Creating High Performance Teams

Why You Should Attend This Course:

Management today has never faced such greater threats, or greater opportunities for that matter. When we take a closer look at the issues faced it always comes down to people and relationships.

It can therefore be said that the success of leaders is determined by their ability to get things done through others. At its very base, leadership is all about creating business success by guiding and motivating others to do the right things and more importantly, have them wanting to do the right things.

The important thing is to obtain people’s commitment rather than just their compliance. When you achieve this, it is said you have obtained people’s discretionary performance...in other words you have people contributing because they want to do something as opposed to them feeling they have to do something.

All too often managers invest a lot of time and energy in trying to do the right thing. They attempt to create a vision. They try to communicate the strategic direction. They look to set up teams to get people involved in improving work processes and overall quality. They define jobs, set up compensation systems but focus rarely gets to behaviour, that is, what people do and say everyday in order to get the work done.

You should attend this course as we not only look at the art of building relationships, but the behaviours that are required to do so. We look at the art of using positive feedback and reinforcement as that’s what raises the motivation levels of people which in turn takes their performance to a higher level.

Learning Outcome:
· How best to communicate to people
· The art of giving constructive feedback
· How to be a more effective manager
· How to identify behaviours needed to improve business results
· How to be able to analyse the work place and identify what factors are currently encouraging or discouraging the right behaviours
· How to get the best out of your people

This is a two day intensive hands-on workshop for managers who want to be leaders, where we learn about people and what drives them.

Course Outline:

The Art of Communication
· How do people process what we say
· The use of words in communicating
· Non-verbal signals
· The art of listening

Constructive Feedback
· What is constructive feedback
· How and when to give it

Understanding people’s behaviour
· Why is behaviour so critical
· Identifying critical behaviours

Getting Results out of People

Who Can Benefit?
· Experienced executives who want to increase their teams effectiveness
· Managers who want to become better leaders
· Employees wanting to improve their skills to increase their chances for promotion

Trainer’s Profile:

Ross Swan is a perceptive, responsive, and accessible executive coach noted for his proactive style, through which he dovetails individual leadership with corporate culture. He is a mentor/motivator and people-focused leader. As one client noted, “At both a work level and a personal level, [his coaching] has reinvigorated my focus on enhancing my communication skills and value in my leadership role.”

Ross has wide-ranging corporate and consulting experience in varied industries worldwide. Ross focused on the special challenge of coaching to address cross-cultural management issues. Working from Singapore for several years, he gained great insight into Asian cultures, enhancing his value to clients having multicultural responsibilities.

Ross holds an M.Sc. in Training and Performance Management from the University of Leicester, UK, and received his Graduate Certificate in Business Education from the Queensland University of Technology.

He is certified in Training and Assessment and holds a Management Certificate in Marketing from the Queensland University of Technology, as well as certificates in Media Relations.

He also serves on the performance management consulting panel of the Queensland University of Technology, providing consulting services for the Australian Government AusAid Program’s Asia Pacific Region, which aims to reduce poverty and support sustainable development in developing countries. Ross has also trained senior directors of the Philippines’ government in performance management skills and applications.
REGISTRATION FORM

EXECUTIVE DEVELOPMENT PROGRAMMES
Register online at www.mis.org.sg/seminars or fax form to 6327 9741
Register for 3 or more participants and enjoy 5% discount!

Creating High Performance Teams


(9.00am to 5.00pm)  Includes lunch & refreshments

S$780 (subject to 7% GST)  Please indicate if you wish to apply  □ Yes  □ No

*Approved for SDF funding

Participant(s) Name  Designation  E-mail  Contact No.

1)

2)

3)

4)

Company:

□ Member (MIS Membership No):

□ Non-Member

Billing Address:

Contact Person:  Designation:

Tel:  E-mail:

How did you know about this course? (You may tick more than one)

□ e-Newsletter (pls specify sender): ____________________  □ Print ad (pls specify publication): ____________________

□ Received brochure through direct mail  □ Received brochure at event (pls specify): ____________________

□ Search engines (pls specify): ____________________  □ MIS website  □ i-Marketer portal

□ Word-of-Mouth/Recommendation (pls specify): ____________________  □ Others (pls specify): ____________________

Administrative Details

Registration & Payment

Register Online @ www.mis.org.sg/seminars
The fastest and most effective way to register for our courses is via our online registration form.

Register via Email or Fax
A place will be reserved for you upon receipt of your registration and payment. Registrations should be sent at least two weeks before course commencement. A confirmation email will be sent to you two weeks before the course. Please make your payment either by cheque or GIRO upon receiving our invoice. All cheques should be crossed and made payable to “Marketing Institute of Singapore” with the invoice no. indicated on the back of the cheque. Fees are subject to prevailing GST. Fees are inclusive of course materials, certificate of participation, lunch & tea breaks.

MIS Member Discount
Corporate and Individual Members of MIS are entitled to 20% discount on all Executive Development Programmes. For membership enquiries, email: membership@mis.org.sg.

Group Discount
Companies are entitled to 5% discount for sending 3 or more participants to the same course on the same date.

Course Venue
All courses will be held at the Marketing Institute of Singapore, 51 Anson Road #03-53 Anson Centre Singapore 079904 unless otherwise stated.

SDF Training Grant (for SDF-Approved Courses)

- To apply for SDF funding, companies have to submit the training grant application for their employees on SkillsConnect within the stipulated period. SDF funding is subject to WDA’s approval. For details, please visit www.skillsconnect.gov.sg.
- In the event that the SDF funding is rejected, the company will be liable to pay MIS the balance amount.
- GST payable will be based on the gross fee (i.e. before the SDF funding).

Withdrawals
There will be no cancellation fee if notice of withdrawal is given 14 days before commencement of course, after which a cancellation fee of 25% of the course fee will be levied. The full fee will be charged for withdrawal or no-show on the course commencement date. Replacements from the same company are allowed.

Cancellation
Marketing Institute of Singapore reserves the right to change or cancel the course due to unforeseen circumstances.

In-House & Custom Design Courses
Courses can be custom-designed to suit your department/organisation’s unique training requirements. Please contact us for enquiries. Email: seminars@mis.org.sg or call 6327 7586 / 583 / 582.

FOR COURSE ENQUIRIES  Email: seminars@mis.org.sg  Tel: 6327 7586 / 583 / 582  Address: 51 Anson Road #03-53 Anson Centre Singapore 079904