

## **Details of Programs Conducted by Prof. Ajantha Dharmasiri**

### **1. Triple I's for Turbulent Times**

#### Overview

When times get tough, the tough get going. Traditional solutions do not essentially assist us during the turmoil we go through. Triple "I"s offer insights for tackling key issues in teaming together and moving forward with confidence. This interactive experience will take you through what, why and how aspects of Triple "I"s, in enriching our thoughts and actions, leading to a higher performance.

#### Aims

Three main aims are as follows:

1. Strengthen the participants' awareness on the fundamentals of Triple "I"s and their relevant applications
2. Equip them with cutting edge tools related to Triple "I"s to enhance their conceptual thinking and practical approach
3. Provide an opportunity for the participants to interact with each other in collectively learning the diverse applications of Triple "I"s leading to actions in their work setting

#### Key Aspects Covered

1. Signs of turbulent times: Triple "I" s in context
2. Details of each "I" with concept and applications
3. Manifest reality and multiple responses
4. Triple "I"s as drivers for organizational performance
5. Lessons from global and local success cases for each "I"
6. Range of initiatives from individual to an institution
7. Personal plan for progress (PPP)

#### Methodology

Moving beyond a one-way lecture, interactive discussions, team activities, case analysis, video film/s, role plays, individual/team presentations will be involved.

#### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

#### Duration

Full day / half day (can be tailored to suit the requirement)

### **2. Endavour of Engaging Employees**

#### Overview

Performing employees are the cutting edge for progressive organizations. Engaging employees for enhanced performance has gained immense recognition in the recent past. This program will take managers through an experiential journey of mastering the art and science of mastering employee engagement.

### Aims

Specific aims of the program are:

1. Guide the participants through an experiential learning process in strengthening their awareness on the fundamentals of employee engagement
2. Enhance their knowledge and skills on the specific aspects of employee engagement
3. Provide an opportunity for them to collectively engage in learning activities related to employee engagement with a view of assisting them to ensure sustainable results

### Key Aspects Covered

1. Essentials of employee engagement
2. From engagement to effectiveness
3. Ten Cs for enhancing employee engagement
4. The art and science of engaging employees
5. “Head” and “Heart” strategies for employee engagement
6. Five Qualities of “Confident Empowered People” – based on the Video “Even Eagles Need a Push” by David McNelly
7. Success cases of employee engagement
8. Being Ethical and Effective
9. Attributes of an excellent employee engager
10. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

### Duration

Full day / half day (can be tailored to suit the requirement)

## **3. Championing Change**

### Overview

The only permanent reality in the world is change. This is very much applicable to business organizations facing an increasingly fierce competitive environment. Championing Change is all about mastering the required knowledge, skills, and attitude to embrace change with confidence in facing current and future challenges.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of managing change with special emphasis on attitudinal change
2. Enhance their knowledge and skill of the usage of cutting-edge change management tools
3. Provide an opportunity for them to collectively discuss change-related challenges, with a view of assisting them to find sustainable solutions

### Key Aspects Covered

1. Change as a global challenge
2. Facing change as a person, team, and organization
3. Winning mindset with foundation for facing change (physical, mental, emotional, social, and spiritual)
4. Change as a paradigm shift: from prisoners to pioneers
5. Study on “Who Moved my Cheese” – A bestseller on Change Management by Dr Spencer Johnson
6. The “Grid” game: An innovative approach to change
7. Internalization of cutting-edge change management tools
8. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

### Duration

Full day / half day (can be tailored to suit the requirement)

## **4. Inward Bound Intermission**

### Overview

Self-awareness and mindfulness are increasingly becoming buzz words in the busy business world. Stress has become acute so that employees struggle to excel during growing competition. This program will take managers through an experiential journey of mastering the art and science of developing mindfulness.

