



Leadership and Management Masterclass

Date of Course: 9 and 10 November 2016

ABOUT THE COURSE

Do you think you need some help to improve the leadership and management skills of either yourself or others? Do you see some of your leader-managers making mistakes in the way they relate to other members of the group? It may be a good idea to organise a professional leadership and management training course, for the key people in your organisation. The purpose of this unique leadership training course is to show the delegates special techniques that will improve their ability to inspire the best performance from themselves and the rest of the team. This informative and inspiring two day course is packed with new techniques and skills that will make you feel more confident, self-assured and motivated.

BRIEF OUTLINE OF THE LEADERSHIP AND MANAGEMENT TRAINING

Day One - Morning

- How do you get the best from yourself and others?
- Develop the six key leadership management skills
- How to develop goal focus
- The accurate use of language: clear, persuasive and friendly
- Distinguish the positive critic from the negative cynic
- Define your most important ideas

Day One - Afternoon

- How to handle difficult people
- Use factual, objective language
- Prepare your message in advance
- Distinguish Reasons from Excuses
- When to compromise and when not to
- Action plan

Day Two - Morning

- Time management training
- Understanding "deadline pressure" and "value"
- Distinguish between being "busy" and being "productive"
- Prioritise work according to its importance
- Handling interruptions and distractions
- Delegate the right tasks to the right person
- The 80/20 principle and its application to time management

Day Two - Afternoon

- How your mental attitude affects your results

- Inspire more optimism and motivation in yourself and others
- Eliminate fear and replace it with confidence
- Learn the Continuous improvement formula
- Make more rapid progress
- Action plan, final summary clos

LEADERSHIP MANAGEMENT TRAINING OBJECTIVES SUMMARY

In summary, our management training focuses on the six essential leadership management skills, namely:

- 1.To set and achieve goals.
- 2.To communicate clearly.
- 3.To manage time and prioritise work.
- 4.To manage conflict and handle difficult people.
- 5.To create and sustain a positive mental attitude, especially during tough times.
- 6.To inspire others and create a positive, productive atmosphere.

BENEFITS OF THE COURSE

- At the end of the course, participants will be able to:
- Learn practical tools that you can use in real-life situations.
- Get the best performance from yourself and others
- Develop greater Goal-focus
- Communicate with confidence
- Properly plan, prioritise, and delegate tasks, time management
- Handle difficult people and conflict situations
- Develop self-motivation, self-control and self-confidence
- Create and sustain a Positive Mental Attitude in the team

