

PRODUCTS



Essential Leadership Skills That Every Manager Requires

FOUNDATIONAL SKILLS

Essential Skills Of Leadership

Learn to:

- Manage your team while enhancing team member self-esteem
- Effectively solve problems by focusing on team member behavior
- Encourage team member participation

Essential Skills Of Communicating

Learn to:

- Create a culture of open communication
- Communicate clearly and concisely
- Understand and manage your nonverbal communication
- Effectively communicate through listening

WORKPLACE EFFECTIVENESS

Communicating Up

Learn to:

- Plan for effective communication with supervisors
- Build consensus around goals, objectives and action plans
- Recap communications for clarity and consistency

Supporting Change

Learn to:

- Understand and facilitate the three phases of change
- Develop strategies for effectively communicating and supporting change
- Build team member buy-in to change

Managing Complaints

Learn to:

- Empathetically listen to team members' complaints
- Find the root cause of an issue
- Effectively resolve workplace problems

Improving Work Habits

Learn to:

- Distinguish between performance and work habits
- Recognize poor work habits
- Effectively develop and coach others to improve work habits

Resolving Conflicts

Learn to:

- Recognize conflicts before they become problems
- Develop the skills needed to identify the source of team member conflicts
- Use effective communication and management techniques to resolve conflict

Effective Discipline

Learn to:

- Encourage self-discipline
- Deliver disciplinary actions to team members
- Use discipline as a positive growth experience

MANAGING PERFORMANCE

Developing Performance Goals & Standards

Learn to:

- Define goals, objectives and performance standards
- Identify and set performance standards
- Involve team members in creating individual performance standards
- Monitor team members' progress toward their goals during individual review meetings

Coaching Job Skills

Learn to:

- Identify team member difficulties that hinder team success
- Build improvement plans through observing and analyzing team member performance
- Effectively coach job skills

Delegating

Learn to:

- Delegate for optimal time management, job satisfaction and productivity
- Develop processes that ensure the involvement and success of your team members in performing delegated tasks
- Design a framework to develop responsibility, accountability and the personal growth of your team members

Providing Performance Feedback

Learn to:

- Develop a collaborative feedback process
- Get team members' buy-in
- Implement a systematic approach to performance improvement

UNIT FACILITATOR KIT: S\$900

Facilitator Guide



- Step-by-step guide and instructions to successfully facilitate a Vital Learning course.
- Includes a Resource USB that contains course videos, facilitator resources, and participant resources.
- Includes access to the facilitator resources and streaming videos available online on Vital Hub.

Video

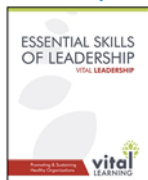
- Presents an introduction followed by a scenario depicting positive use of the program's skill points.
- Provides video segments that focus on modeling positive behavior for skill practices.
- Offers scenarios for both office and industrial/other settings. *Certification is not required.*

PACKAGE FACILITATOR KIT: S\$9,000

- All 12 Facilitator Kits

UNIT PARTICIPANT WORKBOOK: S\$108

Participant Workbook



- Provides exercises, forms, skill practice aids and a video synopsis.
- Offers a job aids section with tools and resources for applying course skills.
- Includes access to "Training Boost" Reinforcement.
- Includes access to the Participant Resources available on Vital Hub.

USER AGREEMENT

- Agreement to honor copyrights.
 - User acknowledges that all copyrights in the training materials are exclusive property.
 - User agrees not to reproduce the training materials or any portions thereof, except for pages that are marked with the words "may be reproduced".
- Agreement to limit use of the training materials.
 - User agrees not to reuse the Participant Workbooks and to limit their use to one participant for each Participant Workbook.
 - User agrees not to reuse the Facilitator Kits and to limit their use to one trainer for each Facilitator Kit.
- Agreement to deliver the training materials as designed.
 - User acknowledges that it will deliver the training materials as designed; using the copyrighted materials, Facilitator Guides, Videos and Participant Workbooks integrated with one another.
 - User further agrees that it will not incorporate any portion or part of the training materials into any other program.

TERMS AND CONDITIONS

- All orders are on a prepaid basis.
- Delivery is three weeks after receipt of payment.
- Price does not include shipping charges and taxes.
- Price subject to change without notice.

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