

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.
 ie: Supervisors, Executives, Team leaders, etc.

The Organiser reserves the right to make any amendments that are deemed necessary in the best interest of the workshop.

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 connection*

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 coaching.



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

COURSE CONTENT



MODULE 1 THE VIRTUAL LEADER EMBRACING CHANGE

- Understand how to adopt an adaptive leadership style to accommodate the changing times: 'What needs to stay, what 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 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 language & 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

MODULE 4 TEAM MANAGEMENT I

- 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

MODULE 5 TEAM MANAGEMENT II

- 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



Interested in this course?

Approach our MRS Team & find out more about **In House** or **Public Session** options today!

For more info, please contact us:

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

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.