

THE MAKING OF A SUCCESSFUL MANAGER

SG-46694-2007-3-F

WORKSHOP OBJECTIVES

INTRODUCTION

The skills needed in management today are specialized. Organizations are more diverse and more professional while values and attitudes in the work place have changed. Therefore, managers have to deal with greater workloads, increased competitiveness, and even more knowledgeable subordinates.

Being a successful manager in the 1990s means leading by staying ahead. Managers need to get the best performance from subordinates, possess a working knowledge of current developments as well as the essence of management.

This workshop is specially designed to provide participants with insightful management skills, and guide them on how to use these skills to enhance satisfaction and success in their career.

OBJECTIVES

Upon completion of the programme, participants will be able to:

- Acquire effective strategic planning and managerial control skills
- Practise sound decision-making techniques and solve problems effectively
- Adopt an effective leadership style and become an efficient leader
- Solve conflicts in the workplace using the win-win strategy
- Improve interpersonal flexibility so as to increase success at work
- Prioritize activities and construct an effective daily time plan
- Choose the right person for the right job
- Devise effective plans to develop employees' potentials
- Obtain respect and trust from peers and subordinates

DESIGNED FOR

Managers who want to learn the most essential management skills and use the techniques to achieve rapid results on the job.

ADMINISTRATION DETAILS

DATES & TIME

Thursday & Friday
15 & 16 November 2007
9:00 am - 5:00 pm

VENUE

W Haking Management Development Centre
The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE

HKMA Member: HK\$3,700
Non-member: HK\$3,950
(Inclusive of tea/coffee breaks)
Early Bird Discount: HK\$200 each
(For those who make payment one month
before the course commencement date)

DEADLINE FOR APPLICATIONS

128 November 2007

AWARD OF CERTIFICATE OF ATTENDANCE

Certificate of attendance will be awarded to participants who have attended the whole course. For enquiries concerning the certificate of attendance, please contact Ms Mei Tang on 2774 8553 during normal office hours.

ENQUIRIES

For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2774-8503. For course details, please contact Ms Shirley Chan on 2826-0529; or visit the HKMA website: www.hkma.org.hk/seminar.

www.PRIMEJobs.hk

WORKSHOP STRUCTURE

METHODOLOGY

This workshop is conducted on a highly participative basis. The sessions will consist of group interaction, management game and role-play, as well as lecture and case discussion.

LANGUAGE MEDIUM

English

SPECIAL FEATURE OF THE WORKSHOP

All important topics will be elaborated on with the latest management training videos.

CONTENTS

1. **YOUR ROLE AS A MANAGER**
 - a. Daily Activities of a Manager
 - b. Managerial Effectiveness
 - c. The Concept of Empowerment
 - d. Management Video Training Session: The Empowered Manager
2. **HOW TO PLAN AND CONTROL**
 - a. Need for Planning
 - b. Planning Process - Objectives, Policies and Procedures
 - c. Developing and Implementing Plans
 - d. Need for Control Process and Procedure
 - e. Management Video Training Session: Managerial Control
3. **HOW TO MAKE GOOD DECISIONS**
 - a. Clarifying Priorities
 - b. Examining and Solving Problems
 - c. Determining the Appropriate Time to Involve Others in Decision-Making
 - d. Management Game Session: Qualities of a Good Decision
4. **THE ART OF THE LEADER**
 - a. Exploring Major Ways to Get People to Follow You
 - b. Understanding Influence Strategies
 - c. Developing Self-confidence as a Leader
 - d. Management Video Training Session: Managing by Wandering Around
 - e. Role Play Session: Exercises in Leadership Skills
5. **HOW TO MANAGE SUBORDINATES' PERFORMANCE PROBLEMS**
 - a. Recognition of and Identifying Causes
 - b. Corrective Techniques
 - c. The Importance of Counselling
 - d. Management Video Training Session: Managing Performance Problems
6. **HOW TO HANDLE CONFLICT**
 - a. Identifying the Major Types of Conflict in the Workplace
 - b. Using Win-Win Strategy in Solving Conflicts
 - c. Role Play Session: Handling a Crisis Situation
7. **HOW TO MANAGE TIME**
 - a. Avoiding Major Time-Wasters
 - b. Learning Effective Time Management Skills
 - c. Management Video Training Session: The Time Trap II
8. **HOW TO CHOOSE AND DEVELOP YOUR STAFF**
 - a. Selection and Orientation Techniques
 - b. Appraising Performance - Building on Strengths
 - c. Employee Development
 - d. Management Video Training Session: Human Touch Performance Appraisal II
9. **FINALLY, HOW TO OBTAIN RESPECT AND TRUST FROM YOUR PEERS AND SUBORDINATES**
 - a. Stroking, Praising and Giving Credit
 - b. Performance Benchmarks
 - c. Operational Problems and Responsibilities
 - d. Behavioural and Moral Codes
 - e. Management Video Training Session: The SID Story

