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| **The Perfect Manager** 8 Mandatory Competencies for Excellent Leadership17 & 18 October 2012 @ Armada Hotel, Petaling Jaya |

**Enquire Us - Reserve Your Seat - Enroll Now!** |

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| Many of the mentioned adversities came, triggered problems, contributed to a competitive business environment, interrupted business growth, displaced individual careers and organisational objectives, disrupted happy families and went away. However, problems tend to return and cause further damages and are sometimes uncontrollable, for example, the currently escalating oil prices.Capable leaders have always been important but never more important than in today’s hypercompetitive business climate. With an increasing number of new businesses emerging and with the effects of globalisation, it is crucial for managers, leaders and individuals to acquire the multi-trade skills and the eight (8) mandatory soft skills to improve performance, without which an organisation or individual will be left behind their competitors. **Workshop Objective*** The art, skills and knowledge of the eight competencies for a perfect manager/leader
* The application of effective contemporary management practices
* Techniques to enhance managerial skills in handling immediate, short  and long tasks
* To prepare to meet realistic goals and objectives; to out-think and out-flank competition
* How to solve everyday predicament and crisis that managers face

**Who Should Attend?**CEOs, Managers, Department heads, Executives, Supervisors, Promotion candidates, Aspiring Leaders, Entrepreneurs and all those who want to excel in the 21st century business environment **Course Outline****Challenges Faced by Human Resources in the Global Economy Today****Change Management – Practicable Techniques to Manage Change for****Individuals/Change Leaders/Organisation**2.1 How to organise and implement change? – “Preset Success to Fight AIDS” model2.2 Understand past practices, manage the present and control the future2.3 Can humans change?2.4 Why do people resist change?2.5 When is change most acceptable?**Organising, Planning, Delegating Decision Making and Evaluating****Motivation**4.1 The eight rules in motivating people4.2 Maslow’s hierarchy of needs4.3 The seven key indicators of highlymotivated people**Presentation and Communication Skills**5.1 Unable to build the bridge across?5.2 Communication and presentation checklists5.3 Why are presentation and communication skills the mandatory pathway for leaders5.4 Why is internal marketing important for leaders?**Leadership**6.1 Definition of leadership6.2 Are management and leadership the same?6.3 The seven essential qualities of a leader6.4 The “BLADE” leadership style for leaders6.5 The “IGP” leadership6.6 Leadership recognition**Education and Knowledge Management (EKM)**7.1 Is “EKM” important for change management?7.2 How to manage “EKM” to your advantage?7.3 Do not neglect lifelong learning7.4 What are the challenges for human resources in the 21st century?**How to Build an Impeccable Team?**8.1 The “IGP” Principles and Roles of Managing Teams8.2 Team objectives, quality, and values8.3 Roles and functions of a team leader8.4 How to use “KNIFE U” to get the best from your team?**Errors to Avoid**9.1 What are the common mistakes that lead to failures?9.2 What are the costly errors that you must avoid?9.3 Share the laughable mistakes that you have encountered**Get Special Rebate on Group Registration**

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| OCTOBER COURSE TRAINING |
| LW022 | [Effective Management and Conduct of Tender Meeting](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/LW022_-_TENDER_MEETING.pdf) | 1&2 |
| MG088 | [Quality Improvements using 7QC Tools](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/MG088-_Quality_Improvements_Using_7QC_Tools.pdf)  | 3&4 |
| MG107 | [Pengurusan Stor & Inventori Secara Berkesan](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/MG107_-_PENGURUSAN_STOR__INVENTORI.pdf) | 10&11 |
| MG257 | [Mindset Transformation for Managers & Leaders using NLP](http://www.comfori.com/index.php?option=com_jevents&task=cat.listevents&offset=1&category_fv=44&Itemid=59) | 15&16 |
| LW023 | [Hazard Risk Management](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/LW023_-_HAZARD.pdf) | 15&16 |
| LW012 | [Licensed Manufacturing Warehouse](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/LW012_-_LMW.pdf) | 15&16 |
| LW027 | [Documentary Credit Operations, Trade Financing product and Structuring/ computing trade Financing Facilities requirement](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/lw027_-_dOC_FINANCING_FACILITIES.pdf) | 17&18 |
| LW002 | [Effective Stock Control & Warehouse Management](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/LW002_-_EFFECTIVE_STOCK_CONTROL__WAREHOUSE.pdf)  | 22&23 |
| MG097 | [Root Cause Analysis & Problem Solving Skills](http://www.comfori.com/images/stories/Website_Templates/MS/Logistic/October/MG097_-_Root_Cause_Analysis__Problem_Solving_Skills.pdf) | 30&31 |

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| Feel free to forward this invitation to your colleagues. Have a pleasant day**HOTLINE LOGISTICS SEGMENT Taufek Hadi: 012 - 744 1668 Email :** **taufek.hadi@comfori.com**If you do not wish to received our e-mail in future please reply to remove@comfori.com**COMFORI SDN BHD** E-02-3, 3rd Floor, East Wing, Subang Square Business Centre, Jalan SS15/4G, 47500 Subang Jaya, Selangor.t: 03-5621 3630     | f: 03-5638 8248 I e: taufek.hadi@comfori.com | w: [www.comfori.com](http://www.comfori.com) |

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