

10 TOOLS FOR HIGHLY EFFECTIVE MANAGERS

February 21-22, 2012 Four Points by Sheraton, Kuching, Malaysia
March 19-20, 2012 Istana Hotel, Kuala Lumpur, Malaysia

COME & **EXPERIENCE**
DE' DIFFERENCE



CPD
16 HOURS

**SBL &
SBL KHAS**
Claimable
(PSMB 6427)

Catch us at
[www.youtube.com/
user/mrsmanagement](http://www.youtube.com/user/mrsmanagement)



Enjoy MRS's 23rd Anniversary Special!
Log on to www.mrstraining.com to register online.



DAY 1

1. How to Lead Your People

- Definition of a Leader
- Definition of a Manager
- Difference between a Leader and a Manager
- Tomorrow's Company versus Yesterday's Company
- The Leader of a Tomorrow's Company
- 6 Leadership Styles
- Attributes of Leaders
- Leadership Tension

2. How to Think Strategically

- Strategic Thinking Defined
- 4 Levels of Strategic Thinking
- The Strategy/Operations Relationship
- Strategic Thinking Leading to Strategic Management
- 3 Ws and 2Hs

3. How to Solve Problems & Make Effective Decisions

- 5 Key Steps in decision-Making
- The ADADA Model
- Barriers to Effective Decision-Making
- The "Ishikawa" Model in Problem Solving
- Man-Method-Material-Machine
- Basic Steps & Rules in Problem Solving

4. How to Manage Time

- Recording Time
- Analyzing Time
- Planning Time
- Managing your Roles and not your Time
- The Yearly Planner
- The Weekly Worksheet
- The Daily Work Plan
- Checklist for effective use of time

5. How to Stay Stressfree & Well

- Two Types of Stress
- Signs & Symptoms of Stress
- How to Manage Stress
- Type 'A' and Type 'B' Personality
- Managing Your Health

Programme Highlight

You Are Fired

DAY 2

6. How to Build Great Teams

- Actively Building Relationships
- Encouraging and Stimulating Others
- Wide Range of Incentives
- Evaluating and Enhancing People's Capability
- Respect for views and actions of others
- Sensitivity to the needs and feeling
- Using power and authority
- Setting objectives which are both achievable and challenging
- Commitment to a specific course of action
- Using a variety of techniques to promote morale and productivity
- Communicating Vision

7. How to Communicate & Interpersonalise

- How should I communicate?
- Types of Non-Verbal Communication
- Communication Skills
- Presentation Skills: 6 Key Steps
- Do's and Don't's on Delivery

8. How to Delegate & Empower

- The Difference between Delegation and Empowerment
- Why Delegation?
- Benefits of Delegation
- Reasons why people fail to delegate
- Activities included in Delegation
- A Process for Effective Delegation
- Why is Empowerment Important?
- Benefits of Empowerment
- How to empower employees?
- Guidelines for implementing and improving Empowerment
- Specific Techniques that can be used to Empower a Workforce

9. How to Encourage Innovation & Creativity

- Can Creativity be Taught?
- Right Brain and Left Brain Thinking
- How Creative Are You?
- 8 Steps to Developing Creative Thinking Skills
- 10 Barriers to Creativity
- 12 Questions to Spur the Imagination
- 8 Steps towards stimulating a creative environment

10. How to Focus on Results through Your People

- Planning and Prioritizing
 - Focus on Objectives
 - Tackle Problems and Take Advantage of opportunities
 - Set Objectives in Uncertain and Complex Situations
 - Focus Personal Attention on Specific Details
- Striving for Excellence
 - Actively seek to do things better
 - Use change as an opportunity for improvement
 - Establish and Communicate High Expectations
 - Set Goals that are demanding of self and others
 - Benchmarking

Feedback from previous participants.....

"Excellent course. It introduced both theoretical and practical approaches to address the normal workplace environment in managing people."

- Billy Chin Fook Shin, Petra Resources Sdn Bhd

"Enjoyed the course immensely. Very thought-provoking. Learnt new methods of leadership and tools for decision making. Both Dr Muruga and Dr Malar held my attention throughout the two days. Thank you!"

