

ENHANCING TEAM LEADER



SKILLS

A 1-day intensive course by
Akashdip Singh

... drawing from his vast experience in handling people, team and organizations.

With more than 13 years corporate experience, combined with his international exposure, Akash brings valuable insights to the training room.

Are you “Leading” or “Misleading”?

How you lead your team affects organization’s profit & productivity!

Leading a team, a unit or a department is extremely important for leaders, supervisors or managers in an organization. It is their key responsibility as the leader of the team.

In today’s world, many people who are leading a team in the supervisory position fail to provide direction and lead their people towards the organizational goal. As a result, the organization suffers from low morale of the employees which can lead to high employee turnover. This will have a direct impact on the company’s profits and productivity.

This program guides participants on the characteristics of a good team leader and enhance their communication skills. Participants will learn to plan, organize and understand better the power of delegation and ways of delegating effectively. It also covers the common mistakes by the team leaders and ways to overcome them.

Participants will be exposed to skills on leading a team which will enable them to make better decisions and build better relationship with their team. Getting participants involved in games and activities creates long lasting impact in enhancing their team leader skills.

Who will Benefit?

Team Leaders or anyone who is in a supervisory role.

Upon completion of the program, participants will be able to

- ✓ Understand and apply the characteristics of a good team leader.
- ✓ Effectively build and guide teams.
- ✓ Communicate better as a team leader.
- ✓ Plan, organize and delegate effectively.
- ✓ Avoid common mistakes made by the team leaders.
- ✓ Build effective relationships with their team.

For more information, please contact

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HRD Approved “Class A” Training Provider (since Year 2002). Registered with Ministry of Finance.

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Trainer's Background

Akashdip Singh, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.

Topics to Be Covered

Ice Breaking and Overview

Team Leader – The Beginning

Characteristics of a Good Team Leader

- ⇒ Professional Characteristics
- ⇒ Leadership Skills
- ⇒ Styles of Leading Teams
- ⇒ Building and Mentoring Effective Teams

Communication Skills

- ⇒ Key Elements of Communication
- ⇒ Listening Skills
- ⇒ Questioning Skills
- ⇒ Irritating Habits

Planning and Organization

- ⇒ Effective Delegation

Team Leaders Mistakes

- ⇒ Common Mistakes Made By Team Leaders
- ⇒ Avoiding Common Mistakes
- ⇒ Efficient Customer Service

Team Leader's Tools

- ⇒ Making Effective Decisions
- ⇒ Time Management

Building Relationship With The Team

- ⇒ Good Behaviour For A Better Relationship
- ⇒ Dealing with Difficult Team Members

Courses by Akashdip Singh

- ✓ AVG (Attitude, Values, Goal)
 - The Pillars of Success
- ✓ Customer Relationship Skills
- ✓ Effective Communication
- ✓ Effective Team Building
- ✓ Handling Difficult Customers
- ✓ High Impact Presentation Skills
- ✓ HR for Non-HR Personnel
- ✓ Motivational Seminars/Trainings
- ✓ Telephone Etiquette
- ✓ Work and Life Balance