

Leadership for Performance & Commitment (re-run)

Programme Code: W091114AS
 W091121AS
 W091128BS

Speaker	<p>Miss Angela Shing, BBus MSc IIAC(UK) CPA(Aust.)</p> <p>Angela has a wealth of experience in the commercial and banking sectors, focusing in the last 10 years on training & development. Prior to setting up her own training consulting business, she was the regional head of a major bank overseeing the training & development function for 13,000 employees in Asia Pacific.</p> <p>Angela specialises in designing and developing training workshops in sales and service, client relationships, leadership and management, communication, and personal and team effectiveness.</p>
Date & Time	<p>Module 1 – Saturday, 14 November 2009 9:30 a.m. – 5:30 p.m. (W091114AS)</p> <p>Module 2 – Saturday, 21 November 2009 9:30 a.m. – 5:30 p.m. (W091121AS)</p> <p>Module 3 – Saturday, 28 November 2009 9:30 a.m. – 5:30 p.m. (W091128BS)</p>
Venue	Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong
Enrolment fee	<p>HK\$1,700 for HKICPA member or student; and IA/HKIAAT's member or student (for one module)</p> <p>HK\$2,000 for non-member (for one module)</p>
Language	English
Format	Workshop, including case studies, group discussions and presentation
Competency	Personal & Interpersonal Skills*
Rating	Intermediate Level* - Sound understanding of the knowledge area. The ability to apply knowledge and skills to a range of situations and able to deal with new situations.
Target Audience	Supervisors and managers who have a leadership role
CPD credit	7 hours for each module

About the programme

The framework of this LeadSmart leadership program is based on a world-wide staff engagement survey. The survey analysed the engagement practices that impact staff commitment, which in turn increases performance. Employees' emotional commitment can be enhanced when they enjoy and believe in 4 areas: their jobs, managers, teams and organizations. As the principal agent between the direct reports and the organization, a team leader can increase staff performance and commitment by reinforcing effective engagement practices in these 4 areas. These practices can be transformed into the following roles of a leader:

3 Leadership Roles



The LeadSmart program comprises 3 intensive workshops, equipping team leaders with the practical leadership skills to perform the above 3 roles and lead a committed team with high performance. They can readily apply these skills in their daily people management functions to build a trusting relationship with the team, and motivate them to achieve team and organisational goals.

Team leaders may attend all or individual workshops, which cover the following contents:

Module 1: Building A Committed Team

- Identify the factors for building a committed team with high performance
- Develop personal direction connecting to the team and the organisation
- Recognise the Leadership Qualities of an effective leader
- Apply the SUPER relationship guidelines to build trust with the team:
 - Sharing / Understanding / Participation / Empowering / Respect

Module 2: Coaching For Individual & Team Performance

- Set clear SMART performance goals for the team
- Identify opportunities for coaching
- Apply the 4 levels of coaching appropriately based on:
 - Importance, urgency and complexity of the task
 - Skills, knowledge and relevant experience of the staff
- Apply the SARA Feedback Approach to give:
 - Positive feedback to reinforce effective actions
 - Improvement feedback to guide staff to identify alternative actions
- Use tactics to make effective feedback
- Reinforce team performance and teamwork through sharing of best practices and positive behaviours that demonstrate the 4 success factors of teamwork

Module 3: Driving Staff Engagement

- Cultivate a work environment that provides the 6 supporting conditions to empower the staff
- Start building commitment through orientation activities for new hires
- Develop staff by implementing individual competency-based development plans
- Reinforce organisational engagement drivers:
 - Commit to staff development
 - Manage staff perception
 - Connect with company strategies and success
 - Reinforce the corporate culture

* Please refer [here](#) for descriptions of other competencies and ratings.

