

From Doer to Leader: Foundations for First-Time Managers

A 4-Hour Interactive Workshop by Jaynexus

Most managers in Malaysia are promoted because they were strong individual contributors. Leading a team is a different skill, and it rarely comes with any training attached.

What you will walk away with

-  Distinguish the shift from doing the work to getting work done through others, and name where your instincts still default to the old role
-  Apply Situational Leadership II to diagnose a team member's development level and adapt your leadership style
-  Delegate a task properly using a simple delegation matrix, with no micromanaging and no dumping and disappearing
-  Deliver structured feedback using the Situation-Behaviour-Impact (SBI) model without it turning into a confrontation
-  Leave with a first 30-day leadership action plan for your specific team

 **Duration**
4 hours

 **Format**
30% classroom,
70% activity and
discussion

 **Who it's for**
Newly promoted
supervisors, team leads
and high-potential
employees

ONLINE
MYR 199.00
per pax, 4 hours

AT YOUR PREMISES
MYR 299.00
per pax, 4 hours

Prices exclude SST where applicable

Meet Your Trainer



Au-Yong

Principal Trainer | HRD Corp Accredited Trainer | COPC Certified CX Performance Leader

A decade building and leading contact centre, training and quality teams, starting on the frontline as a customer service agent himself. Built the training behind the American Embassy contact centre's win at the 2012 Contact Centre Association Malaysia Awards, then led Customer Connect Malaysia to Best New Contact Centre at the 2016 National Contact Centre Awards. Trains from what he has actually run, not a slide deck.



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