

# Turning Managers Into **Leaders**

*Development Programme*

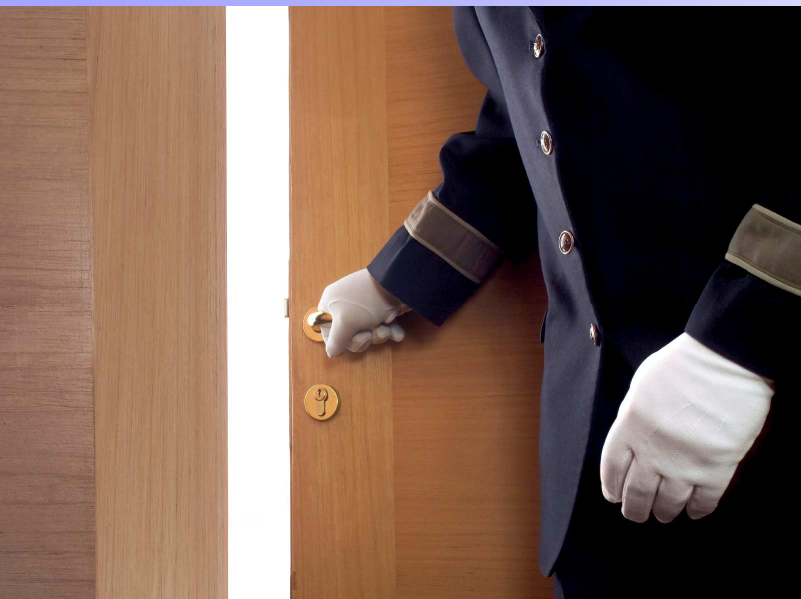
A powerful development programme that focuses on creating competitive advantage for hospitality organizations by developing people into leaders.

**Venues:** Grand Paragon Hotel, Johor Bahru  
20-21 March 2012

Cititel Mid Valley, Kuala Lumpur  
23-24 March 2012

**Presented** Gaming Hospitality Experts LLC  
**By:** Impromas Corporation Sdn Bhd  
[www.ManagersToLeaders.asia](http://www.ManagersToLeaders.asia)





### **Who Should Attend**

This programme is beneficial to Team Leaders, Supervisors, Managers, and Junior Executives. Any individual with responsibility for managing people and personalities will benefit from this programme.

### **Methodology**

This workshop imparts knowledge and insight through Lecturer and role play, case studies, assessments, and other exercises. PowerPoint presentation, Quiz session, self-assessment session, reference manual and handouts included.

**In order to overcome the manpower challenges being faced by the hospitality industry, organizations must focus on developing their internal leaders.**

**This programme is designed to create leadership mentalities & high levels of employee engagement.**

## **In this seminar, managers will learn to...**

- Create a culture of employee engagement.
- Foster high performance work cultures.
- Develop customer service mentalities.
- Improve the guest experience and customer loyalty.
- Increase employee retention.
- Create competitive advantage.

Companies with high levels of employee engagement saw a **19.2% increase in operating income**, and a 13.7% increase in net-income growth rate.

– Towers Perrin.

# Programme Outline

## Day 1

### The Ever-Changing Managerial Role

- Managerial Talent
- The Dynamic Role of a Manager
- Your Commitment to the Organization

### The Manager As A Leader

- A Concept of Leadership
- Authority and Power
- Leader and Follower
- Managerial Types

### Goal Setting For Success

- Do You Know Where You're Going?
- The Six Components of the Goal Setting Process
- Four Types of Goals
- Criteria for Effective Goal Setting
- Effective Use of a Goal Planning Sheet
- Obstacles to Your Success
- The Importance of Goals

### Turning Solutions Into Actions

- The Importance of Action Steps
- Procrastination
- Managing Frustration
- Courage

### Organizational Goal Setting

- Organizational Goals: What Are They?
- The Power of Organizational Goals
- Criteria for Setting Organizational Goals
- Developing Organizational Goals
- You Are the Difference

### Managing Your Time

- Common Enemies of Time
- Planning with a Purpose
- Designing a System that Works
- Action Steps for Making the Most of Your Time
- Managing Your Time is Your Responsibility

## Day 2

### Project Management

- There Is a Difference
- Critical Path Method (CPM)
- A New Approach
- Managing the Buffers
- A Positive Difference

### Motivation and Confidence

- Types of Motivation
- Traditional Types of Motivation
- The Power of Attitude Motivation
- Confidence
- Confidence Inhibitors

### Decision Making

- Courage and Decision Making
- Emotions and Decisions
- Making Quality Decisions
- The Elements of Decision Making
- Ethics and Integrity
- Where You Are Now

### Transactional Analysis for Managers

- The Parent Ego State
- The Child Ego State
- The Adult Ego State
- Developing Through Affirmations
- Do Affirmations Work?

### Communications

- Emotions within Communication
- Principles of Communication
- Active Listening
- Non-Verbal Communications

### Dealing With Negative Behavior

- The Environment
- Dealing with Negative Feedback
- Non-Team Player
- Dealing with Formal Grievances
- Creating a Problem Solving Environment
- This Is Just the Beginning

We found that **leadership quality is critical to growth**, and that most companies don't have enough high quality executives... – McKinsey & Company Quarterly



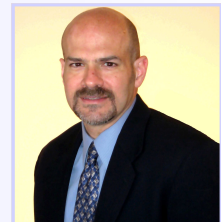


Each participant who successfully completes the seminar shall be awarded with a prescribed certificate of achievement.



## Your Distinguished Presenters

**Sebastian Font** has been developing leaders, cultures, and organizations for more than twenty-five years. Some of the organizations Sebastian has worked with include Forest City Enterprises, The New Jersey Nets, Ritz-Carlton Hotels, Hilton Hotels, Caesar's Entertainment, Isle of Capri Casinos, and Ameristar Casinos. Mr. Font is a Certified Leadership Facilitator, and has certifications in several assessment tools as well.



**Dato' Dr. Alan Soh** is senior advisor at Dimension International College in Singapore and several educational organizations in Malaysia, Taiwan and PRC. He has more than 30 years of experience in the hospitality industry covering integrated resorts and hotel management, leisure and ocean cruise operations. Dr. Soh previously served as Executive Vice-President of Chains International Hotels group based in Hong Kong, President of Regency Casino, Los Angeles, California., and has led a number of initiatives in the casino cruise industry in Southeast Asia.



Double-Digit Growth companies maintain a **greater focus on leadership**, and carefully identify and develop their top talent.

– Hewitt Associates (Double-Digit Growth – How Great Companies Achieve It No Matter What)

Programme presented by:

**Gaming Hospitality Experts LLC**  
**Impromas Corporation Sdn Bhd**

To Register, Please Contact:

Alex Lee:

016-3316896

alexhong103@yahoo.com

Suzanne Yong:

019-7786128

agmi.suzanne@yahoo.com

Or register online at [www.managerstoleaders.asia](http://www.managerstoleaders.asia)



The Administration & Authorized Training provider:



**ASA BUSINESS TRAINING CENTRE (MA0096613-V)**

No 131, Tingkat 1, Jalan Gambir 6, Bandar Baru, Bukit Gambir, 84800 Ledang Johor

Tel & Fax: 06-9762997 / +6016 3316896

Email: alexhong103@yahoo.com

