



LEADERSHIP FOR MIDDLE MANAGEMENT

Thursday - Friday

23 - 24 September 2010

Kuala Lumpur

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

- anticipate changes and spearhead challenges in today's highly volatile and competitive environment
- develop modern competencies and a continuous improvement mindset in driving business and operations in the banking fraternity
- adopt a new leadership approach to enthuse the sales and services team to perform at highest potential and to achieve greater heights
- foster stronger relationships with both the internal and external customers for higher productivity and profitability

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- **Banking in the 21st Century**
 - Environment
 - Challenges ahead
- **Organisational Perspective**
 - Corporate positioning
 - Competitive advantages
 - Sales & service excellence
- **A New Approach to Leadership**
 - Market orientation
 - Modern competencies
 - Emotional Intelligence
 - Continuous improvement
- **Energise the Team**
 - Team dynamics
 - Set high standards
 - Team development
 - Learning environment
- **Role of Communication**
 - Informational
 - Decisional
 - Interpersonal
 - Empowerment
- **Pushing to Newer Heights**
 - Innovation
 - Creative channels

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Thought provoking and highly interactive lectures, group discussions, video and activities.

Middle management executives

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Ms. H'ng Siew Tuan is the Founder and Managing Partner of Walk The Talk Sdn. Bhd. She holds an honours degree from University Malaya and has more than 27 years of experience in the financial industry, working in and for foreign and local banks. Siew Tuan has conducted many seminars and workshops for all levels of staff of corporate clients and has trained more than 20,000 sales & service managers, executives and branch personnel during the past 8 years. There were visible results noted both in terms of sales performance, mindset change and teamwork in the organisations after her programmes. Her passion for excellence and highly effective communication style makes her training programmes interesting, practical and easy to implement.

Date	Thursday – Friday, 23 – 24 September 2010
Time	9.00 a.m. – 5.00 p.m.
Venue	Institut Bank-Bank Malaysia
Attire	Office wear
Fee	STF Member : RM1,000 IBBM Member : RM1,750 Non-Member : RM2,250 The above fee includes programme materials, meals and refreshments. Payment of fee must be made BEFORE commencement of the programme.
Closing date	Thursday, 9 September 2010
Enquiries	Kindly contact Wani / Wani at 03-2095 8922 ext 174 / 135
Nominations	Participation is limited to 20 person on a first-come first-serve basis. IBBM reserves the right to decline any nomination, 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
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

LEADERSHIP FOR MIDDLE MANAGEMENT

23 – 24 SEPTEMBER 2010

Name & Signature of Nominating Officer

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Name & Address of Nominating Organisation (Please stamp)

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FEE

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

Bank Draft/Cheque No
RM

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

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 9 September 2010