



*Conference:  
Mastering People Management & Team  
Leadership*

*28 April - 2 May 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Conference: Mastering People Management & Team Leadership

Conference code: CO8250 From: 28 April - 2 May 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Conference Fees: 6000 € Euro

### Introduction

This course is designed for supervisors or technical specialists transitioning into team leader or line manager roles. It focuses on developing the essential skills needed to balance organizational demands with team needs. Participants will learn to step back from everyday pressures, manage time effectively, and use influencing techniques to guide and motivate their teams. The course also emphasizes the importance of delegation and how it can empower team members, along with strategies for team development and growth. Building strong motivational skills is a key component to help leaders inspire and lead their teams effectively.

### Objectives

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritization and delegation techniques
- Maximizing your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

### Methodology

The seminar uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays, and syndicate discussions. Formal inputs are used to introduce the underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with a novel - and sometimes challenging - techniques. A psychometric instrument will be used to generate a personality profile, which will contribute to your understanding of your preferences and personal style.

### Organizational Impact

Managers who have shared and practiced different ways of performing the key leadership functions offer increased self-awareness, flexibility, and confidence. They are better able to stand back from the everyday detail and focus on longer-term organizational needs, secure in the knowledge that their team is competent and motivated to deal with operational tasks.

### Personal Impact

Participants will be exposed to a range of different approaches to leadership and management practice, allowing them to select those most suitable for their situation and personal style. The opportunity to experiment with key

techniques before applying them in the workplace will help build the confidence to move beyond traditional assumptions about the “right” way to manage.

## Outlines

### Day 1: Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

### Day 2: Personal Effectiveness, Time Management, and Delegation

- Understanding yourself and your organizational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

### Day 3: Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

### Day 4: Team Building, People Management, and Motivation

- How high-performing teams work?

- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

#### Day 5: Enhancing Team Performance through Coaching and Development

- How did people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps

## Registration form on the Conference: Mastering People Management & Team Leadership

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