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# **DEVELOPING SUPERVISORY AND LEADERSHIP SKILLS**

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*Wednesday - Thursday*

*13 – 14 October 2010*

*Kuala Lumpur*

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Upon completion of the programme, participants will be able to:

- understand leadership power base and learn how to influence
- work with others by appreciating their Personalities
- lead project team by understanding team dynamics
- resolve conflicts and disagreement among teams
- actively use **P.O.L.E** back in their workplace
- identify areas of growth in order to get to the next level

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- The Changing Roles of A Supervisor In the Banking Sector
- Building Your Leadership Power and Influence
- Understanding Personalities at Work
- Leading a Project Team
- Introducing The Four Tasks of a Supervisor
- Applying the Art of Planning and Organising
- Leading for Performance
- Evaluating – Applying Four Key Steps By:
- Building Quality Lifestyle Through Self Renewal

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Newly promoted supervisor or executives and assistant managers

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Lectures, group discussions and exercises, pair exercise, group presentations, discovery quizzes, short articles, indoor games and video.

**Thomas Lai**, Principal Consultant of QS Plus Consultancy, has more than 25 years in leadership development, performance management, quality service training and consulting having worked with clients from the healthcare, insurance, banking, telecommunication, retail, manufacturing, logistics, education, call centers, and direct selling industries.

He was with OCBC before joining Globe Silk Store as their HR & training specialist. He was a country manager for a Singapore based consulting firm and a training manager with OSK Investment Bank before setting up his firm

Thomas lectures part time on HRM, Quality & Operations Management, Organizational Behavior & Strategic Management. He holds an MBA in TQM (Newport University, USA) and is a certified trainer in EQ.

**Date** Wednesday - Thursday, 13 – 14 October 2010

**Time** 9.00 a.m. – 5.00 p.m.

**Venue** Institut Bank-Bank Malaysia  
Wisma IBI, 5 Jalan Semantan  
Damansara Heights  
50490 Kuala Lumpur

**Attire** Office wear

**Fee** STF Member : RM850  
IBBM Member : RM1,450  
Non-Member : RM2,000

The above fee includes programme materials, meals and refreshments. Payment of fees must be made BEFORE commencement of the programme.

**Closing date** Wednesday, 29 September 2010

**Enquiries** Kindly contact Wani / Rahmat at 03-2095 8922 (ext 174 / 142).

**Nominations** Participation is limited to 20 on a first-come first-served basis. IBBM reserves the right to decline any nominations, without the obligation of providing any reason. Confirmation of participation is by way of official notification from the Institute.

**Kindly address nomination form(s) to** The Executive (Learning Solution 3)  
Institut Bank-Bank Malaysia  
Wisma IBI, 5 Jalan Semantan  
Damansara Heights  
50490 Kuala Lumpur  
Fax : 03-2095 7822  
Email : [lead@ibbm.org.my](mailto:lead@ibbm.org.my)

**Commitment to programme** The intensive nature of IBBM programmes requires the participants' full attention and attendance at all sessions. Participants should be free of their professional obligations for the duration of the programme.

**Notice of withdrawal:**

Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. The Institute accepts replacement(s), which must be in writing, prior to the programme's commencement date. However, no substitution of participant(s) will be allowed for the duration of the programme. The Institute reserves the right to make changes to the schedules, venue or cancel the event altogether.

**REGISTRATION FORM****DEVELOPING SUPERVISORY AND LEADERSHIP SKILLS****13 – 14 October 2010**

Please register the following participant(s) for the above programme.

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**Name & Signature of Nominating Officer (Please stamp)**

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**Name & Address of Nominating Organisation (Please stamp)**

**FEE**

Please make bank draft/cheque payable to **INSTITUT BANK-BANK MALAYSIA**. Payment of fees must be made **BEFORE** commencement of the programme

Bank Draft/Cheque No
RM

PARTICIPANT 1																		
Name																		
New NRIC No. (Mandatory)										-		-						
Individual Membership No. (if any)																		
Designation and Department																		
Email																		
Telephone																		
Fax																		
PARTICIPANT 2																		
Name																		
New NRIC No. (Mandatory)																		
Individual Membership No. (if any)																		
Designation and Department																		
Email																		
Telephone																		
Fax																		

CONTACT PERSON	
Name	
Name of Organisation	
Address of Organisation	
Email	
Telephone	
Fax	

Please photocopy for additional participants.

**Please complete and return this form to the Institute before 29 September 2010**