



Essential Skills & Managing Performance

Three-Day Workshop | Singapore | January 15-17, 2020

VITAL LEADERSHIP SKILLS THAT EVERY MANAGER REQUIRES

Are you looking for a leadership workshop that provides the vital leadership skills that every manager should master? This three-day workshop covers two units on essential skills and four units on managing performance. Each unit is part of the foundation you need to build a solid team.

ESSENTIAL SKILLS

- **ESSENTIAL SKILLS OF LEADERSHIP** gives you the four foundational skills for effective leadership: focusing on behaviors and facts (not attitudes or opinions), encouraging team member participation, maintaining team member self-esteem, and running effective meetings.
- **ESSENTIAL SKILLS OF COMMUNICATING** teaches you how to craft clear and concise messages, deliver messages designed for the team member, use active listening skills, align verbal and nonverbal communication, and provide impactful feedback.

MANAGING PERFORMANCE

- **DEVELOPING PERFORMANCE GOALS AND STANDARDS** equips you with the tools you need to set effective performance goals for your team. This includes ensuring that performance goals are SMART (specific, measurable, attainable, results-oriented and time-framed), tied to broader company initiatives, and are well-understood by team members.
- **COACHING JOB SKILLS** teaches you how to successfully coach members of your team. The unit covers both how to train new skills as well as how to help your team improve their existing skills.
- **DELEGATING** helps you master the skills necessary to effectively assign work to others. This includes determining what to delegate, to whom to delegate, and how to successfully discuss the assigned task.
- **PROVIDING PERFORMANCE FEEDBACK** gives you the necessary tools to implement a systematic, fact-based approach to performance improvement through quality feedback.

THE PROCESS

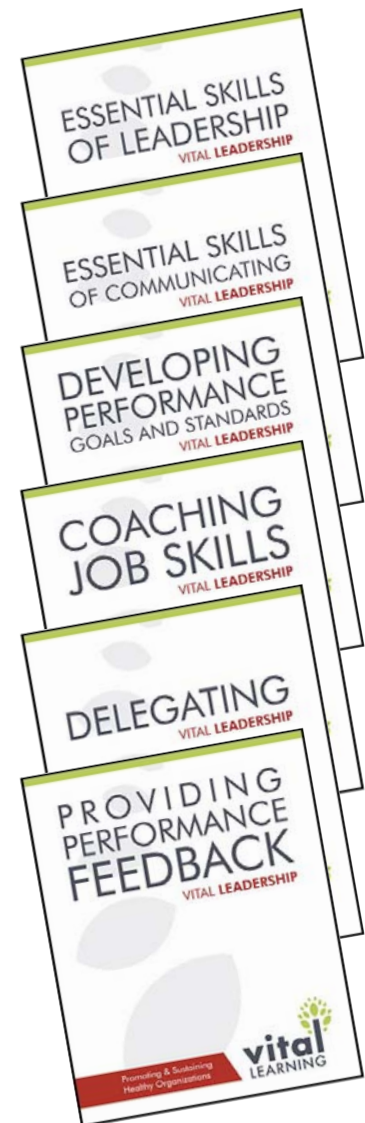
1. We start with the fundamental leadership and communication skills that you absolutely must use every day. We call these the Essential Skills.
2. After building the essential skills, you will develop your Acceleration Skills. These units help you in managing performance that you will inevitably face on the job as a manager. The units cover four different topics – developing performance goals and standards, coaching job skills, delegating, and providing performance feedback.
3. What ties it all together is practice. This is what we do better than any other leadership development solution. Practice is built in from the very beginning and is used throughout the process and continued over time. Ultimately, our goal is for you to actually use the skills back on the job. Practice helps develop a comfort level and confidence with new skills so the skills are applied. A few ways practice is built into our process: experiential exercises, short video-based scenarios, skill practice, 48 hour reinforcement exercise, on-the-job worksheets, and follow up skill practice sessions.



