

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)



MANAGING EXPECTATION, TASKS, & TIME (METT)

OVERCOME DAILY WORK CHALLENGES, AND ACHIEVE BETTER WORK
PERFORMANCE.

INTRODUCTION

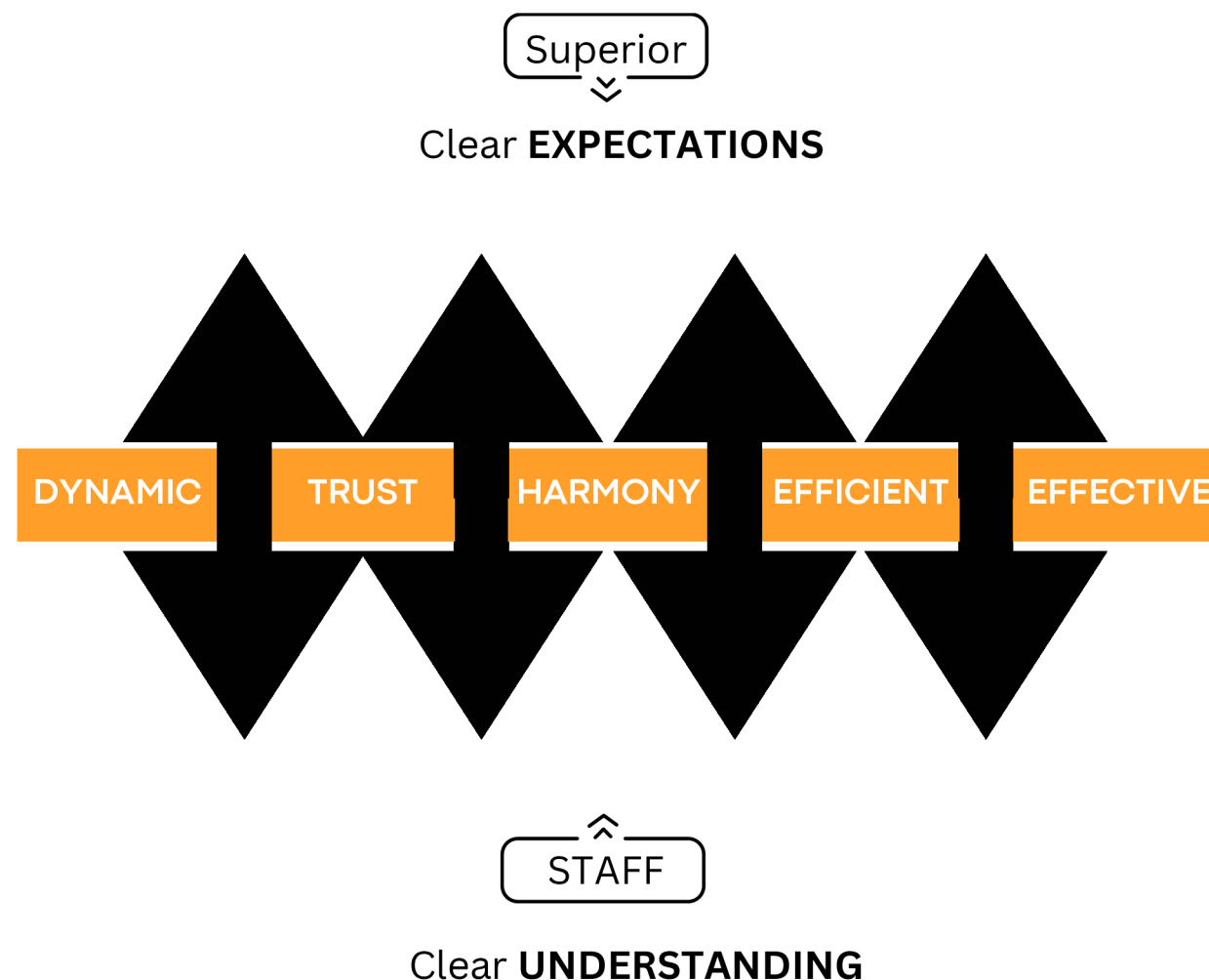
In today's demanding business landscape, employees are expected not only to handle multiple tasks simultaneously but also to navigate reporting to multiple bosses with distinct expectations. Failures to comprehend these expectations can lead to challenges. By understanding each boss's preferences, employees can effectively manage tasks and meet diverse expectations, leading to efficient multitasking and enhanced productivity within tight timeframes. When work aligns with bosses' preferences, it fosters a strong working rapport between supervisors and subordinates, cultivating a harmonious teamwork environment. Unfortunately, few employees experience such chemistry. This program offers straightforward yet impactful tools for employees to cultivate positive relationships with their bosses, fostering productive collaborations.

TARGET GROUP

A. NON-EXECUTIVES B. EXECUTIVES AND ABOVE

These two levels will not be combined in one group as the content, depth, examples, illustrations, or case studies require different emphasis and therefore would be delivered differently.

PROGRAM MODEL



MODULES

- **Module 1: Managing Superior's Expectations**
- **Module 2: Managing Tasks for Performance Excellence**
- **Module 3: Managing Tasks**
- **Module 4: Managing Time**

OBJECTIVES

At the end of the session, participants will be able to achieve the following objectives:

- Understand expectations, preferences, styles, and needs of superior.
- Form a strategic partnership by aligning with bosses' styles and preferences.
- Understand how attitudes and values influence work habits and time management.
- Boost productivity via adept task management, time utilization, and planning.
- Develop an action plan to enhance time efficiency and effectiveness.

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
- Guide to tools & techniques

2. CERTIFICATE

- Program certificate

3. PROGRAM JOURNAL

- Record personal notes on the individual journey of change and progress

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