LEADERSHIP AND MANAGEMENT COURSE CONTENT

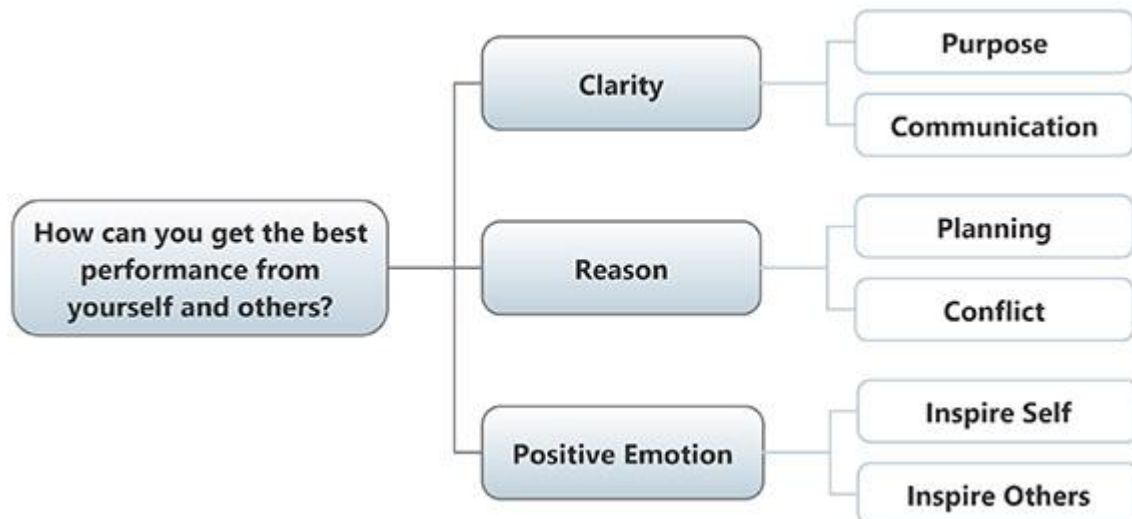
LEADERSHIP TRAINING - DAY ONE – AM

Introduction

How do you get the best from yourself and others?

Answer: Develop these six leadership management abilities; the ability to:

- Set and achieve your goals.
- Communicate with more clarity, confidence and persuasiveness.
- Properly plan, prioritise, prepare and delegate your work.
- Properly manage difficult personalities and conflict situations
- Motivate and inspire yourself so that you feel strong and confident even during tough times.
- Learn to motivate and inspire others and create a productive work-atmosphere.



Let us take each of these leadership management abilities in turn:

The first quality of leadership and management is to become a goal focused individual

- Goal focus is the one thing that makes the biggest difference.
- Perfect the ability to set, communicate and achieve your goals.
- Decide how you want to be perceived and act accordingly

Notes and then practice

The second quality of leadership and management is to become a master communicator

- To communicate with clarity and enthusiasm
- Leadership requires accurate language
- You need clear, not vague, definitions of your most important ideas
- Clarity is a virtue. Vagueness is a vice
- Speak about what you can do, not what you cannot / won't do
- Develop the art of asking the right questions

Practical exercises for the delegates to learn skills

Leadership Training - Day One – PM

Conflict Management Training

Because other people don't share your views, occasional conflict is inevitable.

How you handle conflict is an all-important question.

As a manager, you need to know how to do the following

- Use reason and logic to resolve conflict; not anger or upset
- Know when to compromise and when not to

Proper conflict management requires that you:-

- Always protect their "self-concept"
- Tell them precisely what is wrong in non-emotional terms
- Give them a way out of the conflict situation
- Be objective and specific, not emotional and inflammatory
- Distinguish between reasons and excuses and have a different policy for each
- Know when to negotiate and when not to
- Ten tips for constructive conflict management

