

# PEOPLE SKILLS FOR EXCELLENT LEADERSHIP

---

TWO DAY TRAINING PROGRAMME  
COURSE OUTLINE

# PEOPLE SKILLS FOR EXCELLENT LEADERSHIP

---

## INTRODUCTION

---

Managers and leaders need excellent people skills so that they can be good leaders. A good understanding of people skills would enable leaders to provide the necessary leadership to enable their teams to perform well. Participants will develop the ability to effectively apply people skills such as empathy, self-regulation and building bonds to achieve excellence in the workplace.

Participants will gain insights into why and how individuals get into conflicts and what can be done to prevent and resolve conflicts effectively. The programme will enable participants to gain skills and knowledge to apply people skills in the workplace to enhance performance in their work as a leader.

## OBJECTIVES OF THE TRAINING PROGRAMME

---

This training programme will help participants to:

- Gain insights in Interpersonal skills
- Understand and apply the principles of motivating people
- Learn and cultivate better leadership skills to manage employees
- Practice the competencies in leading employees
- Understand and apply the skills for resolving conflicts
- Help employees achieve excellent performance
- Practice persuasive skills in negotiating with others
- Release their creativity

## LPI ADVANTAGE

---

The LEONARD Personality Inventory (LPI) helps to identify behavioral preferences of individuals. The LPI is formulated based on the Five Factors Model (FFM) of human personality. It is anchored under the Types & Traits Theory of classical personality theories.

The LEONARD Personality Inventory is named after the acronym **Let's Explore** our personality based on **Openness, Neutral, Analytical, Relational** and **Decisive** behavioral tendencies. The LPI profile is a tangible feedback in print form.

## **BENEFITS OF USING THE LPI IN THIS TRAINING PROGRAMME**

### **How individuals benefit?**

- Personal improvement (optimizing their strengths and overcoming their weaknesses)
- Removing emotional blind spots
- Improving leadership styles
- Enhancing their Creativity
- Enhancing their interpersonal skills
- Managing stress
- Managing disagreements/ conflicts constructively

### **How organizations benefit?**

- Understanding individual personalities in teams and developing strategies to build effective teams.
- Short-listing candidates for employment or selection for special projects.
- Coaching candidates in personal and performance improvement.
- Identifying key elements for training in future Leadership and Management programmes.

---

## **PROGRAMME CONTENT**

---

### **1. People Skills for Enhancing Leadership**

Importance of people skills  
Exploring your people skills  
People skills in the workplace  
Maximizing our people skills abilities  
Role of people skills in minimizing workplace conflicts  
Managing diverse people behaviors in the workplace  
Enhancing people skills for better workplace performance  
Understanding individual differences

### **2. Communication Skills for Managing People**

People skills and human personality  
Understanding different personality styles  
Gaining insights into the emotional needs of individuals  
Maximizing our personality strengths  
Overcoming our personal weaknesses  
Applying people skills for effective communication in the workplace  
Transforming blocks in communication  
Understanding personality disorders in problematic people

**3. Releasing Endorphins for Motivating People**

Understanding the relationship between feelings and motivation  
Motivating others through people skills  
Motivated employees  
Understanding the importance of endorphins  
Removing blocks to motivation through endorphins release  
Leading employees for excellent performance  
Motivating a high performance team through people skills

**4. People Skills to Release Employee Creativity**

Understanding creativity in the workplace  
People skills to encourage creative abilities  
Leadership skills in managing creative individuals  
Creative leadership skills  
Removing blocks to creativity  
Overcoming individualistic tendencies in creative individuals  
People skills to harness team creativity

**5. Leadership Skills in Managing People**

People skills for excellent leadership  
Transformational leadership  
Accountable leadership for managing performance  
Innovative leadership  
Value-based leadership to manage people  
Removing blind spots in our leadership  
Imparting people skills in employees  
People skills in influencing and leading others

---

**TRAINING METHODOLOGY**

---

The training will be conducted based on the latest understanding of leadership best practices and will incorporate state of the art interactive training methodologies. Delegates will be exposed to a variety of case studies and expected to participate actively and learn through problem solving and role play.

---

## FACILITATOR PROFILES

---

### **Professor Dr. Leonard M S Yong (Ph.D; M.ED; B.Sc)**

Professor Dr. Yong is an industrial psychologist who has gained international recognition for his research and consultancy work on creativity and emotional intelligence. Based on his pioneering work on the LEONARD Personality Inventory (LPI) and the LPI Software, and its use in helping individuals to develop their Emotional Intelligence (EQ) and creativity, Professor Yong has consulted and conducted numerous training workshops on EQ and Creative Thinking for leaders in organizations such as Kuwait Oil Company, Kuwait National Petroleum Company, British Petroleum (BP), Cathay Pacific Airlines, Thai Securities Exchange Commission, Readers Digest, Reuters, Cititel Hotel, Horwath International, Public Packages Holdings, Unilever Thailand, Syngenta, Carat Club, B Braun, Intel, Motorola, Matsushita and Petronas.

Professor Yong has addressed groups in many countries such as the United Arab Emirates (UAE), Kuwait, Oman, Saudi Arabia, Malaysia, United States of America (USA), Austria, Britain, Australia, France, New Zealand, Germany, Italy, Russia, Japan, China, India, Korea, Indonesia, Burma, Hong Kong, Singapore, Thailand and Papua New Guinea. He has undertaken creativity and EQ research in the USA, Australia, Austria, Germany, Italy, Japan and the United Kingdom. He is a member of the American Psychological Association and the Malaysian Psychological Association.