

# MANAGERIAL SKILLS DEVELOPMENT



The capacity to lead, follow through, anticipate, plan, organize and execute the agreed department action plan and KPIs, are important competencies for an organization performance and optimization of the resources. It is often said, an organization is driven by 15% strategies and 85% execution. The practical two (2) days program, lays a solid foundation to equip the long serving, existing Managers and potential to be Managers to think through deep, review and analyze various opportunities to support the organization business, financial and growth portfolio. The essence of managerial skills and competencies, begins with leading oneself exceptionally well, staying on top of things, able to integrate tasks across functions and use team members potential to achieve optimization. The true measure of an effective Manager or Senior Manager is the capabilities to understand 'what he or she is responsible for', keep hold of the long term goals, prepare the department or division to remain competitive and rally the team members towards, new ways of working and 'going beyond'. The tools and techniques shared in this program will enable the long serving, existing Managers and potential to be Managers, to review their current leadership capabilities, planning, ability of reorganizing the resources and develop tactical plans to push-up the performance and quality of products and services.

## TRAINING CONTENT

Training Module	Training Content
<b>Day 1</b>  <b>Module 1</b>  <b>Manager As An Effective Leader and Change Agent</b>	<ul style="list-style-type: none"> <li>• Program framework and objectives</li> <li>• 21st century organization business landscape and challenges</li> <li>• Leading operations efficiency to drive the business forward</li> <li>• A case for CHANGE &amp; TRANSFORMATION</li> <li>• Leading 'With End In Mind'</li> <li>• Expanding the Managers influences and circle of Influence</li> <li>• Video and discussion: The 4 Missing Pieces</li> <li>• 4 techniques to expand Managers influence</li> <li>• The difference between 'leading' versus 'managing'</li> <li>• Leadership derailment</li> <li>• Activity 1: 'Leadership Case Study'</li> <li>• Leadership Self-Assessment &amp; Personal Sharing</li> <li>• Redirecting the compass</li> <li>• Activity 2: Managing Vs. Leading</li> <li>• Lead more than manage</li> <li>• Leading change and transformation</li> <li>• Going deeper into context and leadership application</li> <li>• Techniques to assert influence</li> <li>• Review learning</li> </ul>
<b>Module 2</b>  <b>Manager As An Effective Planner &amp; Organizer</b>	<ul style="list-style-type: none"> <li>• Putting the 'Big Rock In First'</li> <li>• High Intentionality of work</li> <li>• Anticipate and cultivate business thinking</li> <li>• Where are we now &amp; where will we be in the next 3 years?</li> <li>• Activity 3: Identify the context, inefficiencies and pain points</li> <li>• Decision Management</li> <li>• Eliminate Non-Values Added Tasks</li> <li>• Position the branch /division <ul style="list-style-type: none"> <li>• Challenge the status quo</li> <li>• Own-up to shortcomings</li> <li>• Direct, monitor and follow through</li> </ul> </li> <li>• Tools to drive the business and performance <ul style="list-style-type: none"> <li>• ABC Analysis</li> <li>• Gap Analysis</li> <li>• SMART Stretch Objectives</li> </ul> </li> <li>• Activity 4: Develop Change Plan</li> <li>• Focus on new KPIs</li> <li>• Detailing the Action Plan</li> <li>• Review learning</li> </ul>
<b>Day 2</b>  <b>Module 3</b>  <b>Manager As A People Developer</b>	<ul style="list-style-type: none"> <li>• Organize and lead employees performance</li> <li>• Consequences of disengage employees</li> <li>• 'Realizing potential' versus 'buried with routine'</li> <li>• Optimizing employees strength</li> <li>• Diagnose employee and identify competencies to be strengthen</li> <li>• Activity 5: Perform Reality Check On Employee Competency</li> <li>• Restore engagement and the process</li> <li>• Partnering for performance</li> <li>• Provide and create direction</li> <li>• Prepare the team members for future change</li> <li>• Winning Formula – 3 Cs'</li> <li>• Communication - Giving Constructive Feedback</li> <li>• Collaboration – Removing obstacles</li> <li>• Coaching as a way forward</li> <li>• Activity 6: Becoming A People Centric Manager</li> <li>• Producing more Winners</li> <li>• Individual Action Plan</li> </ul>
<b>Module 4</b>  <b>Manager As An Effective Customer Service &amp; Solution Provider</b>	<ul style="list-style-type: none"> <li>• Importance of serving both internal and external Customer</li> <li>• 'Task Mentality' to 'Service Mentality'</li> <li>• Define Service, Care and Creating Lasting Customer Experience</li> <li>• What did the organization promise the Customers</li> <li>• The 4 Level of Service</li> <li>• Activity 7: Review Service Breakdown &amp; Ineffectiveness</li> <li>• Issues surrounding unhappy customers</li> <li>• Identify customer service which are inconsistent and lack standardization</li> <li>• Video on 'Effective Compliant Management &amp; Resolution'</li> <li>• Types of Challenging Customers and Mitigation Strategy</li> <li>• Portfolio of best practices and proactive solutions</li> <li>• Formula ACCT</li> <li>• Service Language and First Call Resolution</li> <li>• Video Presentation 'Challenging Conversation'</li> <li>• Activity 8: Role Play and practice session</li> <li>• Summary of Learning</li> <li>• 30 Days Individual Action Plan</li> </ul>

