

PSYCHOLOGY FOR THE WORKPLACE

Introduction

Managers and leaders are required to manage feelings and behaviors of their subordinates. A good understanding of workplace psychology can enhance the performance of managers and leaders in managing their employees. Participants will develop the ability to effectively apply psychological principles of motivation, communication and leadership to obtain excellence in the workplace. They will gain insights into why and how they react and respond to events in their organizational life. The seminar will enable delegates to gain skills and knowledge in the workplace to enhance performance in their work.

Objectives

Participants will learn to develop:

- Insights into workplace psychology
- Skills in applying psychological principles
- Better leadership skills to motivate employees
- Competencies in managing employees
- Communication skills for resolving conflicts
- Abilities to understand the emotional makeup of other people
- Interpersonal skills based on psychological insights
- Persuasive skills to negotiate with others
- Abilities to remove blocks to their creativity
- Creative abilities to solve organizational problems

1. Perception and Learning for Enhancing Performance

- Importance of perception
- Exploring your perception
- Perception in the workplace
- Maximizing our perceptual ability
- Role of perception in workplace communication
- Learning theories for the workplace
- How our employees can learn better
- Enhancing learning styles for better workplace performance

2. Human Behaviors and Communication

- Personality theories
- Type and trait theories of human personality
- Understanding personality styles
- Introversion and Extraversion
- Optimizing our personality strengths
- Understanding the psychology of communication
- Applying psychological principles of communication in the workplace
- Effective communication
- Transforming blocks in communication
- Communication skills and resolving conflicts
- Constructive criticism

3. Motivation

- Understanding motivation
- Motivating ourselves and others
- Applying theories of motivation in the workplace
- How leaders can motivate employees
- Understanding blocks to motivation
- Motivation for excellent performance
- Motivating a high performance team

4. Creativity in the Workplace

- Psychological principles of creativity in the workplace
- Encouraging creativity for continuous improvement
- Creative problem solving
- Understanding and managing creative people
- Stages of the creative process
- Transforming blocks to creativity
- Creativity analogies

5. Psychology of Leadership

- Psychological principles of leadership
- Theories of leadership
- Leadership for managing performance
- Developing leadership integrity
- Innovative leadership for excellent performance
- Managing stress



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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 and Matsushita.

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.