Leadership Training Summary

Practical exercises for the delegates to learn skills

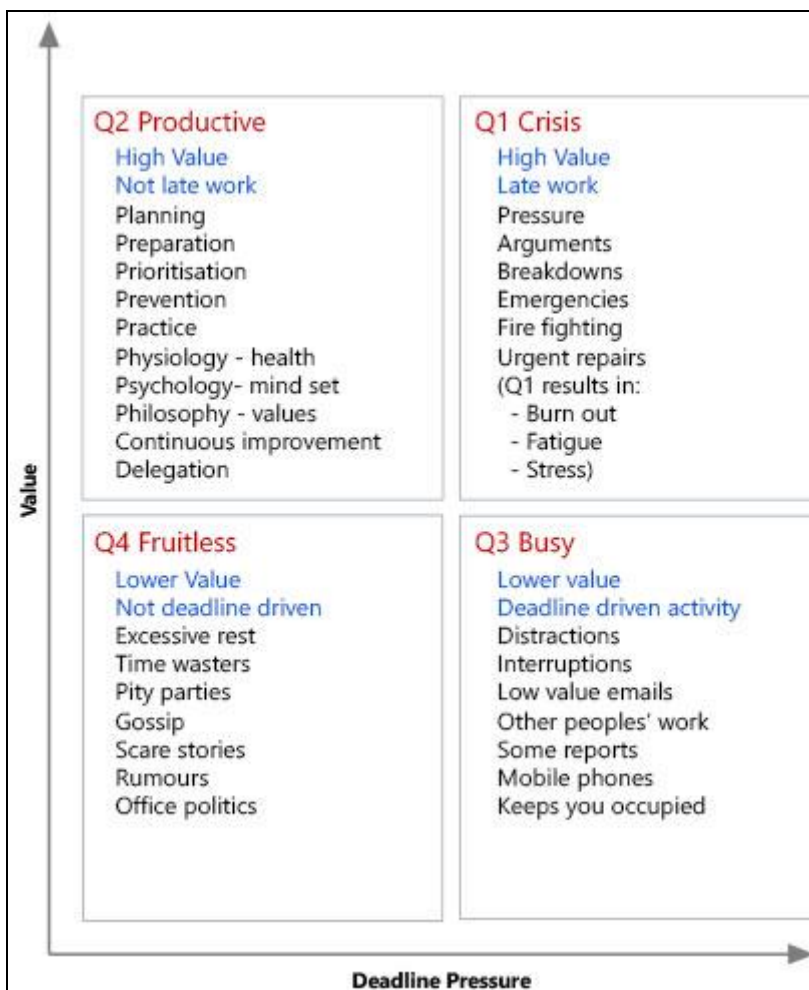
Leadership Training - Day Two – AM

Time management training

What is the best use of your time right now?

Use the two principles of "deadline pressure" and "value" as key indicators.

- Q1 Crisis zone
- Q2 Productive zone
- Q3 Busy zone
- Q4 Fruitless zone



Distinguish between being "Busy" and being "Productive"

Handling the three time wasters

- Other people's interruptions
- Your own bad habits
- Poor or non-existent management systems

Delegation

- Good reasons to delegate
- Bad reasons to delegate
- How to delegate as a manager
- Why people who should delegate - don't

Prioritisation

- Manage your leadership priorities by means of a decision matrix.
- Answer the question: What is the most valuable use of my time right now?

Manage interruptions by means of the 80/20 principle

- The Pareto time management principle states that 80% of the value comes from 20% of the

causes

- 80% of the value of the interruption will be in 20% or less of what they say
- Manage the interruption using the "Pareto question"☞

Practical exercises for the delegates to learn skills

Leadership Training - Day Two - PM

Positive mental attitude training and how it affects tangible results

Leadership and management requires that you are able to direct the focus of your mind, so that you create the optimum emotional responses appropriate to the circumstance that face you.

Emotional management requires that you

- Don't succumb to undue pessimism and fear
- Don't overdose on fretting over things that have already happened
- Fix your mind on the moment and on your goals and - mentally - look forwards

The self-fulfilling prophecy

How your inner thoughts affect your outer circumstances

How to create and sustain a positive mental attitude

- Control the content of your mind
- Control the content of your conversation
- Control the content of their conversation

