

NURTURING A PEOPLE-CENTERED AND
PERFORMANCE-FOCUSED CULTURE

THE MAESTRO MANAGER

AN EXPERIENTIAL MANAGEMENT DEVELOPMENT
PROGRAMME THAT RESULTS IN EMPOWERED
PEOPLE WHO ACHIEVE OUTSTANDING RESULTS

A PRODUCTIVITY & PROFITABILITY ENHANCEMENT INITIATIVE
BY

INFLUENCE SOLUTIONS

YOUR **F.I.R.S.T.** LEARNING & DEVELOPMENT PARTNER

IMAGINE...

The phenomenal results your organisation will achieve when your managers are clear about what they have to do, how to deliver that message consistently their teams, and support them to achieve results.

OVERVIEW

Every organisation is aware of the essential need for leaders who not only inspire, but manage tasks and teams effectively. Only then will organisational goals be met consistently, at the highest possible quality, and with the least possible effort and cost.

Therefore, it is essential that managers have complete clarity about their roles, know how to translate them into actions, deliver the message consistently and clearly to their teams, and support them in a manner that they are delivering their best.

KEY OUTCOMES – THE ‘BULLETPROOF’ MANAGER

Designed for identified high performers being groomed for managerial roles, all the way up to veteran managers who are keen to upskill and re-energise, THE MAESTRO MANAGER is a customised and highly experiential 4 day programme, which can be customised to a 2-3 day programme. This programme helps participants to:

1. Gain clarity about their roles and break it down into simple, visible actions for maximum impact
2. Prioritise strategic and tactical tasks to achieve desired outcomes
3. Be aware of how feelings drive thoughts and actions, how to manage them, such that they are responding in a purposeful manner at all times.
4. Lead high performing teams; manage interpersonal conflicts; empower, motivate and support their teams to deliver organisational goals efficiently and effectively.
5. Master highly actionable and effective tools and techniques that will help them nurture a people-oriented and performance-focused culture

"What I learnt is more than enough for me to apply in my work and life."

**Chow Ching Sian, AVP Finance
Keppel REIT Management Ltd**



AGENDA

The Maestro Manager (2-4 Days)

Module 1: Laying the Foundation

- Understanding myself - how I think, behave and inter-relate
- Managing myself so that the best is consistently visible
- Understanding the distinction between managing and leading

Module 2: The Tasks I Manage

- Clarifying my role and how I am meeting organisational goals
- Breaking it down into a simple, easy to implement action list
- Increasing my confidence in delivering on my role, most time and cost effectively

Module 3: The People I Lead

- Evolving a simple, actionable process to understand the people I lead
- Using this to manage, direct, motivate and develop them effectively
- Dove-tailing this with the Performance Appraisal system

Module 4: Performance Appraisal

- Leveraging the benefits of an effective performance appraisal system to increase morale, productivity and profitability
- Process of segregating superstars, performers, the average and underperformers
- Managing high and poor performers in a planned, enlightened manner

Module 5: Coaching Conversations

- Creating an open, growth-oriented and people-centered culture
- Ensuring people solve their own problems and achieve their goals efficiently
- Building a robust leadership pipeline and succession plan

Module 6: Manager to Maestro

Tested tools and techniques for managers
Decision-making tools that enable well thought-through and balanced decisions
Communication processes to ensure clarity
Monitoring performance effectively
Conflict management tools
Relationship building techniques
The art of effective, growth-oriented and forward-looking feedback
Delegating powerfully

Module 7: The Bullet-proof Manager (WARGAME)

- Highly experiential “Live” War Game that enables participants to practice the tools - laser coaching to get clarity on task, break it down, communicate / delegate it, monitor the task, resolve conflicts and give feedback.

Module 8: Review, Reflection and Personal Action Plan

- Setting a new direction - walk out with a simple and effective action plan that resonates with you.

Notes:

- **The agenda will be customised to deliver the needs / outcomes specified by you.**
- **The duration (2 to 4 days) will depend on the profile of participants, depth to which each module is to be delivered and outcomes required.**
- **Programme design is such that, in addition to EQ and BELBIN team roles, any other tools like EXTENDED DISC, MBTI, FIRO-B (whichever, your organisation uses / prefers) can easily be incorporated into it.**



FRAMEWORK

OUR FRAMEWORK HELPS PEOPLE & ORGANISATIONS TO ACHIEVE VISIBLE RESULTS

1. SUPPORT TO SUSTAIN THE DESIRED TRANSFORMATION. The best of programmes often fail to achieve sustainable results since the push and pull of daily life overwhelms participants. We help to sustain the transformation by providing long-term, continual support and reinforcement through:

- a. Pre-work and reflection before the workshop that help people plan their learning.
- b. Reflection Reminders sent to every participant 4-6 weeks after the workshop.
- c. Learning Journey Buddy arrangements
- d. Letters to self
- e. Follow-up one-to-one coaching, if required.

These inspire people to stay focused on achieving personal and organisational goals.

2. EMPOWER INDIVIDUALS TO EMBRACE LEARNING. Our solutions are based on the belief that all human beings are born creative, intuitive and intelligent. We help people to realise that true mastery lies in exploring viewpoints beyond their own, and the continual application of learning.

