

# QUALITY LEADERSHIP SKILLS

## Lead From The Heart



Course Outlines

### COURSE OBJECTIVES

- Describe the roles and responsibilities of a true leader
- \* Clearly understand the differences between the role of a manager and the role of a leader
- \* List the three main essential roles of a leader
- \* Understand what motivates people and explain the 4-motive” motivational model
- \* Identify what employees want from a leader in a post Covid 19 world
- \* Understand different perspectives and what defines a true leader
- \* Find out their preferred leadership style
- \* Balance team, task and individual functions
- \* Identify what it takes to role model strong leadership
- \* List the leadership critical success factors

### WHO SHOULD ATTEND

- SUPERVISOR • EXECUTIVES • MANAGERS • MANAGEMENT

Section 1	Defination of Leader & Leadership
Section 2	What Real Leaders Do? 3 Essentials Roles of A Leader Management Vs Leadership
Section 3	What Leaders Know The Importance of A Leader. Why we need group and leader Leadership and Perspective
Section 4	Concept of Leadership. Actual Leadership How To Balance Task, Teams and Individual Functions
Section 5	Leadership Style The Behaviour Approach
Section 6	Qualities of A Leader Role Model Strong Leadership Responsibility of A Leader
Section 7	What Do Employees Really Want From Their Leader How To Handle People and Make People Like You
Section 9	The Leadership Critical Sucess factors in the New Normal How To Foster Creative Thinking

## **About Our Company**

We specialize in Training and Human Capital Development, for both management and technical skills. In addition to the extensive industrial experience in human resources management, we have a pool of experts in our faculty specializing in specific areas that serve organizations of numerous industries. Member of HRDF

### **STEPS : Strategic Tools; Enhancing Performances; Standards;**

S - Strategic - using specific SMART tools

T - Translate this SMART Tools using analytical score card.

E - Establish measurable base line metrics .

P - Performances effective implementation and rewards .

S - Strive towards perfection - Process of continues improvements .

### **The Trainer - Evan Tzivanakis**

#### Education Background :

MBA Leeds Metropolitan University, UK in 2003

#### Working Experience :

- Evan Tzivanakis is a serial entrepreneur, business owner and business coach with 15 years experience in the Corporate World and lived and work in 8 countries before.

- Currently owns and runs three businesses; a financial brokerage in Asia, a boutique B&B in Greece and a Business Coaching Enterprise in Asia.

- He also helps entrepreneurs and new leaders unleash their potential by offering the most innovative, educational and energetic coach and training programmes.

- HRDF Accredited Trainer

## **TRAINING DETAILS**

<b>DATE</b>	<b>To Be Confirmed for IN-HOUSE TRAINING or PUBLIC PROGRAM</b>
<b>NO OF DAY</b>	<b>2 DAYS</b>
<b>VENUE</b>	<b>In House Training</b>
<b>TIME</b>	<b>9.00 am to 5.00 pm</b>
<b>FEES</b>	<b>RM8,000- (In-House Training ) -HRDF Claimable</b>
<b>ENQUIRY</b>	<b>MR. RAMES GOPAL * 012-312 2878 MS ROZAIDA * 03-8081 1868, 012-472 2878</b>

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## CATEGORY OF EMPLOYEE

Please tick (✓) where applicable!

Employee of HRDF Registered Employer

Employee of Non Registered Employer with HRDF

### A. TRAINEE INFORMATION!

1. Name :

2. My ID Card No. :

3. Gender :  Male  Female

4. Address :

Postcode:  State:

5. Tel. No (Office) :

6. Tel. No (Handphone) :

7. Email :

8. Academic :  Sijil Pelajaran Malaysia (SPM)

Qualification

Sijil Tinggi Pelajaran Malaysia (STPM)

Certificate / Skills Certificate Diploma

Diploma  Degree / Master/ Doctoorate

9. Current Position  Board of Director  Senior Manager  Manager

Manager  Executive  Supervisor  Other

10. Company Name/ Employer :

11. Company Address :

Steps QM Sdn Bhd (1186427-X)

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