- Sheila Sivam, Converse Malaysia

"Truly an eye-opener! Good exposure and the training helps put me in a more positive perspective and motivated to do better"

- Jelene Yap Pek Pooi, Star Publications (M) Bhd

"Practical tools to enhance managerial and leadership skills"

- Azhari Mohtar, Sarawak Energy Bhd

"Very recommended for new, first-time managers and senior managers."

- Ian Kree, X-Fab Sarawak

"I learn the difference between leaders and managers; leadership are not equal managers but managers are leaders."

- Nazim Abdul Wahid, Sara Worldwide Vacations Berhad

"Through this workshop, I can interchange information and ideas with other participants from private companies and government sector. Good workshop to be attended."

- Ratna Dewi Bt Mohamad, Kuching Water Board

"It creates awareness and learning tools on how to be an effective manager and develops the leadership quality that are needed in me"

- S B Goh, Jabatan Kerja Raya

"Very good course, I've learn a lot from this workshop; the facilitators managed to deliver the 10 Tools in such a short time."

- Mohamad Nidzam B Ahmad, Lembaga Amanah Kebajikan Masjid

"I felt that I'm one of the lucky people to be in this workshop where within 2 days I've learned the 10 tools which I can apply it to my organisation."

- Arninawati Bt Mahdi, Santubong Resort

"It's good training for managers. Proud that we are the 1st group of managers attending this course in KL"

- Ng Kim Lian, Vista Point Technologies Sdn Bhd

"This is the best management course that I have ever attended in my 25 years of government service."

- Ronald Ripid, Jabatn Pertanian Sarawak

July 28-29, 2010



Oct 25-26, 2010



Oct 27-28, 2010



March 30-31, 2009



Aug 12-13, 2009



Oct 28-29, 2009



Mar 23-24, 2010



May 20-21, 2010



Oct 13-14, 2011



Nov 10-11, 2011



June 15-16, 2011



Aug 18-19, 2011



Sept 29-30, 2011



May 15-16, 2011



Feb 22-23, 2011



Dec 13-14, 2010

Dr. Muruga

Dr. Muruga is the founder and creator of The Easy UC Way - a system which helps transform behavior by reprogramming the subconscious mind. He is also the author of the runaway bestseller - "The EASY UC WAY". UC stands for Unconscious Competence which Dr. Muruga says participants can achieve by tapping the power of their subconscious mind.

Dr. Muruga has studied and researched the psyche and the mind. In his own way he has become an expert in the field of the Subconscious



Mind, mastering the concept of making sustained behavioral changes for personal and organizational success.

Dr. Muruga is also an authority on Emotional Intelligence and has worked on localizing and customizing the concept for Corporate Organizations. He is a Six Seconds EQ Certified Trainer. His "Emotional Selling", an EQ application for customer service and sales personnel is extremely popular with organizations.

Apart from his engaging and charismatic delivery, he has a gift of helping managers and executives change the way they perceive their choices and he makes the realm of the impossible - possible. He accomplishes this through unique simple yet effective learning sessions incorporating his masterful use of humor, personal anecdotes, and real-world business examples passionately delivered for an unforgettable learning experience.

Managers and executives at the "10 Tools for Highly Effective Managers" will be armed with new ideas and actions that they can apply and practise immediately to make impactful changes both professionally and personally.

Dr. A. S. Malar

Dr. Malar is an international trainer who has done training in Canada, Norway, U.K., Germany, Sri Lanka, Indonesia, Myanmar, Laos and Malaysia. She is also a management lecturer and dissertation supervisor on the Doctoral in Business Administration (DBA) and Masters in Business Administration (MBA) programs with the University of Newcastle and University of East London.



Besides the flagship "10 Tools for Highly Effective Managers", she also trains in the fields

of Corporate Entrepreneurship/Intrapreneurship, Creativity & Innovation, Relationship Marketing, Time Management, Customer Service Excellence, Negotiation Skills, Communication Skills, Decision-Making and Problem Solving Techniques, Leadership Skills and Entrepreneurship for SMEs.

