



## 2-Day Workshop on

# SKILLS IN MANAGING PEOPLE

*Leading people more effectively*

### **A dynamic and innovative approach to increasing your skills for managing people more effectively!**

- A key to successful leadership in organizations involve Managing People. However there are bound to be many problems arising from employees in any organization. Hence managers must have Managing People Skills to solve these problems.
- Managing people for superior performance will enhance your understanding and skills to manage others more effectively, which will result in increasing productivity.

### **OBJECTIVE**

- Explain the essential management tasks and recent changes in management practices.
- Highlight the evaluation of management thoughts.
- Discuss the ethical aspects, accountability and responsibility of a manager.
- Highlight the roles of manager in critical areas such as in planning, coordinating and implementing policies and activities.
- Explain the basic attitudes and belief of human being from religious and cultural perspectives.
- Introduce the traits of an efficient and effective manager.

### **WHO SHOULD ATTEND**

Head of Department  
Senior Manager  
Manager  
Supervisor

# PROGRAMME OUTLINE

## Essential Managerial Tasks and Recent Changes in Management Practices

- The meaning of 'management'.
- The tasks and functions of management and the manager.
- Level and skills of managers.
- Recent changes in management practices.

## The Evolution of Management Thought

- Management based on scientific approach.
- Management based on the administrative style.
- Management based on the human capital behavior.
- Management based on the surrounding environment.

## Attitudes, Beliefs, and Character

- The meaning of attitude, belief, and character.
- The personality traits of people.
- The factors that shaped the attitude, belief and character of people.
- The meanings of Intellectual and emotional quotients.

## Human Traits from the Islamic Perspective

- To highlight the natural traits of human being from Islamic perspective.

## The Roles of Manager in the Critical Functional Areas

- The planning process.
- Formulating of vision and mission.
- SWOT analysis.
- Management techniques and strategies.

## Ethical Aspects, Accountability and Responsibility Of Manager

- The nature of ethics.
- Accountability to the stakeholders.
- Ethics and social responsibility.
- Approach to social responsibility.

## Handling Critical Environment

- The types of critical environment in the organization.
- Sources of negative elements in the organization.
- The potential retaliations from demoralized staff.
- Methods in handling grievances
- Methods in sustaining the high level of motivation.

## Steps in Motivating Employees

- The Triple S (SSS) steps in motivating staff.
- The roles of manager in motivating staff.

# SPEAKERS

## Course Leader

**Dato' Dr. Sudin Haron** is one of the world's renowned scholars in business and management; as well as in banking and finance. He is the President of Kuala Lumpur Business School and Chairman of CIFP Consultants Sdn Bhd. He was attached with the Central Bank of Malaysia as a Specialist at the Islamic banking and takaful department from 2005 to 2006. In 2006, he was appointed as the Deputy Chief Executive of INCEIF (International Centre for Education in Islamic Finance). Before joining the Central Bank, Dato' Dr. Sudin served the Northern University of Malaysia in various capacities as an academician and administrator. Prior to that, he was a banker and his last post was a branch manager. Presently, he is an Adjunct Professor at University Darul Iman Malaysia. At the international level, Dato' Dr. Sudin is the Chairman of the International Advisory Panel of the Russian International Centre for Islamic Economics and Finance. He is also an independent non-executive Board Member of Melati Ehsan Berhad, a public listed company.

## Guest Speakers

Guests speakers include prominent industry practitioners with extensive industry experience. Our expert guest speakers will share stories of their professional experiences and offer insights as well as in-depth talks on all aspects of the topic.

## About Kuala Lumpur Business School

Kuala Lumpur Business School or better known as KLBS was set up to promote and develop leadership as well entrepreneurship excellence. KLBS is committed to continuously strive in becoming a world-class training provider with dedication and enthusiasm to deliver the highest standard of professional training and consulting to our valued clients. We believe that continuous training, skills upgrading and development of workforce are important processes to provide employers with a competitive edge in the ever competitive market and knowledge-based economy.

At KLBS, our vision is clear and concise: "Creating Dynamic Leaders". Our mission is to contribute in significant ways to the advancement of leadership knowledge and the development of leadership talent which appreciate our own values but with international outlook. KLBS seeks to create a deeper understanding of leadership which is both intellectually engaging and personally meaningful.

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