

# Leadership Skills for Line Managers

## “Teaching the Caterpillar to Fly”

“Mastering others is strength. Mastering yourself is true power.”  
Lao Tzu

4th & 5th June 2013 Istana Hotel Kuala Lumpur



## Overview

Human beings are the most precious part of civilization. What responsibility could be more important than the leadership and development of people? Without leadership, an organization is only a confusion of people and machines. Leadership is the ability to persuade others to seek defined objectives enthusiastically.

It is the human factor that binds a group together and motivates it toward goals. The leader's act of motivation is similar in effect to that of the secret chemical that turns the insect pupa into a butterfly with all the beauty that was the pupa's potential. Leadership transforms potential into reality. It is the ultimate act that brings to success all the potential that is in an organization and its people. It is so important that people have been concerned about it since the beginning of history.

Leaders are a key human resource in any organization. Better leaders develop better employees, and the two together develop better products and services; therefore, an employer who develops better leaders contributes more to society and gains a competitive advantage.

This interactive workshop is designed to assist interested line managers in enhancing their personality that will provide an impact on their efficiency and effectiveness in discharging their duties and responsibilities at work. Managers' towering personality could be achieved with the appreciation and application of 10 kinds of intelligences (10 Quotients-10Qs) which will be thoroughly discussed and elaborated in this workshop.

### OUTCOME OF THE PROGRAMME

“Teaching Caterpillar to Fly” training sessions will help participants to:-

- Understand the nature of a leader equipped with contemporary leadership skills with the application of 10Qs in the organizational settings;
- Apply the relevant and effective leadership styles founded with excellent intelligence quotients (IQ) and efficient emotional quotients (EQ) suiting the environment and situations;
- Appreciate the importance of mutual respect among team members and manage the diversity at work with a convincing basis of social quotients (SQ); and
- Build team spirit with a strong bonding among the team members based on effective leadership, confronting inevitable conflicts at work, productivity oriented and healthy perspectives toward the job with the appreciation of effective adversity and motivation quotients

### WHO SHOULD ATTEND?

Line Managers, Team Leader, Supervisor of Sales & Marketing, Telemarketing, Customer Service, Workforce Management, Key Account Management, Business Development

### From :

- Call centres/BPO • Insurance • Automotive • Pharmaceutical • Telecommunication • Retail FMCG
- IT & ICT • Banks & Financial Institutions
- (AQ & MQ).

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