

A 2-Day Workshop on THE MAKING OF A SUCCESSFUL MANAGER

Core Management Skills You Need to
Become a Successful Manager
Focussing on how to Apply Practically
these Important Skills

Wednesday & Thursday

27 & 28 February 2019

or

Wednesday & Thursday

22 & 23 May 2019

or

Wednesday & Thursday

21 & 22 August 2019

or

Wednesday & Thursday

20 & 21 November 2019

9:00 am - 5:00 pm



THE MAKING OF A SUCCESSFUL MANAGER

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 21st century 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.

CONTENTS

1. YOUR ROLE AS A MANAGER

- a. Daily Activities of a Manager
- b. Managerial Effectiveness
- c. The Concept of Empowerment
- d. Managerial Leverage

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. The Importance of a Management System

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. Incomplete Information Affects Quality of 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. Your Role and Qualities of being a Leader

5. HOW TO MANAGE SUBORDINATES' PERFORMANCE PROBLEMS

- a. Recognition of and Identifying Causes
- b. Corrective Techniques
- c. The Importance of Counselling
- d. 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 Conflicts

7. HOW TO MANAGE TIME

- a. Avoiding Major Time-Wasters
- b. Learning Effective Time Management Skills
- c. Practical Tips for Managing Time to Improve Productivity

8. HOW TO CHOOSE AND DEVELOP YOUR STAFF

- a. Selection and Orientation Techniques
- b. Appraising Performance - Building on Strengths
- c. Employee Development
- d. Capability and Commitment in Team Performance

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. Making Team Works

WORKSHOP LEADER

Weelan Ho is the Principal and Director of PGA Consulting Limited (Hong Kong) and the Director of Ascent Global Service Pty Limited (Australia). She has significant experience in helping companies create value and improve bottom-line results through Strategy Development, Operations & Sales Improvement, Service Excellence and Organization Cultural Change Programs etc., just to name a few. The clients she has worked with are multinationals, public listed companies, family-owned enterprises and SME across Asia Pacific in multiple industries.

Another of her focus is leadership development of senior executives, middle managers and supervisors through a combination of coaching and organisation development, as they are the pillars of the organization, each having responsibility to ensure the company performs effectively in an increasingly competitive environment. Expanding organisation capability and improving soft skills are necessities for they directly impact on company performance reflected through revenue, profits and growth.

DATES & TIME

- A. Wednesday & Thursday, 27 & 28 February 2019 [Register Now](#)
9:00 am - 5:00 pm
- B. Wednesday & Thursday, 22 & 23 May 2019 [Register Now](#)
9:00 am - 5:00 pm
- C. Wednesday & Thursday, 21 & 22 August 2019 [Register Now](#)
9:00 am - 5:00 pm
- D. Wednesday & Thursday, 20 & 21 November 2019 [Register Now](#)
9:00 am - 5:00 pm

FEE

HKMA Member: HK\$3,600

Non-member: HK\$3,850

(Inclusive of tea/coffee breaks)

Early Bird Discount: HK\$200 each

(For those who enrol and pay one month before the course commencement date)

Group Discount: HK\$300 each

(For those companies which send a total of two or more participants to this course and enrol of the same time)

VENUE

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

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.

SPECIAL FEATURE OF THE WORKSHOP

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

LANGUAGE MEDIUM

The language of instruction will be English. However, course leader(s) may conduct their sessions in Cantonese where appropriate.

DEADLINE FOR APPLICATIONS

1 week before course commencement

ENQUIRIES

For course details, please contact Ms Diana Li on 2774-8552; or visit the HKMA website: www.hkma.org.hk/ seminar. For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2365-1000.

Enrolment Form

THE MAKING OF A SUCCESSFUL MANAGER

27 & 28 February 2019 (SG-46694-2019-1-F)

21 & 22 August 2019 (SG-46694-2019-3-F)

22 & 23 May 2019 (SG-46694-2019-2-F)

20 & 21 November 2019 (SG-46694-2019-4-F)

FEF: HKMA Member: \$3,600 / Non-member: \$3,850 Early Bird: less \$200 Group Discount: less \$300

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

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

Position: _____

Company: _____

Address of Company: _____

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

Email: _____ Education Level: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

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

Nominator Email / Address: _____

Sponsorship Company-sponsored Self-sponsored

Where did you **FIRST** learn about this programme?

Email Promotion from HKMA

Direct Mail by Post

HKMA Website

Others (please specify): _____

Note for application

- This form together with a crossed cheque payable to The Hong Kong Management Association should be returned to: Executive Director, The Hong Kong Management Association, 16/F Tower B Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- Registration must be made on the Enrolment Form provided and returned to the Association before the programme commencement date (Not less than 5 days) 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.
- For **ENROLMENT** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2365-1000**.
- 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.
- 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.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Services Department on 2774-8501 or Diana Li on 2774-8552. Website: www.hkma.org.hk
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.

Personal Data Collection Statement

1. The personal data of applicants are collected and kept for purposes of processing of applications of course enrolment, course admission, student and member administration, course research and statistical matters.
2. The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange.
3. Applicants wishing for access to and/or correction of personal data may send their written requests to the Association.

If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box. You may at any time send your written requests to the Association.

Notes

1. I understand that all handout materials obtained in class are strictly for my own educational purposes.
2. I have understood all the "Notes for Application" listed in Application Form.

Applicant's Signature: _____ Date: _____