

COURSE OUTLINES

**Module 1:
Roles and Responsibilities of a
Leader/Manager**

**Module 2:
Leadership Styles**

**Module 3:
Interpersonal Communication
Skills**

**Module 4:
Effective Listening**

**Module 5:
Performance Management**

**Module 6:
Motivation Models**

**Module 7:
Delegation**

**Module 8:
Time Management and Priority
Setting**

OBJECTIVES

- Understand the roles and responsibilities of a manager and a leader
- How to effectively lead a team by using different leadership styles
- Avoid micro-managing - the number one mistake of new managers
- Use the NLP to understand the different personality types and see how personality can cause conflict in the team
- Deal with conflict and difficult people on the team
- Understand the NLP communication model and how to avoid obstacles to effective communication
- Gain the skills needed to master active listening
- Negotiate coaching plans with individual employees, and learn how to provide effective on-going feedback
- How to set priorities effectively on your team and how to negotiate those priorities with management
- Plan and run effective team meetings
- Delegate effectively to both new and experienced employees



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MANAGEMENT COURSE

HIGHLY EFFECTIVE MANAGEMENT SKILLS USING NLP

100% HRDF CLAIMABLE

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