

## COURSE TRAINER

**Mr Khng Teck Khoon** was a training consultant providing training and specializes in organizational development. He facilitates change/ organizational development initiatives (i.e. Branded Customer Experience) and delivers varied training programs including team leadership & team building, customer service skills, team and executive development programmes i.e. leading change, negotiation skills, international strategy planning, Managing Across Cultures and HRD management.

He was an associate with Forum, a Boston-based training consultancy and CJ Security Consultancy.. He was also a Resident Trainer to affiliated airlines with IATA (International Air Transport Association)

The trainer has handled major clients including Robinsons, Taiwan Mobile, TNT, Air Products and Becton & Dickinson, OpenText, Federal Insurance, FujiXerox. With IATA, he has provided training services to Air China, Xiamen Airlines, Malaysia Airlines, Garuda, Hong Kong Airport Services and many other airlines.



For any enquiries, please contact:

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## Enquiries



**Leading and Managing  
Effective Work Teams  
(Supervisory level)**

This programme aims equip the supervisors and managers in this fast paced society to create and manage a high performance team. The participants will be equipped with problem solving and coaching skills, Guiding Conversation Skills that is key to working toward team collaboration. Engaging team members will bring forth results and valuable outcome.

As the focus of the teamwork becomes more eminent in today's working environment, it is crucial for team leaders to learn how to better lead and effectively manage team members.

## LEARNING OBJECTIVES

Upon completion of this programme, participants will be enabled to:

- focus teams on key results and outputs, and build energy and momentum toward achieving goals
- help build constructive relationships that gain a stronger commitment to improving performance and achieving results that make a difference for the organisation
- Understand that Collaboration is central to working together as an effective team

## COURSE OUTLINE

### Day 1

#### **Module 1: Breaking the Cross-Functional Barriers**

- Introduce the **objectives** of the course
- Align expectations to Leadership Competencies
- Introduce the topic of team leadership
- Understand the key differences between the **roles of leadership and management**
- Highlight competencies required of a Leader

#### **Module 2: Establishing Productive Team Norm**

- Experience characteristics of High Performance Team
- Describe the **Tuckman's Pathway to High Performance**

#### **Module 3: Developing Team Agility**

- Introduce/review the **Employee Effectiveness Model (EEM)** as a measurement of members attitude to **innovation and change**

### Day 2

#### **Module 4: Challenge People to Top Performance**

- Inspiring employees commitment with the **7 Essentials**
- Learn a 'safe' and effective way of providing feedback for improvement using **BOFF Principle**
- Learn practical coaching through coaching conversation, practice and peer teaching
- Experience **"real"** coaching in action
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## TARGET AUDIENCE

All healthcare professionals including supervisors/ managers or anyone with staff reporting to them.

## TEACHING METHODOLOGY

Self Assessments, Video Learning, Lectures, Role plays and Facilitated Group Discussions

## COURSE FEES

For Healthcare VWOs and Nursing Homes with Portable Subsidies:

Fees for Singaporeans & PRs = \$48.69 per pax

Fees for Foreigners = \$234.06 per pax

Fees for Singaporeans & PRs and any others = \$419.44 per pax

## VENUE, DATE & TIME

Venue: AIC Learning Institute @ City Square Mall

Address: City Square Mall, 180 Kitchener Road, #06-05/06, Singapore 208539

Date: 2 days (Pls refer to AIC Learning Institute website for dates)

Time: 9am to 5pm