LEADERSHIP TRANSFORMATION SERIES:

Winning Tools for Leaders	Building Empowered Supervisory Team

CUSTOMER SERVICE PROGRAMS:

The Service Image	Service from the Heart

HIGH PERFORMANCE CULTURE PROGRAMS:

Building Self-Confidence	Success Begins With Me
Developing Winning Attitude	My Job My Pride

BUSINESS SKILLS/OTHERS PROGRAMS:

Winning Tools for Effective Communication	Managing Expectation, Tasks, and Time
7 Innovation Tools	Problem Solving and Decision Making
Young Executive Development Program	Harnessing Excellent Individuals (Teambuilding)

WINNING TOOLS FOR LEADERS

EQUIP LEADERS WITH EFFECTIVE TOOLS TO DEVELOP AND GROW STAFF.

INTRODUCTION

Manpower is a critical resource that remains a core asset which automation nor machine cannot yet replace. To gain competitive edge, this human resource needs to be developed systematically and in a structured manner. For leaders and supervisors to perform at a higher level, they need to learn to use suitable, effective tools or techniques that can help them determine and increase the performance of their subordinates. The 'Winning Tools for Leaders' provides supervisors with human development tools to apply on various levels of performance, from counseling for the lowest performing to mentoring for the highest, with the ultimate aim of increasing productivity and results.
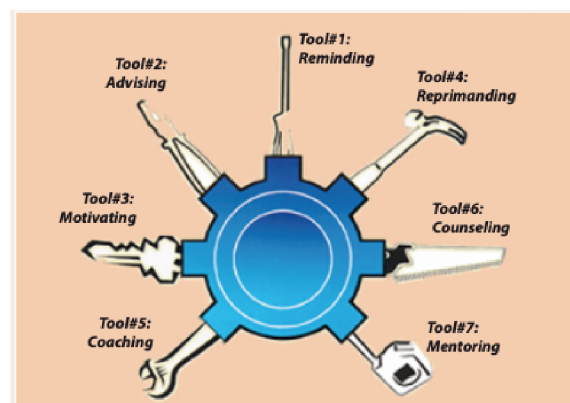
TARGET GROUP

EXECUTIVES & MANAGERS

Other potential positions include: supervisors, line managers, and team leaders

PROGRAM MODEL

The model upon which this program is designed is as shown below :

OBJECTIVES

At the end of the session, participants will be able to achieve the following objectives (as per module):

- Uncover staff's strengths and weaknesses.
- Improve/enhance staff performance by utilizing the right tools
- Develop your staff more effectively

FUNDAMENTALS, TECHNIQUES AND TOOLS

The 'Winning Tools for Leaders' program consists of three modules

Module 1: Winning Tools Basic Level	Module 2: Winning Tools Intermediate Level	Module 3: Winning Tools Advanced Level
Tool #1: Reminding Skill — To proactively inform subordinates on important matters	**Tool #4: Reprimanding Skill** — To convey stern concerns on staff performance	**Tool #6: Counseling Skill** — To assist subordinates in solving their own personal or career problems
Tool #2: Advising Skill — To align expectations of leader & subordinate in a positive manner		
Tool #3: Motivating Skill — To motivate subordinates to have high inner drive in their career	**Tool #5: Coaching Skill** — To enhance subordinates' skills in dealing with daily tasks	**Tool #7: Mentoring Skill** — To provide additional skills & strategies which benefit subordinates' future

DOCUMENTATION

A combination of the following documents and folders will be given to program participants to engage them in their learning. Using these documents helps participants retain knowledge and apply the techniques learnt.

1. PROGRAM FOLDER & NOTES

- Notes on tools & techniques
- Practical, tool-based acronyms

2. CERTIFICATE

- Program certificate

3. PROGRAM JOURNAL

- Step-by step workbook
- To record personal notes

4. TOOLCARD

- Handy card on techniques & tools
- Brief outline for easy recall

5. TOOLBOX

- Handy booklet on notes
- A simple guide to the tools & techniques