

F.A.C.T. LEADERSHIP

(FEEDBACK-FOCUSED, ASSERTIVE, COMMUNICATIVE & TACTFUL)



17-18 April 2023

Armada Hotel Petaling Jaya, Malaysia



**Limited seats available
GRAB YOURS NOW!!**

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INTRODUCTION

Leadership has often been equated with success in business and life. Though this is generally true in most cases, the common issues are that many are reluctant to do whatever is necessary to achieve the desired outcomes.

Communication plus the important component of feedback is often critical in normal business situations. Obviously, competency in this area will go a long way towards our overall effectiveness.

At the workplace, assertiveness has its place and time. Sometimes it may not be the most appropriate response. Most people do not know how to be assertive and so choose the path of least resistance, in line with automatic and culturally accepted responses.

Conflicts in human relationships are pervasive, inevitable and unavoidable. Often it can be difficult to deal with because each one can be unique and different. However, not all conflicts are bad, nor are they inherently negative. Knowing what to do can make a big difference in the final outcome. Proper understanding of conflict and resolution strategies can yield synergistic and positive outcomes, leading to better ideas and business solutions.

The program develops the self-awareness of the participants and equip them with a toolbox of tips and techniques to enable the optimal utilization of techniques for increased success in business and life.

BENEFITS OF ATTENDING

At the end of the session, the participants should be able to:

- Explain the fundamentals of leadership
- List down the best practices in communication and the process of building trust and earning respect
- Discuss the types of feedback and ways to giving more effective feedback
- Explain methods to increase assertive options and to challenge the status quo
- List down ways to enhance approaches to conflict management
- Elaborate on the strategies and the various ways to become more tactful

COURSE OUTLINE

LEADERSHIP

- Quick review on Leadership
- Nature vs. Nurture
- Leadership vs. Management
- Self-awareness, self-esteem, sense of ownership & accountability

COMMUNICATION

- We cannot NOT communicate
- The meaning of your communication i the response you get
- Barriers to communication
- Ways to improve communication
- Building trust & earning respect

FEEDBACK-FOCUSED

- The importance of feedback
- Types of Feedback
- Giving effective feedback
- Feedback vs. Feed-forward

ASSERTIVENESS

- Basics & Definition of assertiveness
- Barriers to assertiveness
- Assertive, aggressive, submissive & passive-aggressive
- Step by step towards assertiveness
- Increasing your assertive options & challenging the status quo

FUNDAMENTALS OF CONFLICT

- What is a conflict?
- Common misconceptions of conflict
- The 5 Elements of Conflict & the Sources of conflict
- The 7 Common Approaches to conflict
- 6 Faces of Conflict
- Conflict Management Styles

TACTFUL

- Definition of tact & The influence of culture
- The importance of being tactful
- The 5 Strategies to develop tact
- Methods of diplomacy & the art of being tactful
- The 3 Simple ways to become more tactful

EUGENE TAN CREDENTIALS

Certified NLP Trainer
 Certified Master Trainer – Hypnotherapy
 Board Certified Hypnotherapist
 Certified Professional Speaker
 Directive Communication Psychology Certified Trainer
 Certified Stress Management Consultant
 Certified NLP Master Practitioner
 Certified Neuro-Semantics Master Practitioner
 Certified NLP Coach
 Certified “Words that Change Minds” Language and Behavior Profile for Coaching Practitioner
 Certified Master Practitioner of Time Line Therapy
 Certified Practitioner of Time Line Therapy
 Certified NLP Practitioner
 Certified Hypnotherapist
 Certified Hypnotist

METHODOLOGY

This program uses a balanced combination of lectures, group discussions, reflections, thought provoking situations, management games, practical hands-on activities and sharing of proven tips / ideas to enhance the overall learning process

WHO SHOULD ATTEND?

This program is suitable for anyone in leadership positions and with subordinates

EUGENE TAN has been actively involved in various capacities of training and development for different organizations since 1993.

As a Certified Neuro Linguistic Programming (NLP) Trainer, he uses key concepts of NLP combined with Accelerated Learning principles for maximum effect during his sessions. With a keen understanding on the what, how and why of learning, his sessions are designed to maximize learning absorption and retention. Being a practical person, the ideas he advocates and shares are down to earth and readily applicable.

Eugene ensures that his sessions are always interactive, fun and never boring. His sessions seamlessly combine elements of high energy, high touch and high impact. When the situation requires, he will not hesitate to go high tech as well. In line with the key NLP concept, “All learning is state dependant”, he induces the optimum state of mind in the trainees to facilitate effortless transfer of knowledge.

He is a flexible and adaptable facilitator as evidenced by the numerous sessions that he has facilitated involving wide and diverse topics and situations - ranging from technical knowledge to soft skills, indoor to outdoor and instructor-led to participants centred.

Eugene specializes in the areas of leadership development, teambuilding, coaching and mentoring, emotional intelligence, stress management, communication skills and presentation skills. In addition, he is an approved and accredited trainer to conduct Train the Trainer (TTT) and Evaluation on Effectiveness of Training (EET) programmes for Pembangunan Sumber Manusia Berhad (PSMB).

With the accumulated years of up front training experience, he has facilitated or co-facilitated employees and associates from various MNCs, public sectors, universities and institutes of higher learning, large local organizations as well as small and medium industries and enterprises. He has also facilitated numerous sessions for schools and non-profit youth organizations.

He holds a Masters degree in Human Resource Management from University of Lincolnshire & Humberside (UK), Certificate in Learning & Development Practice, CIPD (UK) and the Certificate IV in Assessment & Workplace Training, Australia. Besides being fluent in English and Bahasa Malaysia, he is also conversant in Mandarin, which allows him to truly interact and connect with his audiences.

DELEGATE REGISTRATION FORM



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Delegates

Name _____
Job Title _____
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Mobile _____
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Authorization (This form is invalid without a signature)

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Please complete this form immediately and send back to:

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Tel: +6016-335-5527

Email: wendy@nashbs.com

Payment Details

Payment is required within 7 days upon receipt of the invoice.

NASH BUSINESS SOLUTIONS Sdn Bhd (1068674-V)

Standard Chartered

Account No: **794194740755**

SWIFT Code: **SCBLMYKXXXX**

All payment must be received prior to the event date

Confirmation details

Joining details confirming your participation will be sent, once a registration has been received. After receiving payment, a receipt will be issued.

Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or e-mail at least 3 weeks before the event date. Cancellations with less than 3 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

Note: The investment fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

TRAINING SCHEDULE

08.30 --- Registration & Morning Coffee
09.00 --- Training Starts
10.45 --- Morning Coffee Break
11.00 --- Training Resumes
13.00 --- Lunch
14.00 --- Training Resumes
15.45 --- Afternoon Coffee Break
16.00 --- Training Resumes
17.00 --- Training Ends

Course	Regular Fee (per Delegate)	Group Fee: 3 or more pax (per Delegate)
F.A.C.T. LEADERSHIP (Feedback-focused, Assertive, Communicative & Tactful) 17-18 April 2023, Armada Hotel Petaling Jaya, Malaysia	RM2,995	RM2,795