3. ALIGNMENT OF PERSONAL AND ORGANISATIONAL GOALS. People become invested in the success of a program when they understand it is about their personal and professional success.

4. SHOWCASING VALUE. People take action only when they fully appreciate the value of doing so. Our programs highlight and demonstrate the practical benefits of the topic.

5. THEORIES INTO ACTION. No matter how powerful a theory, it delivers little value unless people are able to convert it into simple, repetitive and visible actions that help them achieve desired results.

6. HIGH APPLICATION TO THEORY RATIO. Our solutions are highly experiential, with a 30-70 knowledge-application ratio. We employ a blend of training and coaching to ensure every participant gains:

- a. CLARITY – In understanding and applying the key concepts
- b. CONFIDENCE – In implementing these concepts and ideas
- c. COMMITMENT TO ACT – Leaving with a clear, personally chosen action plan

This ensures participants leave every workshop with a simple and well-defined action plan, which they can use naturally and effortlessly.

7. FLEXIBLE FORMATS. To ensure optimal learning and the least work-disruptive experience, our programmes can be delivered in a variety of formats – from 2-day masterclasses, to one or half-day workshops, 60-minute keynotes, or a customised blend of face-to-face and online learning.

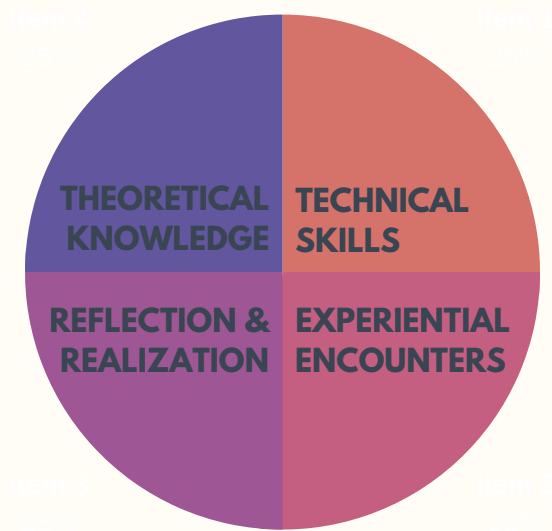
POWERING REAL TEAMS TO REAL PERFORMANCE



METHODOLOGY

OUR ACTION-BASED LEARNING METHODOLOGY

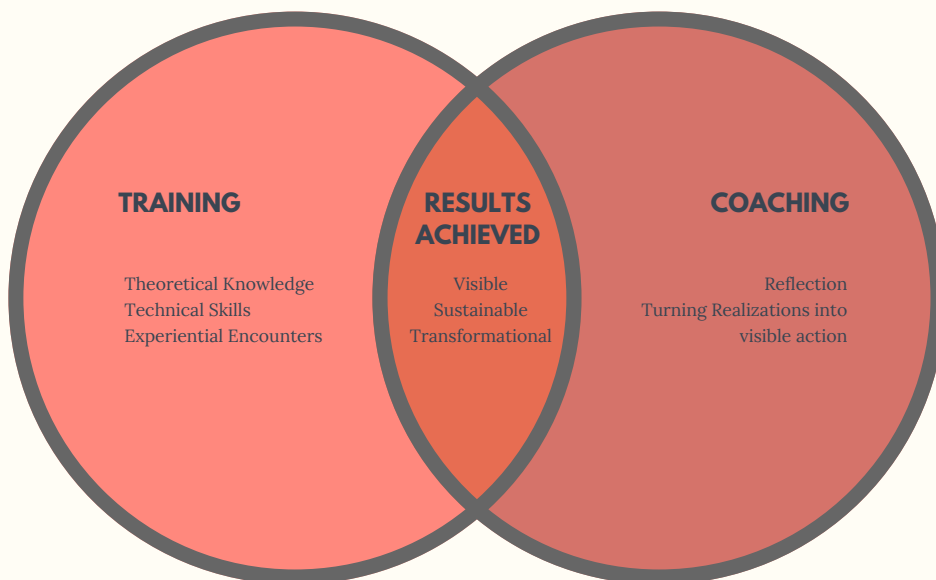
The foundation of all our programmes is a unique Action-based Learning Methodology designed to produce lasting, personal, relevant, and actionable realisations.



The Action-based Learning Methodology has four distinct modes of knowledge production: theoretical knowledge, technical skills, experiential encounters, and reflection and realisation.

The use of these multiple methods to engage and challenge participants generates the buy-in, commitment, and connection needed to ensure sustainable transformation, and thus, the increase in profitability and productivity.

BLENDED APPROACH OF TRAINING & COACHING



Our unique action-based methodology enables participants, not just to expand their horizons by seeing other concepts, but also to identify Simple-Repetitive-Visible actions, which they can use to implement the concepts, at work and in their personal lives.

TRANSFORMATION THAT IMPACTS ORGANIZATIONS



Future-ready. **I**nnovative. **R**elevant. **S**trategic. **T**rusted.



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