

Developing Professional Skills

What is it that genuinely differentiates one employee from another at the workplace?
What are the professional skills that are needed for you to perform efficiently and effectively in the workplace at all levels?

Introduction

Typical executive education is unresponsive to the needs and style of advanced professionals in management. The essential skills indicate that we are moving away from a mindset that potential employees should have the technical know-how and the right academic qualifications. Even though the latter is an inevitable prerequisite, the emphasis has shifted. In today's world, employers and recruiters have realised that it is much easier to train smart individuals how to perform the specifics of any role as long as they have already acquired a much harder-to-teach skill set. This skill set comprises the likes of critical thinking, soft skills, and some basic competency in a few areas of expertise. This program addresses the development of professional skills for executives and leaders.

Program Objectives

This program aims to:

- Provide an understanding of the criteria to be successful executives and leaders
- Equip participants to be successful executives and leaders

Learning Outcomes

After completing this program, participants should be able to

- Appreciate the professional skills set to be a competent executive.
- Apply the skills which includes communication, analytic skills, flexibilities and adaptability, interpersonal abilities, decision making and problem-solving, planning, organising and prioritising work, multitasking and management and leadership skills.

Who should attend?

Non-managerial, First-line management, middle management and anyone who are preparing themselves for the higher portfolio in the organisation.

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

| Time | Day One |
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| 9.00am– 10.30am | <p>Communication Skills (Listening, Speaking and Writing)</p> <p>Communication skills are perhaps the first set of skills that potential employers will notice. From the initial moment you get in touch with them, the employees will be scrutinising the way you behave. Be it the way you talk over the phone, the way you give them information on email or the way you carry yourself during the communicating with others through speaking, writing or listening. Hence, communication skills are the first skills to be brushed up.</p> |
| 10.30am-11.00am | <p>Break and Networking</p> |
| 11.00am-1.00pm | <p>Analytical Skills</p> <p>Being analytical, but also having strong research skills, differentiates one employee from the other. It demonstrates your determination, your ability to assess different scenarios, and your commitment to be 100% sure before answering to your employer. It could mean the difference between a poorly thought out idea and something that may benefit the organisation!</p> |
| 1.00pm-2.00pm | <p>Lunch Break and Networking</p> |
| 2.00pm-3.30pm | <p>Flexibility and Adaptability</p> <p>An ability to manage multiple assignments at the same time, and being flexible enough to work under ever-changing conditions, management, environment and rules is highly appreciated. In today's world, a job description is very fluid and can change shape at any time. An employee that is willing to work under a multitude of changing circumstances is highly sought after. Being able to adapt from one working environment to the next, or even from one type of assignment to another, is a big advantage. It demonstrates the individual's commitment to the organisation and will influence their career progression.</p> |
| 3.30pm-4.00pm | <p>Break and Networking</p> |

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| 4.00pm-5.00pm | <p>Interpersonal and Team Development</p> <p>“No man is an island”. So the saying goes. Increasingly in the workplace, we all have to work with others to complete a project. Be it working in a team, or dealing with clients or suppliers, the interpersonal ability is a definite advantage, and something employers always look for. The ability to build relationships with those around you under any circumstances and the ability to inspire them to do what needs to do is essential.</p> |
| Time | Day Two |
| 9.00am– 10.30am | <p>Ability to Make Decisions and Solve Problems</p> <p>Decision making and problem-solving is another skill that is high in demand. The ability to identify complex issues and review related information to develop and evaluate options and implement solutions can distinguish one employee from another. The ability to use critical thinking to rationalise a decision will set an individual apart.</p> |
| 10.30am-11.00am | Break and Networking |
| 11.00am-1.00pm | <p>Planning, Organising and Prioritising Work</p> <p>An individual that can show that he/she has been able to plan and organise their work is precious. Pay attention to the way you expect your tasks, and ensure you keep up with all the deadlines you are given. An employee that can stick to assigned timelines and can provide pieces of information with ease and speed indicates that he/she remains on top of things and can always be expected to deliver the required task or data. Similarly, knowing which tasks to prioritise and which ones to leave for later is an important skill.</p> |
| 1.00pm-2.00pm | Lunch Break and Networking |
| 2.00pm-3.30pm | <p>Ability to Wear Multiple Hats</p> <p>Employees are expected to get involved in other areas of the business, understand all the different steps, and offer help where necessary. Employers look for someone willing to try out different things, and wear multiple hats at the same time, deal with various projects and</p> |

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| | individuals, and provide more than one sole contribution at a time to the company. |
| 3.30pm-4.00pm | Break and Networking |
| 4.00pm-5.00pm | <p>Leadership and Management Skills</p> <p>The ability to manage people is a compelling skill. Not only can you inspire individuals to do what is right, but you can also guide them along the way, and you can monitor their progress in every step. Being able to lead a group and manage these individuals in a way that does not impede their progress and insult their judgement is highly desirable in today's workplace. Exhibiting strong management/leadership skills is, therefore, a significant advantage in today's working world.</p> |