

# VIRTUAL

### LEADERSHIP MANAGEMENT

In every crisis there is opportunity. While the new normal is yet to reveal itself, one thing is becoming quite clear: the global pandemic has permanently altered the way we live, work, and interact with each other. As our world changes so must our management practices. While evergreen principles of leadership, management and teamwork are still valid, we need to upgrade them to the demands of the current business landscape. New challenges need to be addressed, among which includes:

- How do we provide leadership without face to face contact?
- How do we motivate and inspire under more challenging circumstances?
- How do we ensure smooth communication & work organisation within a dispersed team?
- How does virtual team spirit look like?

As an organisation you can stay ahead of the curve and continue to flourish in these extraordinary times by adopting new tools and practices early. Look at this challenge as an opportunity to streamline your leadership and management skills that will carry you and your organisation to newer oceans of opportunity. Remember,

# "Smooth seas seldom make great sailors!"

#### **LEARNING OBJECTIVES**

At the end of this workshop, participants will be able to:

- · Manage team members from a distance with ease
- Provide effective leadership in the absence of physical proximity
- Develop the extreme ownership mind-set
- Shift to ROWE (Result-Only Work Environment)
- Develop positive attitudes and interactions with colleagues and stakeholders
- Communicate assertively using the 7 Cs of effective communication
- Motivate & inspire your team
- Develop a team culture through trust, responsibility, and purpose

#### **TARGET AUDIENCE**

Anyone in a leadership position who is looking to manage teams & tasks remotely or is currently doing so.

le: Supervisors, Executives, Team leaders, etc.

#### **DURATION**

Active Online Hours: 7 hours (over 3 days)

Offline Hours: 4 hours 20 mins
Total Hours: 11 hours 20 mins



\*Pre-requirement : Functioning laptop & stable internet

#### METHODOLOGY

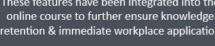
We have designed this online course to be interactive with practical hands on learning as we believe it is the most effective way of learning. Despite the absence of face to face contact, our methods adopted will invoke a desire to participate in this virtual leadership dialogue.





#### SPECIAL FEATURES

These features have been integrated into the online course to further ensure knowledge retention & immediate workplace application





#### Pre-Survey Questionnaire

To obtain a clearer understanding of participants background & challenges so that lessons can be further customised to address specific work needs



#### Online Support Group Chat

Available throughout the course as a channel for tech support & concepts/ assignment clarification. Also available 30 days upon completion of course for virtual on the job



#### **Google Classroom Platform**

To enable participants to track their learning progress & maintain accountability with trainers



#### Certificates & Badges

A variety of badges such as 'Most Innovative Answer', 'Most Participative' are given out throughout the courses to further motivate participants and provide an immersive learning experience





· Understand how to adopt

an adaptive leadership

style to accommodate

'What needs to stay, what

the changing times:

needs to go?'

· Video activity

- The Extreme Ownership Mindset
- · Leader's VEC Factors: Vision, Execution, Coaching



· Identify team & business challenges & opportunities during this pandemic

#### MODULE 2 COMMUNICATION-I

THE VIRTUAL LEADER

**EMBRACING CHANGE** 

MODULE 1

- . The 8 C's of Effective Communication: An Introduction
- · How not to sound like a @#\$%&
- · Customised, Clear, Courteous
- · Concise, Candid, Complete
- · Convincing, Corporeal
- · Scenario Thinking: Check your response to a series of corporate scenarios

#### MODULE 3 COMMUNICATION-II

- Communicating Virtually: A primer
- · Tech check
- · Importance of body languange & articulation (when you're online)
- . Dos & donts of virtual communication (Email/WA/Telephone Etiquette)
- · Activity: The perfect online meeting. (Role Play)
- Email writing exercise
- · Online message chat writing exercise



- · Using systems & tools for work organisation
- The 10 mins work challenge
- Understanding work & prioritisation for effective team management
- Identifying time wasters
- Maximising technology & online tools for management
- Identifying priorities & building tasklist
- Weakness turned into action plan



- . Focusing on Results: The ROWE mind-set
- In their shoes
- · Supervision, feedback & support
- Motivating your team: Purpose, Autonomy & Mastery (The PAM Matric)
- Putting the PAM Matric to use (Planning activity)
- Final Quiz Putting it all together



### For more info, please contact us: **KUALA LUMPUR CORPORATE OFFICE**

Suite 33-01, 33rd Floor, Menara Keck Seng, 203. Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia C+603-2116 5961 +603-2116 5999



#### **KUCHING OFFICE**

Milan Square, Lot 48 Level 1, Jalan Wan Alwi, 93350 Kuching, Sarawak, Malaysia C +6082-265 628/9 +6082-265 630







15 years of experience in designing and delivering exciting and effective training programs. His areas of expertise combine a global outlook with deep understanding of the local culture covering topics like leadership, presentation skills, team building, business English & communications, cross-cultural communication, and goal setting.

IVAN EVETOVICS is a passionate trainer, coach, and teacher with over

Some of his clients include Pullman Bangsar, Lodge International, Institut Perkhidmatan Awam Brunei, SUPREME Consolidated Resources, CIMB, INTI, Brooke Dockyard & Engineering Works Corporation, Petronas, and Sarawak Energy Berhad (SEB).

Recently, Ivan was a coach for SEB's Retail Customer Service Certification project, which was successfully completed with 108 front liners graduating with a Swinburne-MRS-SEB Certificate on 3 August 2019.

Ivan is a world-class communicator and always ensures that his audience is both educated as well as entertained. Ivan holds a master's degree (distinction) from the Central European University, Hungary & believes that learning is a lifelong process.



KHOO IRI holds a Master of International Business (2015) from the University of South Australia. She is also a certified Personal Development Analysis Analyst (USA) where she has helped organisations to ensure that the right people are developed for the right jobs. Her clients include Longi, Hirose Electric, Swinburne University & SEB. Her versatile background enables her to be adaptable through her various career journey over 7 years.

Some of her notable roles include, organising & managing MRS' Annual Admin Professional Conference for about 100 participants from Kuching & KL. She was also tasked as Project Manager of SEB's Retail Customer Service Certification Program (2018-2019) for 108 customer service personnel. She designed & executed the Mystery Shopper Activity and was also responsible for analysing post training data thus gaining strong project management, organisation & data analysis skills.

When it comes to collaboration, she believes that in everything non-essential, exercise liberty; in everything essential, ensure clarity and finally in everything, exhibit compassion.