PARTICIPANT MATERIALS

Each participant will receive:

- Six Participant Workbooks
- Certificate Of Accomplishment



CENTER FOR LEADERSHIP STUDIES (ASIA) PTE LTD

www.cls-asia.net [www.fb.com/CLSAsia](https://www.facebook.com/CLSAsia)

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ADMINISTRATIVE DETAILS

- Date: January 15-17, 2020
- Time: 9.00 am – 5.00 pm
- Early Bird Fee: S\$1,950/participant
Register and pay before December 18, 2019
- Regular Fee: S\$2,170/participant
- Venue: Orchard Hotel Singapore
442 Orchard Road
Singapore 238879
- Closing Date: December 30, 2019
- Registration and Payment:
Registration may be made by fax, mail, email or online. Payment must be received to confirm the registration. Check should be crossed and made payable to Center for Leadership Studies (Asia) Pte Ltd.
- Refund of Fees:
Full refund of course fee will be given if written notice of withdrawal is received not less than three weeks before commencement of the workshop. If no such written notice is received, the invoice for the full course fee will remain payable. A replacement participant is allowed.
- Cancellation/Postponement:
Center for Leadership Studies (Asia) Pte Ltd reserves the right to cancel or postpone the workshop due to any unforeseen circumstances.

IN-COMPANY WORKSHOP

Contact us for more information



Leadership.Relationship.Performance

We provide training, coaching and consulting in social intelligence and leadership development. Since 1985 we have been helping clients to leverage human performance and enhance overall organizational performance. We have worked with more than 500 clients in 26 countries in Asia-Pacific, Europe and North America. From our offices in Singapore and Hong Kong we work with our clients and support global client implementations worldwide.

Through our proven leadership building and social intelligence solutions, a leader is never taken by surprise and will always have in hand the way to the success. We build leaders that accommodate and thrive through all adversity. No matter where you are, in whatever country or culture, our process is completely adaptable and applicable to you and your organization.

WORKSHOP LEADER



TAN JOO SEET offers training, coaching and consulting in social intelligence and leadership development – helping clients to leverage human performance and enhance overall organizational performance. He brings with him four decades of business, management and consulting experience; and has worked in 26 countries in Asia-Pacific, Europe and North America.

During his 30 years in training and consulting he has worked with more than 400 clients. He is a frequent speaker at professional and business conferences, and writes regularly. Over 30 of his articles have been published. He was featured in the television program *Money Matters*, and co-hosted the radio series *Working Matters*.

After completing his tertiary education in engineering, Joo Seet did the Master of Management, the Graduate Diploma in Personnel Management, and the Advanced Diploma in International Marketing. He is a Certified Business Planning Consultant and a Chartered Marketer.

Joo Seet is the Managing Director of Center for Leadership Studies (Asia) with offices in Singapore and Hong Kong. He is also the founder and Director of Human Edge Organization, and Performance Learning. He has also served as Managing Director (Asia) of Zenger-Miller from 1985 to 1996. Since 1987, he has been working with Dr Paul Hersey and the Center for Leadership Studies.

In addition to his training, coaching and consulting experience, he has held regional management positions in human resources, sales and marketing, business development and general management in telecommunication, aviation, manufacturing, medical systems and IT. He has worked with the government, government-linked companies and multinational organizations.

He participated in the United Nations Development Program/International Telecommunication Union projects on the setting up of the telecommunication training center, and instructional technology and course development. He also developed and coordinated regional training for the United Nations Development Program/International Civil Aviation Organization.

REGISTRATION

- Online:
www.cls-asia.net/vl-2020-01-15-17-sg.html
- Email:
asksg@cls-asia.com
- Mail:
CENTER FOR LEADERSHIP STUDIES (ASIA) PTE LTD
250 North Bridge Road #14-01
Raffles City Tower
Singapore 179101
- Fax: (65) 6286-5733

PARTICIPANT

▪ Mr/Mrs/Ms/Mdm/Dr _____

▪ Name _____

▪ Job Title _____

▪ Mobile _____

▪ Email _____

▪ Company _____

▪ Address _____

▪ Tel _____

▪ Fax _____

▪ Enclosed is the check # _____

for S\$ _____ made payable to

Center for Leadership Studies

(Asia) Pte Ltd

CONTACT PERSON IF DIFFERENT FROM PARTICIPANT

▪ Mr/Mrs/Ms/Mdm/Dr _____

▪ Name _____

▪ Job Title _____

▪ Mobile _____

▪ Email _____