How to create more energy

Energy is defined as the capacity to do work

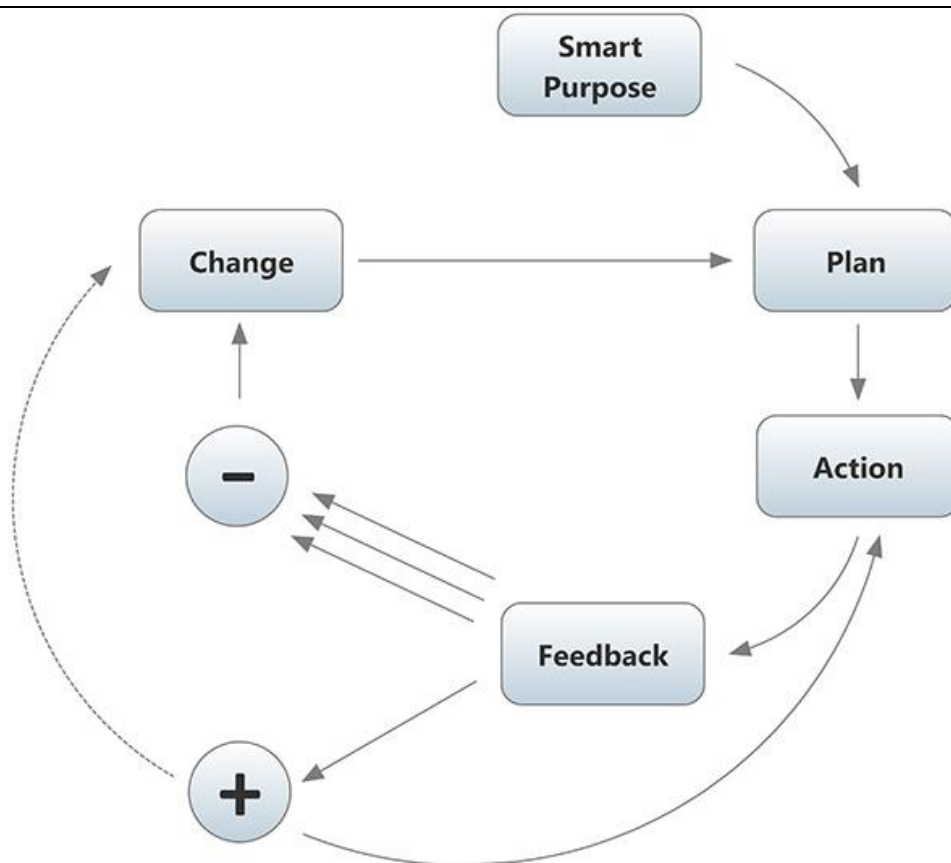
Some people don't have sufficient energy to properly do their work.

How to generate more energy.

The EDISON success formula

All successful action can be described by the following five concepts:

- The Purpose: is the goal
- The Plan: is what you are going to do about the goal
- The Action: is the implementation of the plan
- The Feedback: is the results of the actions you take
- The Change: is the adjustment in the plans and actions, based on the feedback results you are getting



Learn the difference between feedback information and insult.

Negative feedback is part of the success formula.

But negative feedback should be constructive criticism: NOT destructive insult.

The differences between:

- Negative feedback
- Derogatory insult

In order to inspire others, get them hooked on the above five part success formula.

- Know your outcome
- Formulate your best plan in writing
- Take decisive action
- Gather and evaluate the feedback. Both positive and negative
- Make progress by continually adapting and evolving

Recognise that the success formula is a continuous process

Failure formula

- Indecision or unclear targets
- No written plan - wing it
- Procrastination - put it off
- Become disheartened in the face of set-backs and disappointments

- Stand still. Do the same thing this year as you did last year

Practical exercises for the delegates to learn skills

Leadership Training - Final Summary

How will this management training help you to get the best from yourself and others?

Actions / Feedback / Close

WHO SHOULD ATTEND?

Directors, Senior Managers, Heads of Departments and Managers in private and public organizations, companies, NGOs and international organizations

Directors, Senior Managers, Heads of Departments and Managers in Government Departments and Bureaux

Business Owners of Small and Medium Enterprises

TESTIMONIALS FROM PREVIOUS DELEGATES

The course content was very good, informative and positive. No “Dull Moments”. The trainer's presentation was good – Well presented.

Delegate: S Bent

Company: B+V Water Treatment

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

Delegate: N Yemm

Company: Hulley & Kirkwood Consulting Engineers

The course was very very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer's was very focused, kept the course moving, related well to the group. Created nonthreatening environment.