Dr. Malar holds a Ph.D in Political Science in the field of Corporate Entrepreneurship from the National University of Malaysia (U.K.M.). Her delivery style is unlike any normal academic Ph.D. Her sessions are full of laughter and fun. Her technique of delivery, "The 80/20 Accelerated Learning Technique" focus 80% interactive and participative activities and 20% lectures.

Her knowledge of the current Malaysian and regional business scene permits her to pick appropriate and relevant samples and case studies, seemingly from thin-air, which makes the learning process so much fun and enjoyable. Her intuitive and unique ability of selecting the highlights and pointers from these case studies make one wonder if she is actually discussing your own organization.

Dr. Muruga and Dr. Malar are resource speakers to **MRS MANAGEMENT SDN BHD.**

Managers & Executives from these organisations have benefited!

- 3A Pharma Sdn Bhd • Agensi Kaunseling dan Pengurusan Kredit • Angkasa Cawangan Sarawak • Accel Graphic System Sdn Bhd • Asia Tent International Sdn Bhd • Bank Negara Malaysia, Kuching • Bank Rakyat • Berjaya Dockyard Sdn Bhd • Bertam Properties Sdn Bhd • BBC Estates VII Sdn Bhd • Bintulu Development Authority • Bridgestone Engineered Products of Asia Sdn Bhd • Brilliant Decade Transport Agency • Cahaya Mata Sarawak Berhad • Central Spectrum (M) Sdn Bhd • Ching Yi Technology Sdn Bhd • CMS Cement Sdn Bhd • CMS Pavement Technology Sdn Bhd • CMS Property Development • CMS Roads • CMS Wires Sdn Bhd • Ceramica Indah Sdn Bhd • Comverse Malaysia Sdn Bhd • Etiqa Insurance Berhad • F&N Creameries (Sarawak) Sdn Bhd • FMP Automotive (M) Sdn Bhd • Gayana Eco Resort Gold Coin Specialities Sdn Bhd • Hornbill Skyways Sdn Bhd • Housing Development Corporation Sarawak • Hock Seng Lee Concrete Sdn Bhd • 4-PMart Network • Institute for Health Management • Institute Latihan Sektor Awam Negeri • Institut Penilaian Negara • iCIMB (M) Sdn Bhd Institut Penilaian Negara • ISC Micro Precision Sdn Bhd • Jabatan Kerya Raya Sarawak • Jabatan Perkhidmatan Pembedugan Sarawak • Jabatan Pertanian Sarawak • JAKS Steel Industries Sdn Bhd • Jayalah Cemerlang Realty Sdn Bhd • K&L Farming Industries Sdn Bhd • Kalabakan Plywood Sdn Bhd • Kasugi Prima Sdn Bhd Kementerian Pembangunan Infrastruktur & Perhubungan Sarawak • Kementerian Pembangunan Sosial & Urbanisasi • Kenaga Investment Bank Bhd • Khind Holdings Berhad • Kim Hin Industry Berhad King's Confectionery Sdn Bhd • Kuching Water Board • LAKU Management Sdn Bhd • Le Meridien Kota Kinabalu • Lembaga Air Kuching • Lembaga Amanah Kebajikan Masjid Negeri Sarawak • Lembaga Hasil Dalam Negeri HQ • Lembaga Hasil Dalam Negeri Kuala Lumpur • Lembaga Hasil Dalam Negeri Sarawak • Lembaga Lada Malaysia • Malaysia Building Society Bhd • Malaysian NK Fertilizer Sdn Bhd Malaysian Pepper Board • Masterskill (M) Sdn Bhd • Microlink Systems Sdn Bhd • Micromechanics (M) Sdn Bhd • Modern Corporate Systems Sdn Bhd • Monash University Malaysia • Oceancare Corporation Sdn Bhd • One Lifecare Sdn Bhd • Onkyo Asia Electronics Sdn Bhd • Pall (Malaysia) Sdn Bhd • PDZ Shipping Agency (Kuching) Sdn Bhd • Paragon Converters (Malaysia) Sdn Bhd • PE Land Sdn Bhd • Pejabat Setiausaha Kewangan Sarawak • Petronas Cargill Sdn Bhd • Paragon Concrete Sdn Bhd • Perbadanan batitulumal Negeri Sabah • Petra Jaya Properties Sdn Bhd • Petra Resources Sdn Bhd Petronas Carigali Sdn Bhd • Petroleum Nasional Berhad • Polyflow Pipes Sdn Bhd • Pejabat Perbagangan Dalam Negeri • Koperasi dan Kepenggunaan • PERKESO • Polyplastics Asia Pacific Sdn Bhd • Ranhill Power Sdn Bhd • RHB Bank Bhd • RS Machineries Sdn Bhd • Sabah Tourism Board • Sacoفا Sdn Bhd • SALCRA • Sanyan Wood Industries Sdn Bhd • Sarawak Energy Bhd • Sarawak Shell Bhd • Sarawak Tourism Board • Sanmina-SCI Corporation (M) Sdn Bhd • Santubong Kuching Resort • Santubong Suites Sdn Bhd • Sapura Crest Petroleum Bhd • Sara Worldwide Vacations Sdn Bhd • Sarawak Bank Employees Union • Sarawak Capital Assets Sdn Bhd • Sarawak Economics Development Corporation • Sarawak Information Systems Sdn Bhd • Sarawak Land Consolidation & Rehabilitation Authority • Sarawak Timber Industry Development • Sedidik Sdn Bhd • Sego Holdings Sdn Bhd • Sika Kimia Sdn Bhd • Sime Engineering Sdn Bhd • Star Publication (M) Bhd • Swinburne University of Technology • Sarawak Timber Industry Development Corporation • Teras Jelata Sdn Bhd • Taiyo Yuden (S) Sdn Bhd • Tenaga Nasional Berhad • The Sarawak Press • TIME dotcom Berhad • Trans-Ocean Coatings & Chemicals Sdn Bhd • Technolntan Holding Sdn Bhd • The Board of Trustess Of Sabah Parks • Tradewinds Travel & Tours United G.I. Products Sdn Bhd • TT dotcom Sdn Bhd • Universal Cable (S) Sdn Bhd • Univeristi Brunei Darussalam • Universiti Kuala Lumpur • Union Yes Retreat & Training Centre • Vista Point Technologies • Warta Distribution • Weida Integrated industries Sdn Bhd • Weida (M) Bhd • X-Fab Sarawak Sdn Bhd • more to come....