### Aims

Specific aims of the program are:

1. Guide the participants through an experiential learning process in strengthening their awareness on the fundamentals of mindfulness
2. Enhance their knowledge and skills on the specific aspects of mindfulness
3. Provide an opportunity for them to collectively engage in learning activities related to “inward bound” with a view of assisting them to ensure sustainable results

### Key Aspects Covered

1. Mindfulness where east and west meet
2. Richness of self-awareness
3. Serenity of stillness
4. Stress into success
5. Inward journey of relaxation
6. Mind tools for success
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

### Duration

Full day / half day (can be tailored to suit the requirement)

## **5. Managerial Leadership Excellence**

### Overview

Leadership has become the buzzword in the business world, especially in a time where the sky-rocketing competition demands empowered leaders at all levels. With the essentials of management properly adhered to, leadership can provide the cutting-edge for survival and success. Managerial Leadership Excellence is all about mastering the required knowledge, skills, and attitude to enhance the leadership and managerial competencies to face current and future challenges with confidence.

### Aims

Specific aims of the program are:

1. Guide the participants through a learning process in strengthening their awareness on basics of managerial leadership
2. Enhance their knowledge and skills on the management and leadership roles they play
3. Provide an opportunity for them to collectively engage in discussion on managerial leadership applications to their jobs

### Key Aspects Covered

1. Importance of managerial leadership for current times
2. Five Es for managerial leadership (Efficiency, Effectiveness, Efficacy, Ethicality and Empathy)
3. Multiple aspects of leadership
4. Leading teams towards success
5. Managerial leadership and performance
6. Five Qualities of “confident, empowered” leaders
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, case analysis, games, and brief videos will be involved.

### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

### Duration

Two days / one full day / half day (can be tailored to suit the requirement)

## **6. Communication Excellence**

### Overview

Communication is essential for survival and success. This is true for an individual as well as for an institution. This program will cover the diverse facets of communication in a managerial setting.

### Aims

Specific aims of the program are:

1. Guide the participants through a learning process in strengthening their awareness on communication
2. Enhance their skills on key aspects of communications
3. Provide an opportunity for them to collectively engage in a discussion on communication applications to their jobs

### Key Aspects Covered

1. Importance of communication for professional and personal fronts of life
2. Process of communication
3. Barriers for communication
4. Non-verbal and para-verbal communication
5. Success tips for communication
6. Organizational communication
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, case analysis, games, and brief videos will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **7. Listening Leverage**

### Overview

Listening has become the neglected component in communication. People take it for granted. However, the reality remains that most of us are poor listeners. This program will help you to enhance your listening skills and use it as leverage in effective communication.

### Aims

Specific aims of the program are:

1. Guide the participants through a learning process in strengthening their awareness on basics of listening
2. Enhance their skills on listening through tips and tools
3. Provide an opportunity for them to collectively engage in a discussion on listening applications to their jobs

### Key Aspects Covered

1. Importance of listening for professional and personal fronts of life
2. Process of listening
3. Levels of listening
4. Barriers for listening
5. Listening game
6. Tips for “tip-top” listening
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, case analysis, games, and brief videos will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

Half day (can be tailored to suit the requirement)

## **8. Motivating for Results**

### Overview

Performing employees are the cutting edge for progressive organizations. Motivation is the fuel that drives performance. This program will take participants through an experiential journey of mastering the art and science of motivation, with a view of enriching them to achieve higher results.

### Aims

Specific aims of the program are:

1. Guide the participants through an experiential learning process in strengthening their awareness on the fundamentals of motivation
2. Enhance their knowledge and skills on the specific aspects of motivation
3. Provide an opportunity for them to collectively engage in learning activities related to motivation with a view of assisting them to ensure sustainable results

### Key Aspects Covered

1. Essentials of motivation
2. The art and science of motivation
3. “Head” and “Heart” strategies for motivation
4. Motivating self and motivating others
5. Promises and pitfalls in employee motivation
6. Five Qualities of “Confident Empowered People” – based on the Video “Even Eagles Need a Push” by David McNelly
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **9. Enhancing Performance**

### Overview

Performance is all about reaching goals and meeting standards. It is relevant to individuals and institutions alike. This program is specially designed for executives with a view of enhancing their competencies on performance management.

### Aims

Specific aims of the program are:

1. Strengthen their awareness on the fundamentals of performance management
2. Equip them with key guidelines for them to enhance their conceptual thinking and practical approach in conducting performance appraisals
3. Provide an opportunity for them to discuss their performance management challenges with a view of assisting them to find solutions with a sense of continuous improvement

### Key Aspects Covered

1. Basics of Performance
2. Performance Appraisals: What, Why and How
3. Critical Success Factors
4. Key Challenges
5. Way forward in better performance management
6. Success tips for performance appraisals
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **10. Personality: Promises and Pitfalls**

### Overview

Personality is a sum of diverse characteristics. It shows the uniqueness of a person. Discovering it and directing oneself in line with the personality strong-points will ensure progress. This program will assist the participants to identify their personality with a view to explore, expand and to excel.