Delegate: M Ridout

Company: Sparsholt College Hampshire

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

Delegate: M Painter

Company: Lloyds Banking Group

I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

Delegate: S Windridge

Company: Prudential UK

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

Delegate: E Inegbu

Company: Prudential UK

INSTRUCTOR



Christopher Farmer

Chris Farmer is the leader and the founder of the Corporate Coach Group; he has 19 years of experience in training / coaching, leadership, management and motivation to people in both the public and private sector. Chris founded Corporate Coach Group Training in 1997 and he is himself, a leader-manager, who has many years of helping others in the team to achieve their organisational goals, especially during tough economic times. Before setting up Corporate Coach Group, Chris worked in the social services, working with people with learning disabilities, and prior to that, Chris was a Police officer, so he is keenly aware of the ethos of the public services and also of the disciplines of running a business. Chris has designed and delivered literally thousands of training programmes and has coached many management teams both as groups, (usually from 6 to 16 delegates) and as individuals in one-to-one coaching sessions. Chris has an ongoing training and coaching career that sees him and his team of trainers presenting training / coaching programmes every week both in the UK and overseas. In addition, Chris continues his one-to-one coaching service for individual clients, on weekly basis. Chris' training programmes are structured and very clear. The programmes are designed to help delegates to organise their thinking and, wherever necessary, to improve their technique.

The training is to be:

- Delivered in an enthusiastic and interesting way that will involve all delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

Organizer	LNS Ltd
Date	9 and 10 November 2016
Time	9:00 a.m.-5:00p.m.
Venue	Best Western Plus Hotel Hong Kong. 308 Des Voeux Road West, Hong Kong
Working Language	English
Registration	Please send the registration form by email to: event@lns.com.hk
Early bird	22 September 2016
Application Deadline	10 October 2016
Payment Methods	Cheques should be made payable to LNS Limited Please send the cheque to the following address and indicate the name(s) of the participant(s) in the letter: LNS Limited Room 1104, Crawford House, 70 Queen's Road Central, Central, Hong Kong.
Enquiry	Tel: 2376 4964 Email: event@lns.com.hk

Registration Form

Leadership and Management Masterclass

Surname	(Mr / Ms)		
First Name			
Organization/Company			
Position			
Correspondence Address			
Dates of Course	9 and 10 November 2016		
Early Bird Course Fee per head (registered on or before 22 September 2016)	HK\$4,000 include coffee breaks, CPD attendance certificate and course materials		
Course Fee per head	HK\$4,400 include coffee breaks, CPD attendance certificate and course materials		
Email Address		Tel:	
Payment:	Bank Name:	Cheque No.:	
		Amount \$:	
Personal Data	<p>Reply slip from Personal Data Subject</p> <p>Yes, I (Name)_____agree to give consent to LNS to use my personal data above to receive email from LNS regarding this course and marketing information of future events e.g. conference, training course, seminars, forums and site visits.</p> <p>No, I (Name)_____do not want to receive any direct marketing information of LNS's training course and events.</p> <p>Date _____</p>		

Terms of Conditions

1. Registration is on a first-come, first-served basis.
2. All cheques shall be crossed and made payable to the Organizer "LNS Limited" to confirm registration and are subject to bank clearance.
3. There is no cancellation of booking initiated by applicant after the course is confirmed. There is no refund for cancellation of booking initiated by applicant. However, the registration may be transferred to another person from the same company or organisation at no extra charge by notifying the Organizer at least 3 days prior to the commencement of the course.
4. The Organizer reserves the right to cancel the courses should there be insufficient applicants or for other reasons. Course fee will then be refunded 100%.
5. All applicants will be informed well in advance should there be any change of course dates due to unforeseen circumstances.
6. Applicants will be notified by email to confirm successful registrations. An official receipt will be provided after receiving payment.
7. Applicants are expected to attend the course at the place and time notified by the Organizer.
8. Before the course commences, if Typhoon Signal No.8 or above/Black Rainstorm Warning is in force; or Typhoon Signal No. 8 or above will be hoisted within 2 hours, the course will be cancelled. The course will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before 7:00 am. The afternoon session of the course will be held as scheduled if Typhoon Signal No. 8 or above/Black Rainstorm Warning is lowered at or before 12:00 p.m.