



In one comprehensive program, Competent Manager Program equips managers what otherwise could take years of experience to attain.

COMPETENT MANAGER PROGRAM

CONTENT OVERVIEW

This program is designed for successful executives who are transitioning from functional to general management roles or taking on broader responsibilities in the organization. The primary focus, in terms of management development, is to anchor leadership and business principles in the context

of organizational systems, and to build capabilities for leading across teams, functions and territories.

Through its intensive and flexible curriculum, the program unites future leaders in a microcosm of learning that far exceeds even the best on-the-job training.

COMPETENCY-BASED TRAINING SOLUTIONS

Each module is designed to address the need as a high performance competent manager

| Competency - Based Module | Knowledge | | | | | | Skills | | | | | | Attitude | | | | | | |
|--------------------------------------|-------------------|--------------------|----------------------------|-------------------|-------------------|------------------------|-----------------|-----------------------------|-----------|----------------------------------|------------|---------------------|---------------------------|----------------------------|----------------------------|---------|------------------------------|------------------|------------------|
| | Product Knowledge | Financial Analysis | Market & Industry Analysis | Computer Literacy | Business Planning | Performance Management | Problem Solving | Interpersonal Communication | Listening | Prioritization / Time Management | Delegation | Conflict Management | Influencing & Negotiation | Team Building & Motivation | Adaptability / Flexibility | Empathy | Persistence / Follow Through | Stress Tolerance | Customer Focused |
| 1. Managerial Principles | | | | | ✓ | | | | | ✓ | | | | ✓ | | ✓ | | | |
| 2. Leadership | | | | | | | ✓ | ✓ | | | | ✓ | ✓ | ✓ | | ✓ | | | |
| 3. Managing People & Team | | | | | | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | ✓ | | ✓ | | |
| 4. Business Communication | | | | | | | ✓ | ✓ | ✓ | | | | | | ✓ | | | | ✓ |
| 5. Problem Solving & Decision Making | | | | | | | ✓ | ✓ | | | | | | | | | | | |
| 6. Delegation & Motivation | | | | | | | | | | ✓ | | | ✓ | | | | | ✓ | |
| 7. Personal Effectiveness | | | | | | | | | ✓ | ✓ | | | | ✓ | | ✓ | ✓ | | |
| 8. Performance Management | | | | | | ✓ | ✓ | ✓ | | | | | ✓ | | ✓ | | | | |
| 9. Strategic Management | | | ✓ | | ✓ | | ✓ | | | | | | ✓ | | | | | | ✓ |
| 10. Financial Management | ✓ | | | | | | ✓ | | | | | | | | | | | | |
| 11. Negotiation & Influencing | | | | | | | ✓ | ✓ | | | | ✓ | | | ✓ | | | | |
| 12. Coaching & Counseling | | | | | | | | | | ✓ | | | ✓ | | ✓ | | | | |
| 13. Customer Relationship Management | | | ✓ | | | | | | | | | | | | | | | | ✓ |

Note: These modules can be treated as individual program for in-company training.

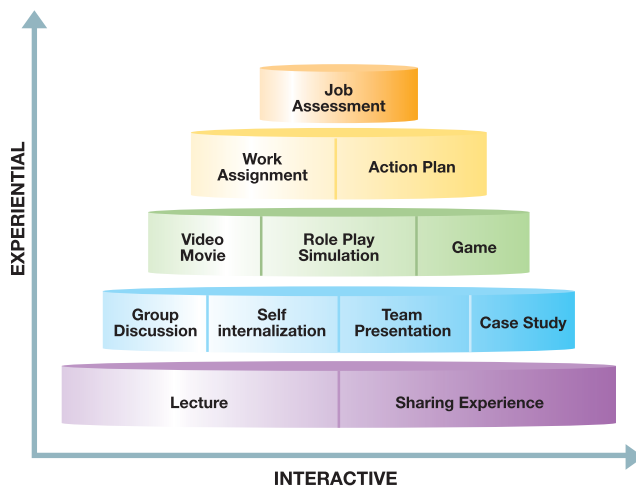
PROGRAM DELIVERY

- The module selection and training duration are unique to each organization
- Each module will take one to two day duration for delivery, depending on organization's need
- Client to decide the language delivery, venue and the timetable for the training
- A Competent Manager Seminar (optional) will be conducted for the participants to present their project assignment to the Senior Management



PROGRAM METHODOLOGY

The program is differentiated with rich subject contents, dynamic and fun-filled action-based interactive learning experience.



For more information, kindly call or email us at:

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TAKEAWAY VALUES

Participants acquire the knowledge, skills and attitude to become competent managers by:

- Examining the interrelationships between functional areas and how they shape the role of general management;
- Broadening their perspective of the organization-then using this enhanced vision to formulate effective management decisions;
- Mastering new concepts, best-practice techniques, and proven strategies for managing in today's competitive business environment;
- Developing a cutting-edge approach to leadership shaped by business trends, teamwork, and technology innovations; and
- Learning to recognize vast, new opportunities in the new marketplace to capitalize on them ahead of the competition.