**MARCH 13 & 14, 2020**

**BDT 11,000/- +VAT**

## TRAINING OBJECTIVE

1. Re-emphasize 'what the Managers are responsible for' and lead oneself exceptionally well to prepare and position the department or division to compete at the next level.
2. Able to differentiate between Managing and Leading, reorganize the resources to improve the effectiveness of planning and act as a change agent to improve the performance, in their functional roles.
3. Acquire an in-depth people management and engagement skills for greater synergy, engagement and create conducive work environment for the team members to emerge as Winners and next line leaders.
4. Use planning and organizing tools to identify new opportunities to improve efficiency, stay on top of things and develop tactical plans and actions to impact the effectiveness of the service
5. Improve service offering, identify issues surrounding challenging customers and acquire practical skills to mitigate and strengthen customer relationship management.
6. Develop 30 Days Action Plan and execute the plan to make a difference.

## TRAINING METHODOLOGY

1. Interactive Presentation
2. Self-Assessment and Discussion
3. Use of Time Tested Behavioral Framework and Tools to maximize learning
4. Banking Related Case Study & Group Discussion
5. Video Clips and Application of Ideas various results
6. 30 Days Individual Action Plan

## About Facilitator:



**KUMARAGURU T. BALAN**  
PRINCIPAL CONSULTANT  
PROCENTRIC SDN. BHD. - MALAYSIA

KUMAR T. BALAN is an established Change Management, Process Improvement Business Design and Financial Management Consultant with more than 28 years of hands-on operations, services, facility management, quality management system and financial best practices driven professional. His past working experience as a Managing Director, General Manager, Operations Director, Senior Manager Facility & Design, Senior Manager Banking Operations and Technical Training Manager for multinational companies has enabled him to acquire hands-on experience in the field of Change Management, Leadership Assessment & Development, Organization Design & Process Improvement, Financial Management, Strategic and Market Positioning, Operations Planning, Service Delivery System & Customer Service, Performance Management System (KPI), Productivity Improvement, Risk Management, Mentoring & Coaching, Project Management, Train The Trainer, and Competency Profiling.

In recent months, Kumar has trained the Senior and Middle Management staff of edotco Ltd., Eastern Bank Ltd. (EBL), Bangladesh, Sri Lanka Telecom (SLT), Telecom Malaysia, XL Axiata Indonesia. Kumar has developed the Road Map for 'Malaysian SME Industry Financial Grants & Facilities'. In year 2018, PROCENTRIC training and consulting received an Achievement Letter from Sinarmas Oleochemical PLC (Indonesia), for helping the organization increase productivity (yield) by 25% and Order to Shipment by 40%.

Currently some of his major training programs and projects involve industry specific project and competency based training, designed to develop General Managers, Directors, Senior Manager, Managers, Executives and Supervisors for several organizations; such as Sri Lanka Telecom, XL Axiata Indonesia, Ceylon Electricity Board, Hewlett-Packard, Sinarmas Group Indonesia, CBM Ltd Cambodia, Petronas Dagangan Ltd, Nexperia Electronic, IJM Plantations Ltd, Malaysian Timber Board, KL Kepong Ltd, Sindutch Cable, Columbia Asia Hospital, KPJ Specialist Hospital, and Avillion Group Hotel. Kumar's rich experience and skills have taken him abroad to countries like Bangladesh, Cambodia, Indonesia, Australia, America, Sri Lanka, China, Singapore, India, Cambodia, Brunei and Thailand.

Mr. Kumar is a Certified Instructor of

1. Performance Management System and Interactive Mgmt.,
2. Leadership Advantage
3. Project Management
4. Train The Trainer, MIM.

## CONTACT FOR REGISTRATION

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