Watch videos at



www.youtube.com/user/mrsmanagement
for interviews and testimonials!

**Sometimes, without realising it, a manager's one small weakness may over shadow all his or her other strengths....
Do not let this happen to your managers!**

The MUST ATTEND 2 Days Workshop for managers who QUEST for a perfect 10



BENEFITS TO CORPORATE MANAGERS

The corporate organizations of today operate in a dynamic and competitive global environment. Whilst business profitability was the critical concern in the past, business sustainability has now become the critical issue. To meet business sustainability, corporate organizations need effective and efficient corporate managers who play a critical role in ensuring growth and development in an organization. Corporate managers need to be equipped with self-management skills that will add value to their performance and productivity. This workshop introduces corporate managers to the 10 tools for self-management to help them become more effective and efficient managers.

WHAT OUR DELEGATES ARE SAYING

"It's really amazing course with excellent speakers"

- Nordaliah, Tenaga Nasional Berhad -

"I have learnt so much of managerial skills in these two days to be applied to my daily working life, to be a better manager and to make changes - I change and I can change others in my management for my department's development as a whole"

-Jaclyn Chan, K&L Farming Industries Sdn Bhd-

"Thumbs up! Provided me with the necessary tools to be an excellent manager (leader). Thank you! Well done!

-Wallace Paul, Taiyo Yuden (Sarawak)-

TRAINING METHODOLOGY

SPECIAL: This Program is conducted by 2 Trainers!

