November**

Part 3: **18th November**

Part 4: **19th November**

4 Part Series



Use this course to help fulfil your Continuing Professional Development (CPD) educational requirements to retain your professional status.

Our Expert Course Instructor



Andrew Lee

Andrew has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

Key Learning Objectives

- ▶ Interpret the key challenges for technical professionals moving into management roles
- ▶ Gain an insight into emotional intelligence, human behaviour and team dynamics
 - Acquire a practical framework to help you understand and influence the behaviour patterns of different types of people
 - How to avoid the common mistakes managers make with extrinsic motivators
 - Apply behavioural techniques to help breakdown interpersonal barriers and resolve conflict
- ▶ Acquire convincing motivation, communication and influencing skills
 - Understand why questioning skills are a manager's number one tool
- Identifying the various sources of power at your disposal and how you can strengthen them
- Identify what motivation strategies work best with different people
- ▶ Develop a leadership style that gains buy-in and respect
 - Effectively use your personal power, rather than relying on authority, or positional power
 - Understand the relationship between good leadership and good "fellowship"
 - Tactfully provide useful feedback both positive and negative
- ▶ Guaranteed techniques to engender responsibility and accountability - and why most managers cultivate the opposite

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ABOUT THE COURSE

This course teaches a carefully researched, optimal blend of the basket of skills you need when transitioning from being a specialist in your career to a leader of projects, strategies & staff. Build your emotional intelligence & ability to respectfully influence others to deliver organisational & personal objectives.

The critical element that differentiates the successful manager is the application of effective interpersonal skills. All too often, people have taken on management responsibilities on the strength of their technical or specialist skills. However, a management role depends on achieving results through others which requires a significantly different skill set.

How can you ensure you have the right mix of emotional intelligence and leadership skills to: meet corporate objectives, keep your team motivated, inspired AND performing?

Designed specifically for technical people with new management responsibility, this course will help you build emotional intelligence and your skills in leading, managing, empowering, influencing and driving the performance of others to meet organisational and personal objectives.

You will spend time revising behaviours, beliefs, values and attitudes, and then use this awareness to help develop the skills to enable you to manage, lead and motivate others to meet and exceed objectives.

You will take away a portfolio of realistic, relevant and immediately usable models, techniques and approaches that will dramatically improve your performance as a manager, help sustain productive working relationships with colleagues and build a committed and highly performing team.

Our instructor boasts vast experience in both management, leadership and behavioural psychology to provide you with meaningful insights, skills, tools and tactics.

OUR EXPERT COURSE INSTRUCTOR



Andrew Lee

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

After early employment in construction and mining, Andrew's career interests led him to Europe where he worked in the Entertainment and Hospitality industries, and explored the art of stone masonry as an apprentice in France and then to China where he worked at the Red Cross Hospital as a Doctor of Traditional Chinese Medicine. He then returned to Australia to study.

During study and a period teaching computer skills and working as a volunteer with unemployed youth, in 1991, Andrew made the transition into corporate training and since then has facilitated a diverse range of behavioural and attitudinal trainings throughout South East Asia, Australasia and the Middle East, while continually educating himself and building his knowledge base. Andrew's near obsession with quantifiable results and learning transfer, along with his experience with diverse cultures and people with varying educational backgrounds, has led him to develop a pragmatic training style that produces measurable and sustainable results.

Andrew now works internationally as a keynote speaker, facilitator and coach. His unique ability to engage with audiences from all walks of life and present a message that cuts to the core of the issue at hand leaves his audiences inspired, thoughtful and entertained.

Andrew's familiarity with technical thinking has enabled him to create a niche in assisting technically trained professionals make the move into management and leadership roles - translating complex theory into easily understood examples and stories inspires his audiences to take a fresh look at the problems they may be confronted with.

Andrew has also developed groundbreaking work in developing curiosity. A precursor for problem solving, learning, creativity, engagement and intrinsic motivation, curiosity is rarely employed as much as it should be. Developing a team's Curiosity Quotient provides a springboard to solving most workplace problems. Curious by nature and always looking for more effective ways to engage, explain and educate, Andrew focuses on cultivating curiosity as a catalyst for learning, problem solving and change. In 2010 he delivered a plenary on "Cultivating Curiosity" at the International Conference on Thinking in Kuala Lumpur and in 2013 attended an Adaptive Leadership Program at the Kennedy School of Management, Harvard.

With his focus on performance, Andrew has run organisational development programs that deal with change, culture, leadership, management and an array of interpersonal skills including communication, presentations, conflict resolution, collaborative goal setting and giving feedback. The universal nature of his work has enabled him to achieve success in a broad range of industries including, finance, oil and gas, IT, mining, education, creative, public sector and NFP. While Andrew offers a range of common one or two day programs a large part of his current work is spread out over longer periods and has the look and feel of intensive coaching.

Andrew has a Certificate IV in training and assessment, is a master practitioner of Neuro Linguistic Programming (NLP), has a Diploma of Traditional Chinese Medicine and is currently completing an MBA.

Learn Anywhere, Learn Anytime

Catering to meet all your learning needs:

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- From **Face To Face**, **Online** and **Blended Learning**, get a superior solution for your learning needs
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- **Invest** in yourself. Invest in your team.

