



EFFECTIVE LEADERSHIP AND PEOPLE MANAGEMENT SKILL

14-15 December 2018 | Time: 8:00 AM – 5:00 PM | Venue: Sunway Hotel
Deadline :12 December 2018

COURSE OBJECTIVE

At the end of the course, all participants will be able to:

- » Provide the essential tool for developing managers to acquire a strong and effective leadership capable to lead, delegate and manage their people effectively,
- » Lead, Provide the new manager level to establish a vision, inspire others, think strategically, respond rapidly to change, and take decisive action,
- » Use interpersonal & Communication and listening skills to increase their leadership performance
- » Adopt appropriately leadership styles and capable to empower others to become a successful manager and leader
- » Learn how to effectively motivate, manage resources and moreover capable to solve conflicts using win-win approaches
- » Understand the EI (Emotional Intelligence) concept which can help manager or leader in its daily operation
- » Motivate staff for a better performance and retention which in turn reduce staff turnover and create better workplace environment
- » Create plans to manage change leading to continuous improvement
- » Apply effective coaching and appraisal techniques

ABOUT TRAINER

CAMFEBA's Associate Trainer (Cambodian-French)

Specialization: Project Management * Business Systems Solution System Development, Data integration & Implementation * Business Process Reengineering Change management * Services Counseling * Internal audit * Capacity Building * Training...

Seasoned professional from Canada, trilingual (English, French, Khmer), holds two bachelor's degrees in computer science and economics (from French universities) and also holds an MBA degree (from Canadian university), he has accumulated more than 20 years of experience in various senior positions in several Canadian world-class companies. His professional career brought him to work in a variety of business sectors including pulp & paper manufacturing, aerospace, pharmaceutical, distribution of beverages, food and agricultural products, public administration, international development consultancy whether in Canada, United States, Europe, Africa, Asia Pacific and last but not the least in Cambodia.

In Cambodia, he has been acting occasionally as an internal auditor for a Pharmaceutical

Manufacturing Company, Distribution and agri-business at Phnom-Penh since 1996 and couple years later he was promoted to the General Manager, CFO and advisers on a contractual basis between 2004 to 2008. Indeed, he has a broader knowledge of Cambodia's environment especially social-economic, human resource, recruitment and capacity building.

Heavily involved in community, social and professional activities during his mission in Cambodia, he was regularly invited by international and local organizations (e.g. UNDP, IFC, WB, GMS, Cambodian Chamber of Commerce, Universities, etc...) to provide expert views on the Cambodian business environment and other topics like ICT, Agro-industries, enterprise management, performance and motivation etc. In addition to this, he has been acting occasionally as a lecturer at Phnom Penh Royal University of Law and Economics (RULE) for students at Master II level on entrepreneurship and project management and also at Khon Kaen University (Thailand), under the initiative of forum 'Essentials of Leadership for Competitive Enterprises' funded by GMS. With a good sense of analysis and ease in training and coaching roles, he is very comfortable in dealing with all levels of management in a multidisciplinary and cross-functional environment.

TARGET PARTICIPANTS

- » This course is designed for suitable to a wide range of individuals or professionals or anyone who covets the executive position, but will greatly benefit:
- » All Managers, Supervisors senior and other intermediate level management staffs who want to develop their interpersonal communication, people management and strengthen their capacity of leadership and moreover to be proactive at work.

COURSE CONTENT

- » Definition of leadership
- » What is the leadership?
- » Are you really ready for a leadership position?
- » How to Develop Future Leaders ?
- » Seven Habits of Highly Effective People, Key success factors of an inspired leader
- » Essential skills for effective managers
- » The most critical leadership skills
- » Leadership styles: Authoritarian, Democratic, Laissez-Faire, Transactional, ...
- » What supervisory or management style is better suited to the organization ?
- » Personal / Organizational Conflict & Problem solving: Steps to solve problem & Conflict
- » Different tools & Techniques of root cause identification: fish bone, 5 Whys, Process mapping, SWOT.
- » Delegation Process, Monitoring & Evaluation
- » 12 Behaviors to adopt to become a more effective manager
- » Why people leave?
- » Turn difficult people and poor performers into team players
- » Effective communication: Interpersonal, communication: non-verbal (body language), Active Listening, Negotiation skills, Common barriers to communication
- » 5 Super Effective Ways to Become a Great Communicator
- » Team collaboration: Team Building process, The benefit of working together
- » New style of leadership: Emotional Intelligence (EI): Which style of leadership fit well to organisation,
- » Why is EQ important?
- » How to motivate people and yourself? : 'Maslow Pyramid', the 20 key motivators
- » Coaching, mentoring,
- » Manage everyday life like managing the project:
- » Concept of project management, To Do List, How to be pro-active at work?
- » KPI and KPM: Key Performance Indicator & Key Performance Measure
- » Performance Management Program (PMP)

TRAINING FEE

- Direct Member: **USD 170 Nett/person**
 - Non Member: **USD 220 Nett/person**
- (Fee is inclusive of Lunch and learning materials. Certificate of completion provided)
Note: Fee excludes any taxes.

REGISTRATION



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