### Aims

Specific aims of the program are:

1. Strengthen their awareness on the fundamentals of personality
2. Equip them with key guidelines for them to explore their personality to expand and excel.
3. Provide an opportunity for them to discuss their improvement aspects with a view of helping each other

### Key Aspects Covered

1. Fundamentals of personality
2. Johari window
3. MBTI Personality inventory
4. Big Five personality categories
5. Type A vs. Type B personalities
6. Who you are vs. what you do
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **11. Winning Negotiations**

### Overview

Successful negotiations determine the achievement of organizational objectives, particularly in complex situations. Effective conflict handling, on the other hand, will enhance the people contribution towards achieving desired results. The main intent of the program is to enhance the understanding of the fundamentals of negotiations in relation to the organizational priorities with a specific emphasis on application of negotiating and conflict handling skills.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of negotiations and conflict handling skills
2. Enhance their knowledge and skill of the use of tools and techniques associated with negotiations and conflict handling with practical applications
3. Provide an opportunity for them to collectively participate in demonstrations of such tools and techniques with related skills through the process of experiential learning

### Key Aspects Covered

1. Basics of negotiations: What, why and how



2. The negotiation process
3. Getting to say “Yes”: A new dimension in negotiations (based on Video by Ed Fisher)
4. Link between negotiation and conflict handling
5. Nature and types of conflicts
6. Conflict handling mode: Identifying one’s natural mode through Thomas Kilnman Instrument
7. Negotiations and conflict handling game
8. Personal action plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **12. Success through Synergy**

### Overview

Teams are valuable assets for organizations in facing the fierce competition with confidence. Effective teams demonstrate synergy not only within the team but also among teams, justifying the saying that Together Everyone Achieves More. This program will take you through what, why and how of achieving team results.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of team effectiveness with special emphasis on attitudinal change
2. Enhance their knowledge and skill of the usage of cutting-edge techniques
3. Provide an opportunity for them to collectively discuss key challenges, with a view of assisting them to find sustainable solutions

### Key Aspects Covered

1. Teaming together: strengths into success
3. Enhancing empathy: building bondage
5. Synergy in action: cutting edge techniques
6. Focus vs. energy: A matrix for team effectiveness
7. Motivation for results
8. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

Duration

One day/ Half Day (can be tailored to suit the requirement)

### **13. Creativity as a Cutting Edge**

Overview

We have passed the era of information to reach the new era of imagination. Now, creativity is the cutting edge. This program will tell you why it is with ample thoughts, tools, and tasks.

Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of creativity
2. Enhance their knowledge and skill of the usage of creativity techniques
3. Provide an opportunity for them to collectively discuss how to make creative decisions

Key Aspects Covered

1. Creativity: what, why and how
2. Creativity as pattern breaking and pattern making
3. Creative decision making
4. Creativity techniques
5. Six Thinking Hats (based on Dr. Edward de Bono)
6. Creativity challenges in workplace
7. Personal plan for progress

Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

Duration

One day/ Half Day (can be tailored to suit the requirement)

### **14. Committed Coaching with Care**

Overview

Coaching is a special form of communication. Knowing the art and science of it and more importantly practicing it an appropriate manner will yield a multitude of results. This program is especially designed for managers to enhance their coaching skills so that better utilization of human resources in an organization towards achievements of its goals is possible.

### Aims

Specific aims of the program are:

1. Guide the participants through an experiential learning process in strengthening their awareness on basics of coaching
2. Enhance their knowledge and skills on the specific aspects of coaching
3. Provide an opportunity for them to collectively engage in coaching activities with a view of assisting them to ensure sustainable results

### Key Aspects Covered

1. Basics of Coaching
2. Coaching in the context of change
3. GROW model for coaching
4. The art and science of coaching
5. Power of Non-verbal communication
6. Empathy vs. sympathy in the context of coaching
7. Importance of listening
8. Do's and Don'ts of coaching
9. Attributes of a successful coach
10. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **15. Star Supervisor**

### Overview

Supervisors serve as the bridge between the management and the workforce. They are the closest to the workplace. The need for their development, exposure, motivation, and empowerment assumes significant importance. This program is all about making them "star supervisors" who shine with superior performance.

