

# Developing High Performance Team

9 & 10 March 2010 - Kota Kinabalu  
11 & 12 March 2010 - Kuching



## Who will benefit?

This course is highly recommended for managers and executives, whose job requires them to lead, motivate and inspire employees to achieve higher productivity and better performance in the workplace.

Organiser:



ADROIT

HRDF:



Malaysia

International Partners:



Australia



Singapore



Australia

## Overview

What do CEOs, enterprise, and function leaders need to know and do so that high performing teams are developed?

Everyone has experience working in teams. But creating and sustaining a high performing team can be one of the most challenging practices for even the most experienced leader. Great leaders know how to accomplish the growth and development of both the people and the organization through High Performance Teams. They are clear in setting the purpose and processes of the team, and use healthy conflict to ensure the organization is tackling the toughest issues. The most effective teams produce results through a combination of clear roles and goals, respectful interpersonal relationships as well as high functioning relationships with other teams.

### Objectives:

This comprehensive leadership course is aim at helping participants to see the changing leadership criteria, evaluate performance, changing mindset, and to motivate the individual employee to achieve the optimal results required by the organization.

### Training Methodology:

This 2-day course uses the combination of seminar-style delivery, games, group exercises and discussions to relate to the whole learning concepts and experience.

"Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it's amazing what they can accomplish."

- Sam Walton

## Facilitator's Profile - Mr Peter Ng



### Peter Ng

is a business consultant, seminar speaker, workshop leader and a life coach. He delivers over 100 programs a year in Singapore and the Asia region. He has been invited to speak and train in the Myanmar, Vietnam, Laos, Indonesia, Malaysia, The Bahamas, Mexico, USA and many other countries. His reputation as a fun, exciting, and change-producing speaker, trainer and entrepreneur gives him global acclaim.

Peter inspires his audiences to greater levels of achievement by stimulating the human potential and using powerful delivery and new insights to teach and motivate. He was awarded 'Speaker of the Year' for his proprietary customer excellence concept 'Customer Emotional Connectivity' at an convention in Mexico in 2000 and voted the 'Motivational Speaker of the Year' at another convention in Arizona, USA in 2005.

Peter is a Founding Member of the Asia Professional Speakers, Singapore and the Asia Pacific Representative of Service Quality Institute, USA. He is also the Customer Service Trainer for Raffles International Limited since 1999. He graduated with a major in Customers' Psychology and holds a Master of Arts degree in Tertiary, Adult and Continuing Education.

# Course Schedule

Time	Contents	Day 1 .	Time	Contents	Day 2 .
08.30 am	Registration		08.30 am	Registration	
09.00 am	<b>Understanding the Role of a Leader in the 21st Century</b> <ul style="list-style-type: none"> <li>• Understand the concept of action-centered leadership</li> <li>• Managing 4 generations of workforce and their motivational values</li> <li>• Human capital in the 21st century</li> </ul>		09.00 am	<b>iv) Charity</b> <ul style="list-style-type: none"> <li>• Further your own success by furthering others</li> <li>• Delegate; Empowerment; Employ</li> </ul>	
10.00 am	Tea break		10.00 am	Tea break	
10.30 am	<b>Understanding the SUCCESS-Principle of Leadership:</b> <p><b>i) Sense of Directions</b></p> <ul style="list-style-type: none"> <li>• Goals clarification</li> <li>• Forward planning</li> <li>• Making effective use of time</li> <li>• Mission and values</li> </ul>		10.30 am	<b>v) Esteem</b> <ul style="list-style-type: none"> <li>• Factors of underlying motivation</li> <li>• Six principles of employee motivation</li> <li>• Using the healing needs analyzer to gauge personal or performance grievances</li> </ul>	
12.00 pm	Lunch break		12.00 pm	Lunch break	
01.00 pm	<b>ii) Understanding</b> <ul style="list-style-type: none"> <li>• Giving TERMS for employees' performance</li> <li>• Networking leadership</li> <li>• 80/20 rule in employees' performance</li> <li>• Core conditions for effective communication</li> </ul>		01.00 pm	<b>vi) Self-Confidence</b> <ul style="list-style-type: none"> <li>• Seek and tell the truth</li> <li>• Building a learning culture</li> <li>• Maintain professionalism with STAR</li> </ul>	
03.00 pm	Tea break		03.00 pm	Tea break	
03.30 pm	<b>iii) Courage</b> <ul style="list-style-type: none"> <li>• Four principles of leadership</li> <li>• Becoming a leader of change</li> <li>• Why do majority of change initiatives failed</li> </ul>		03.30 pm	<b>vii) Self-Acceptance</b> <ul style="list-style-type: none"> <li>• Developing your point of views and values</li> <li>• Four elements of leadership</li> <li>• Be a master teacher and a master learner</li> <li>• Six Ps' of Disney management</li> </ul>	
05.00 pm	End of Day 1		04.30 pm	Q & A / Certificate presentation	
			05.00 pm	Closing	



*"Coming together is a beginning;  
keeping together is progress;  
working together is success"*  
- Henry Ford

# REGISTRATION FORM

## Developing High Performance Team

Please tick :  9 & 10 March 2010 - Hyatt Regency Kinabalu, Kota Kinabalu  
 11 & 12 March 2010 - Four Points by Sheraton, Kuching

PLEASE COMPLETE THIS FORM AND KINDLY FAX TO 6082 - 463 712

### • FOR PARTICIPANTS

Please tick :

**FEE : RM1,680.00** per participant  
inclusive of course materials, tea breaks, lunch,  
and Certificate of Attendance

**GROUP DISCOUNT** : 10% off total  
fees payable ( for 3 or more participants from  
the same company )

**SPECIAL DISCOUNT** : early bird  
( RM1,580.00 per participant on paid registration  
by 16 February 2010 )

Contact Person :

Designation :

Mobile no :

Email :

Company Name :

Company Address :

Telephone :

Fax :

Email :

Name of Participants :

1.

Designation

2.

3.

THE ORGANISER RESERVES THE RIGHT TO AMEND OR CANCEL THE EVENT DUE TO UNFORESEEN CIRCUMSTANCES

### TERMS & CONDITIONS

#### 1. CANCELLATION OF REGISTRATION

- Must be made in writing.
- Received more than 14 days before the training — a full refund will be given.
- Received 7 - 14 days before the training — a 50% refund will be given.
- Received less than 7 days before the training — no refund but a substitute delegate is welcomed.
- Non-attendance on the day of the course attracts a full fee.

#### 2. PAYMENT

- All cheques must be made payable to Adroit Global Network Sdn Bhd and payment must be received prior the workshop.

### ORGANISER :



**ADROIT GLOBAL NETWORK SDN BHD** (CO.NO. 568457-M)  
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