Accelerated Learning Technique based on the 4Ps:

- Preparation
- Presentation
- Practice
- Performance

Workshops

- Experiential Learning
- Activity-Oriented Learning Approach

Brainstorming Sessions

Individual & Group Presentations

- Group Exercises
- Pictograms

PERIODICAL
MRS 1 / 2012

BAYARAN POS JELAS
PEJABAT POS BESAR
KUCHING, SARAWAK
NO.SWK 15

PPK368/10/2012(031369)



"This workshop is very useful for me and changed my thinking about leader"

-Ansol ak. Siligut, Teras Jelata Sdn Bhd-

"Was looking forward to this program and after attending, it affirmed my initial assessment of how useful and valuable the knowledge and skills that I obtained, both for work and personal life."

-Juiata Akaw, Hornbill Skyway-

It's one of the best courses that I have ever attended."

-Wan Ahmad Uzir, Pejabat Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan-

"This is the best course I have attended so far. Every explanation was made in simple English and made it easy to understand what the course was all about."

-Evonnie Robin, Sarawak Tourism Board-

"Very inspiring, soul searching and one of the best training that I've ever attended. I strongly recommend all organizations to send their wonderful people to explore more about themselves."

- Douglas Jor, Taiyo Yuden (Sarawak)-

"An experiential course and would be my greatest advantage to be able to assist and contribute to my organization"

- Norzalina Binti Samad , SFS -

"Knowledge acquired to apply in my workplace. Built further confidence in me."

-Susan Kok, Ranhill Power-

"It creates awareness and learning tools on how to be an effective manager and develops the leadership quality that are needed in me"

- Hazlina Bt Abdul Razak, TIME dotCom Bhd -



Yes! Please register me/us for the workshop on

Please Tick

- February 21-22, 2012, Four Points by Sheraton, Kuching, Malaysia
 March 19-20, 2012, Istana Hotel, Kuala Lumpur, Malaysia



Please Tick

- We are applying for SBL-KHAS (PSMB 6427)

Name :
 Position :
 Email :
 Name :
 Position :
 Email :
 Name :
 Position :
 Email :
 Company :
 Address :
 Tel :
 Fax :
 Email :
 Nominating Person :
 Position :
 Approving Person :
 Position :
 Invoice Attention To :

(name of person)

INVESTMENT

Early Bird Rates : RM 2668
 Normal Rates : RM 2868

Early Bird Rates (EBR) are applicable to paid registrations by the following dates for each venue:

(KCH) January 21, 2012 (KL) February 19, 2012

(FEES are inclusive of refreshment, lunch, workshop materials and Certificate of Attendance)

GROUP DISCOUNT of 10% will be given to your organisation when you register 3 or more delegates to the workshops. All cheques should be crossed and made payable to **MRS MANAGEMENT SDN BHD.**

CANCELLATION

A prompt refund minus a service charge of 15% will be allowed for cancellations received in writing before January 21 for Kuching and February 19 for Kuala Lumpur venues respectively.

No refunds can be made for cancellations received after these dates. Alternatively, you may nominate a substitute but we would appreciate prior notice.

CLOSING DATE : (KCH) February 14, 2012 (KL) March 12, 2012

M	W	F	S	S1	E	EB1	EB2
---	---	---	---	----	---	-----	-----

Organised By



MRS MANAGEMENT SDN BHD (275222-P)

KL CORPORATE OFFICE

Suite 33-01, 33rd Floor, Menara Keck Seng
 203, Jalan Bukit Bintang,
 55100 Kuala Lumpur, Malaysia
 Tel: +603-2116 5961 Fax: +603-2116 5999

HEAD OFFICE

Sublot 46, 2nd Floor, Premier 101 Commercial Centre,
 Jalan Tun Jugah, 93350 Kuching, Sarawak, Malaysia.
 Tel: +6082-454 343 Fax: +6082-458 248
 Email: mrs@mrstraining.com, kristine@mrstraining.com

www.mrstraining.com