### Aims

Specific aims of the program are:

1. Guide the participants through an experiential learning process in strengthening their awareness on the fundamental supervisory skills
2. Enhance their knowledge and skills on the specific aspects of supervision
3. Provide an opportunity for them to collectively experience how to become a better supervisor

### Key Aspects Covered

1. Star supervisor for a superior workplace

2. Leadership skills
3. Interpersonal skills
4. Analytical skills
5. Personal effectiveness
6. Star supervisor pledge
7. Persona plan for progress

#### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

#### Target Audience

Middle/Junior Management/ Non-management (can be tailored to suit the group)

#### Duration

Two days / One day/ Half Day (can be tailored to suit the requirement)

## **16. Winning Mindset**

#### Overview

It all begins with mind. Having the right mindset is essential to achieve right results. This session is all about experiencing what, why and how of the “Winning Mindset” in an enjoyable and meaningful way.

#### Aims

Specific aims of the program are:

1. Strengthen the awareness of the participants on the fundamentals of achieving success with emphasis on attitudinal development
2. Equip them with several key tools for them to strengthen a positive attitude leading to higher performance
3. Provide an opportunity for them to interact with each other in collectively learning the attitude enhancement with applications to their work setting

#### Key Aspects Covered

1. Being brilliant on basics
2. ABC of an attitude
3. Magical power of mind
4. Focus and energy
5. Purpose driven life
6. Championing change
7. Personal plan for progress

#### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

#### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

Half day / Two hours (can be tailored to suit the requirement)

## **17. People Factor for Organizational Excellence**

### Overview

Every manager is a people manager. Ensuring proper employee-care will lead to better customer- care. This program is all about strengthening the people management among functional (non-HR managers)

### Aims

Specific aims of the program are:

1. Strengthen the awareness of the participants on the fundamentals of managing people
2. Equip them with several key tools for them to strengthen their people management skills
3. Provide an opportunity for them to interact with each other in collectively learning the people management practices

### Key Aspects Covered

1. Evolution of HR
2. Need to be a people manager
3. Balancing results and relationships
4. Attributes of a people manager
5. Key workplace challenges
6. Commitment toward humane results
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

Two days / One day (can be tailored to suit the requirement)

## **18. Humane Results**

### Overview

Results are the key factor for organizational success. It is not just results either by hook or by crook. Humane Results with proper employee –care is what is sustainable. Ensuring proper employee-care will lead to better customer- care. This program is all about strengthening the employee-care among managers.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of the participants on the fundamentals of humane results
2. Equip them with several key tools for them to strengthen their employee-care
3. Provide an opportunity for them to interact with each other in collectively learning the employee-care practices

#### Key Aspects Covered

1. What, why and how of employee-care
2. *Yin* and *Yang* of people management
3. Employee engagement and enablement
4. An employee-care framework of ten Cs
5. Balancing results and relationships
6. Key workplace challenges
7. Personal plan for progress

#### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

#### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

#### Duration

Two days / One day (can be tailored to suit the requirement)

## **19. Power of Personal Productivity**

#### Overview

In an increasingly competitive world, only way to survive and succeed is to be personally effective. It involves clarity in thinking and commitment in doing. This program exposes the participants to a wide array of techniques to enhance their personal effectiveness.

#### Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of personal effectiveness with special emphasis on attitudinal change
2. Enhance their knowledge and skill of the usage of cutting-edge techniques
3. Provide an opportunity for them to collectively discuss key challenges, with a view of assisting them to find sustainable solutions

#### Key Aspects Covered

1. Efficiency and effectiveness: Winning combinations
2. Being positive
3. Focus and energy
4. Facets of growth
5. Qualities of “Confident Empowered People” based on the Video by David McNally
6. Facing key challenges
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **20. Oasis of Organizational Culture**

### Overview

Culture is simply the way we do things. Appreciating it and acting accordingly will ensure smooth functioning of an organization. This program will take the participants through a journey of exploring organizational culture.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of participants on the fundamentals of organizational culture
2. Enhance their knowledge and skill of the usage of culture assessing tools
3. Provide an opportunity for them to collectively discuss key cultural issues, with a view of assisting them to find sustainable solutions

### Key Aspects Covered

1. Fundamentals of organizational culture
2. Cultural dimensions of a workplace
3. Elements of a performance-oriented culture
4. Organizational values and culture
5. Leadership and culture
6. Key cultural challenges
7. Personal plan for progress

### Methodology

Interactive discussions, team activities, video film/s, role play, case study and team game/s will be involved.

### Target Audience

Senior/Middle/Junior Management/ Non-management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## 21. Enhancing Training Excellence

### Overview

Training is the facilitation learning. In a changing world, learning is an absolute must to survive and to succeed. This program is specially designed for emerging with a view of enhancing their competencies on multiple aspects of training.

### Aims

Specific aims of the program are:

1. Strengthen the participants' awareness on the fundamentals of training.
2. Equip them with key concepts, tools, and guidelines for them to move from good to great.
3. Provide an opportunity for them to discuss their specific training-related challenges with a view of assisting them to find sustainable solutions.

### Key Aspects Covered

1. ***Trainer as a Designer***
  - Training needs analysis
  - Learning styles and processes
  - Features in adult learning
  - Disney design strategy
  - Tips for delightful designing
2. ***Trainer as a Deliverer***
  - Presentation excellence
  - Training techniques: leveraging strengths
  - Visualizing success
  - Managing energy
  - Tips for dedicated delivering
3. ***Trainer as a Developer***
  - Managing difficult trainees
  - Listening skills
  - Context, content and conduct of training
  - Evaluating training effectiveness
  - Tips for decisive developing

### Methodology

Interactive discussions, team activities, video film/s, role play, team game/s, individual/team presentations will be involved.

### Target Audience

Senior/Middle/Junior Management (can be tailored to suit the group)

### Duration

Three days / two days (can be tailored to suit the requirement)



## **22. Beaming Success through Balanced Scorecard**

### Overview

Balanced Scorecard is an effective tool to ensure the implementation of strategic plans. It ensures the identification of key drivers that deliver performance. This programme can be a foundation for a project of developing a comprehensive Balanced Scorecard.

### Concept

Organizations create vision of their future. To make vision into action, they need to plan and execute, and most importantly, track the progress. Balanced Scorecard (BS) as a unique approach offers more than just a measurement system, a management system in this respect. As its co-creators, Kaplan, and Norton, explain, it can channel the energies, abilities and specific knowledge held by people throughout the organization toward achieving long-term strategic goals.

It is balanced because of its focus not only on the financial perspective, which is the traditional way, but also on customer perceptive, internal business perspective and learning & growth perspective. In other words, the measures such as the financial performance, customer knowledge, internal business processes and learning & growth can effectively be used to align individual, organizational, and cross-departmental initiatives and to identify entirely new processes for meeting customer and shareholder objectives.

### Aims

Specific aims of the programme can be stated as:

1. Strengthen their awareness on the fundamentals of the BS, with special emphasis on associated key concepts and their relevant applications.
2. Equip the selected team with several key tools for them to collectively develop the BS, in line with organizational strategies.
3. Guide the project team throughout the development process, with clarity on each step-in relation to why, what, and how.

### Proposed Approach

The proposed approach, in line with global best practices and the consultant's personal experience, can be listed as:

1. Awareness building on the fundamentals of BS
2. Review of the business strategies of the selected organization
3. Developing the objectives, measures and targets related to each perspective of BS
4. Designing of the measurement system with strategy maps
5. Finalizing the key measures with a detailed measure dictionary
6. Assigning of measure owners and data owners with specific accountabilities
7. Testing the system with real data
8. Fine-tuning of the system
9. Streamlining with an IT interface (Optional)
10. Consolidating the system with necessary documentation

### Methodology

Interactive discussions and brain –storming sessions with brief awareness building interventions will be involved.