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Course Outline

Becoming an effective manager

- Understanding management paradigms and the dilemmas of modern management
- What are the key challenges for technical professionals moving into management roles?
- Dovetailing your role purpose with your organisation's goals
- Identifying the strengths and weaknesses of different management styles
- What causes some managers to fail – and how to avoid it

Acquiring a practical framework to help you understand and influence the behaviour patterns of different types of people

- During this session you will acquire a simple yet powerful psychological model which can be used to understand why people behave as they do. There will be an opportunity for discussion on how you can apply this to your specific circumstances

Identifying the real key to motivation: proven techniques for motivating your team

- Understanding and applying emotional intelligence
- Neutralising negative behaviours and changing attitudes
- How to avoid the common mistakes managers make with extrinsic motivators
- Identifying what motivation strategies work best with different people

Case Studies

Managing different personality types to improve your effectiveness as a manager

Workable strategies for resolving conflict

- Develop strategies for addressing interpersonal management issues you face in your workplace
- Adopting a joint problem solving approach to reviewing achievements and areas for improvement
- Promoting positive interaction between you, as a manager, and your staff
- Using behavioural techniques to help breakdown interpersonal barriers

Case Studies

Effectively handling conflict situations

Identifying your customers and their needs

- Defining your role in terms of your customers – whatever the purpose of your organisation
- Customer focus and purpose
- Understanding the 6 elements of customer satisfaction

Developing your personal leadership style

- Effectively using your PERSONAL power, rather than relying on authority or positional power
- Understanding the relationship between good leadership and good 'fellowship'
- Developing 'fellowship' skills in your staff
- Motivating and inspiring your team
- Putting purpose back into work
- Vision and mission statements – what works and what doesn't

Using your power and influence to inspire confidence and achieve your objectives

- How persuasive are you?
- Identifying the various sources of power at your disposal and how you can strengthen them
- Building successful interpersonal relationships with your staff, colleagues and superiors

Applying effective communication and questioning skills

- How memory affects communication
- Understanding learning preferences
- Adapting your communication style to ensure your message is received
- Why questioning skills are a manager's number one tool

Developing your people through effective delegation and performance management

- Guaranteed techniques to engender responsibility and accountability – and why most managers actually cultivate the opposite
- Giving instructions and clarifying meaning
- Selecting appropriate methods of improving performance
- Understanding the applications

A step by step guide to avoiding the delegation traps: Building a high performance team

- Task assignment and delegation – what should you delegate to whom and why?
- Who is likely to complete tasks on time, on cost and on performance and why?
- Developing your own confidence and assertiveness
- Promoting positive behaviors within your team
- Encouraging self-reliance

Preparing an action plan for your team

- One of the most popular, premium quality new leader programs in Australia

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4 Easy Ways to Register

- 1 Telephone**
Customer Service Hotline +65 6508 2476
- 2 Email**
sgtraining@informa.com
- 3 Fax**
+65 6508 2407
- 4 Web**
www.informaconnect.com.sg/technicalprofessional

From Technical Professional to Manager & Leader - Live Online Training

Course Codes	Location	Course Dates	Standard Price	4+ Dels Discount
P21GC06SGV	Live Online Training	February 21	SGD 1,676	Great Savings: When you book 4 or more participants! Call us today on +65 6508 2476 or email sgtraining@informa.com to take advantage of the discount offer.
P21GC06SG02V	Live Online Training	November 21	SGD 1,676	

A 7% Goods & Services Tax (GST) is applicable to all Singapore based companies.

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Please photocopy for additional delegates

Payment Method (Please tick):

- I enclose my bankers draft / cheque payable to IBC Asia (S) Pte Ltd
- I am paying by bank transfer (copy attached)
- Payment by Credit Card. (AMEX, VISA or MasterCard accepted)

CREDIT CARD PAYMENTS

The best way to pay by credit card is through our secure on-line registration process, simply log on to the website at www.informaconnect.com.sg/technicalprofessional and click "Register On-line". If you would prefer to pay over the phone please complete the contact name and details and our Customer Services Team will call within 24 hours to take payment. As we treat your credit card information in the strictest confidence, please do not send payment details by email.

Credit card contact: _____ Department: _____
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PAYMENT TERMS

Payment must be received 10 business days prior to the event. To take advantage of discounts with an expiry date, registration and payment must be received by the cut-off date.

- Payment by bankers draft or cheque in S\$ or US\$ should be made in favour of 'IBC Asia (S) Pte Ltd' and mailed to:
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- Payment by bank transfer in S\$ or US\$ made payable to:
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- Payment by Credit Card (AMEX, VISA or MasterCard). The best way to pay by credit card is through our secure portal built into the website. To pay by phone please indicate the contact name and details below and our Customer Services Team will call within 24 hours to take payment. Please do not send credit card information by email.

CANCELLATIONS / SUBSTITUTION

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.

IMPORTANT NOTE

Please quote the name of the delegate, event title and invoice number on the advice when remitting payment. Bank charges are to be deducted from participating organisations own accounts. Please fax your payment details (copy of remittance advice, cheque or draft to +65 6508 2407).

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