WORKSHOP LEADER

MS WEELAN HO

Weelan Ho is the Principal of PGA Consulting, specialising in Organizational Change and Development. She graduated from the University of London and the School of Management at the University of Lancaster in the United Kingdom, and is currently continuing her research in this field. Ms Ho has spent the last twelve years assisting organizations to improve their bottom-line results through Organizational Change and Development programmes such as Productivity Improvements, Total Quality Management and Organizational Transformation programmes. One of the aspects Ms Ho focuses on is leadership development of senior executives, middle-managers and supervisors as they are the pillars of the organization, each having responsibility to ensure a company performs effectively in an increasingly competitive environment. In addition to designing leadership skill programmes specific to individual clients' needs, Ms Ho also help clients practise their skills through coaching and follow-up.

Working internationally in her capacity as a consultant, she has served companies such as Acer Computers, Ansett Airlines, Malaysian Airlines, ICI, and a bank in China in one of the projects commissioned by the World Bank.

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ENROLMENT FORM

*Applicants should include their HKID card number and fill in their details in block letters, otherwise no MDCU will be given. The Association will issue certificates based on following details and name format.

Name (Mr/Ms): _____
(Surname) (Other Names)

HKID Card No.: _____ () HKMA Membership No.: _____

Position: _____

Company: _____

Address of Company: _____

Nature of Business (e.g. Toy Manufacturing), please specify: _____

Job Responsibilities: _____

Telephone No. (Office): _____ (Residence): _____ (Mobile): _____

Fax No. (Office): _____ E-mail: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

Education Level: Master or above Bachelor HKMA Diploma Other Diploma
 Matriculation Secondary Others (Please specify) _____

Total Number of Years' Working Experience: _____ Years of Working Experience in Course-Related Field: _____

Name and Title of Nominator (Mr/Ms): _____

Sponsorship Company-sponsored Self-sponsored OINA

Where did you **FIRST** learn about this programme?
 Email Promotion from HKMA Email Promotion from Other Website (Please specify): _____
 Newspaper Advertisement (Please specify): _____ Direct Mail by Post
 Website advertisement (Please specify): _____ HKMA Website
 MTR Station Display (Please specify): _____ Exhibition (Please specify): _____

I understand that all handout materials obtained in class are strictly for my own educational purposes.

Signature: _____ Date: _____

- Registration must be made on the Enrolment Form provided and returned to the Association **5 days before the programme commencement date(s)** with full fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and full programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcome but are subject to confirmation by payment in full within 10 days of the date the reservation is made or 5 days prior to programme commencement, whichever is sooner.
- Applications, upon full payment, will be processed on a first-come first-served basis.
- Before classes/examinations commence, if the Observatory announces that Typhoon Signal No.8 or above/Black Rainstorm Warning is in force; or Typhoon Signal No. 8 or above will be hoisted within 2 hours, no classes/examinations will be held. Replacement classes and remedial examinations will be arranged. (All classes will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before **7:00 am**; 2:00 pm classes and examinations thereafter will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before **12:00 noon**; 6:00 pm classes and examinations thereafter will be held as scheduled if it is lowered at or before **4:00 pm**.)
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- For **RESERVATIONS** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2774-8503**.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Service Department on **2774-8501** or Ms Shirley Chan on **2826-0529**. Website: WWW.HKMA.ORG.HK
- Personal data will be used for the purposes of market research, programme development and direct mailing.
- This form together with a crossed cheque payable to **The Hong Kong Management Association** should be returned to:
Director General, The Hong Kong Management Association, Top Floor Unit M, Kaiser Estate Phase III, 11 Hok Yuen Street, Hunghom, Kowloon.
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.