### Target Audience

Senior/Middle management (can be tailored to suit the group)

### Duration

Three days / two days (can be tailored to suit the requirement)

## **23. Success through Human Resource Scorecard**

### Overview

Value creation by HR has become one of the most critical factors in the corporate world. HR Scorecard (HRC) is an emerging approach of measuring the effectiveness of the HR function, with appropriate linkages for organizational goals. This program focuses on the development of a HR Scorecard (HRC) for an organization, emphasizing on the required process.

### Aims

Specific aims of the consultancy assignment can be stated as:

1. Strengthen their awareness on the fundamentals of the HRC, with special emphasis on associated key concepts and their relevant applications.
2. Equip the selected team with several key tools for them to collectively develop the HRC, in line with organizational strategies.
3. Guide the project team throughout the development process, with clarity on each step-in relation to why, what, and how.

### Key Aspects Covered

The proposed approach, in line with global best practices and the consultant's personal experience, can be listed as:

1. Review of the business strategies
2. Alignment of the strategic HR direction
3. Clear identification of HR requirements / responses
4. Prioritization of HRD, HRA and HRE components
5. Designing of the measurement system with strategy maps
6. Selection of measures with a detailed measure dictionary
7. Assigning of measure owners and data owners with specific accountabilities
8. Operationalization of the system
9. Trial run and fine-tuning of the system
10. Streamlining with an IT interface (Optional)

### Methodology

Interactive discussions and brain –storming sessions with brief awareness building interventions will be involved.

### Target Audience

Senior/Middle management (can be tailored to suit the group)

### Duration

Three days / two days (can be tailored to suit the requirement)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **24. Strategizing for Sustained Results**

### Overview

Strategy is essentially the game plan of an organization. Strategy formulation and implementation play a key role in achieving sustained results. Crafting and executing strategies are essential to survive and to succeed in the face of current business realities.

### Aims

Specific aims of the program are:

1. Strengthen the awareness of the participants on strategy execution
2. Equip them with several key tools for ensuring a winning mindset
3. Provide an opportunity for them to interact with each other in collectively developing action plans in line with agreed strategies

### Key Aspects Covered

1. Revisiting the fundamentals of strategic plan
2. Identifying the key barriers
3. Equipping with cutting-edge tools to overcome barriers
4. Brainstorming collectively for breakthroughs
5. Blueprint for progress

### Methodology

Interactive discussions, team activities, cases and brief videos will be involved.

### Target Audience

Senior management (can be tailored to suit the group)

### Duration

One day/ Half Day (can be tailored to suit the requirement)

## **25. Brilliance in Leading for Sustained Results**

### Overview

Leading for sustained results is a journey with continuous improvement embedded. In the post-COVID19 era, where VUCA 1.0 (Volatility, Uncertainty, Complexity, Ambiguity) should be successfully overcome by VUCA 2.0 (Vision, Understanding, Confidence, Agility). With the essentials of management properly adhered to, leadership can provide the cutting-edge for survival and success. Brilliance in Leading for Sustained Results is a combined initiative with coaching and learning on areas for improvement.

### Aims

Specific aims of the program are:

1. Coach the specific participants on improving the identified areas through a world class process

2. Guide selected participants through a common learning process in strengthening their awareness on the key fundamentals of Leading Self, Leading Others and Leading Business, in the broad context of practicing core values.
3. Provide an opportunity for them to collectively engage with peers, in discussing the application of the above three topics to their jobs and to individually maintain a cordial relationship

### Key Aspects Covered

It is designed as a sequential way of covering three components of leading.

#### ***Topic 1: Leading Self***

1. Need to enhance personal productivity
2. Power of a positive attitude
3. Focus and energy in action
4. Ensuring peak performance
5. Personal plan for progress

#### ***Topic 2: Leading Others***

1. The essentials of developing others
2. Emotional intelligence in focus
3. Championing change
4. Engaging for excellence
5. Personal plan for progress

#### ***Topic 3: Leading Business***

1. How to improve one's adaptability in a changing world
2. Focus on business strategy
3. Driving results collectively
4. Facing "must-win battles" confidently
5. Personal plan for progress

### Methodology

Interactive discussions, team activities, case analysis, games, and brief videos will be involved. Either physical or virtual mode can be possible, based on the organizational decision.

### Target Audience

Senior/Middle management

### Duration

Three days/ Two days (can be tailored to suit the requirement)