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INTERNATIONAL PROGRAM ON ESSENTIAL MANAGERIAL SKILLS



APRACA
Center for Training and Research
in Agricultural Banking

in partnership with



MDIS

**Management Development
Institute of Singapore**

Where Lifelong Learning Begins

Singapore

July 1 – 3, 2019

(exclusive of travel time)

OVERVIEW

There is one certainty in any organization; change or be changed. At the forefront of this, the first line of defense is a group of people in your organization who must be good in the Basic Managerial Skills. These people may not necessarily be Managers only, they can be anyone who has subordinates or needs to work with a group of people (e.g. in a project). The Top Management sets the vision and they depend on people who are efficient in the execution. It is always at the execution point that differentiates between the good and bad consequences, outstanding results or a complete disaster.

OBJECTIVES

Upon completion of this workshop, participants will be able to:

- ✚ Enhance their understanding of the role of management in the organization;
- ✚ Improve their overall performance through effective and positive confrontation;
- ✚ Be more confident in practicing management;
- ✚ Motivate people better;
- ✚ Enhance and improve their leadership skills;
- ✚ Upgrade communication skills;

- ✚ Increase team skills;
- ✚ Achieve better overall results;

TARGET AUDIENCE

The program may be attended by male or female Team Leaders, Project Leaders, Managers, Supervisors or anyone who manages a team.

METHODOLOGIES

The program will utilize a combination of lecture with the practical or hands-on approach such as case studies, presentation, commentary on other companies/industries, and exercises.

SCHEDULE OF ACTIVITIES

Sunday, June 30, 2019

- ✚ Arrival of Participants in Singapore

Day 1: Monday, July 1, 2019

- ✚ **Leadership**
 - What is Leadership and Why it is Important?
 - Leadership Approaches/Styles
 - Case Exercise on Leadership
 - Guidelines to Application
- ✚ **Communication**
 - Introductory Exercise: “Dream of a King”
 - Definition and Example
 - Common Pitfall of Poor Communication

✚ Tool on How to Avoid them

- Giving Directions
- How to Provide Effective Directions
- The Smart Approach
- Follow Up: The “Twin Brother” of Giving Directions

✚ Motivation

- Survey: What Do People Want?

✚ Definition: How to Manage Motivation

- Problem Solving

✚ Workplace Problems

- Problem Solving Tool

Lunch : To be provided by MDIS

Dinner: On their own

Day 2: Tuesday, July 2, 2019

✚ Time Management

- How to be Productive Compared to Others
- Case Discussion on Prioritization

✚ Work and Project Management

- Principles of Project Management
- Project Management Tools

✚ Delegation and Empowerment

- Case: “Smoking and Driving”
- Why Delegate?
- How to Delegate?
- Things Which you Should not Delegate

✚ Managing Difficult Staff

- Why Do People Behave the Way they Do?
- Relationship Between Attitude and Behaviour
- Tactical Handling of People

✚ Teambuilding

- Case Study: Game Theory

✚ What is a Team?

- How to Select the Best Team

Lunch : To be provided by MDIS

Dinner: On their own

Day 3: Wednesday, July 3, 2019

- ✚ Visit to NEWater Visitor Center
- ✚ Post Training Evaluation & Closing Ceremony
- ✚ Free Time

Lunch : To be provided by MDIS

Dinner: On their own

Thursday, July 4, 2019

- ✚ Departure of Participants to Home Country

ADMINISTRATIVE ARRANGEMENTS

A. PROGRAM SCHEDULE AND VENUE

The program will be held in Singapore from **July 1 – 3, 2019**, exclusive of travel time at the Management Development Institute of Singapore (MDIS), Campus Dhoby Ghaut, 20 Orchard Road, Singapore.

B. COST

The cost of the training program is **USD 1,525.00** per participant inclusive of program fee, transportation for cultural exposure, lunches on days 1, 2 and 3, handouts and other administrative costs.

The nominating institution shall bear the cost of the following:

- ✚ Round trip air ticket;
- ✚ Dinners;
- ✚ Airport transfers (arrival and departure)
- ✚ Insurance;

✚ Incidental allowances

The training fee should be remitted by telegraphic transfer to the account of **APRACA CENTRAB**.

Further, please be advised that after CENTRAB's confirmation of the nomination of your officer/s to attend the program, and for any reason, the nominee cancels his/her participation, the nominating bank/institution will still be required to pay the full training fee. We seek your understanding on this policy to defray the costs absorb by CENTRAB to host partner institution.

C. HOTEL ACCOMMODATION

Name of the hotel will be announced later by the host.

D. DRESS CODE

Formal attire is suitable for the first day. For the other days of the study visit program, smart casual wear is alright.

E. TRAVEL AND MEDICAL INSURANCE

APRACA CENTRAB and Management Development Institute of Singapore will not be responsible for travel and medical cover during the travel and training time and the respective institution must ensure all insurance arrangements are

done in accordance to their existing policies.

F. RESERVATION AND NOMINATION

Kindly complete the nomination and application forms to make sure that the necessary arrangements can be made for the participation of your candidate in the program. Deadline of nomination is on **June 7, 2019**.

G. CONTACT PERSON

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MANAGEMENT DEVELOPMENT INSTITUTE OF SINGAPORE

The Management Development Institute of Singapore (MDIS) founded in 1956 is Singapore's oldest not-for-profit professional institute for Lifelong Learning. MDIS provides the opportunity for individuals to develop professionally through its academic programmes offered in collaboration with highly acclaimed universities in France, United Kingdom, United States of America and Australia. Its current student enrolment is more than 12,000, out of which about 3,500 are international students from more than 55 countries.

In September 2008, MDIS set up its first overseas campus in Tashkent, Uzbekistan to offer world class tertiary education to students from the Central Asia region.

MDIS, through its Management Development and Consultancy, is committed to developing

quality programmes with accredited trainers in providing training solutions that are at pace with the dynamic changes in the business world. As an independent training authority, MDIS is able to provide an impartial assessment and customize in-house training programs for clients with different training needs.



Singapore had definitely took a brave re-branding strategy with its new 'Your Singapore' campaign. The new slogan sounds more social by saying that the country is ours, in line with its website that was redesigned to look social-media friendly and funky.



MERLION PARK

The Merlion Park in Singapore is a popular tourist attraction and took its place among the famous landmarks of great cities of the world. It was originally located at the Esplanade Bridge, about 20 meters from its current location and was shifted in 2002. It is now adjacent to One Fullerton.

The **Merlion** is Singapore's tourism icon. It is a creature with a lion's head and the body of a fish. The "Singa" or lion represents the animal that a Sumatran prince saw which resembled a lion, and the fish is a tribute to Singapore's history as "**Temasek**", the ancient sea town. The statue was completed in 1972, and measures 8.6 metres (26 feet) high and weighs 40 tons.



MARIAN BAY SANDS

Marina Bay Sands is one of the two Integrated Resorts in Singapore which opened in 2010 after Resort World Sentosa's first operation in early April 2010. Marina Bay Sands is located in the Marina Bay area, joined with Singapore icons that had already stood up like a statue of the

Merlion, Esplanade and Singapore Flyer. Marina Bay Sands has very complete facilities.

Guaranteed you can find all you need to be available in this place without having to get out of this region such as casino, sand sky park, hotel, restaurant, cafe there is also a Food Kiosk that provides local flavor from the chicken rice,

curry Indian team and sum up western-style roast chicken and sandwiches. In addition, the Marina Bay resort is a paradise for the shopaholic. Equipped with a luxury shopping centers are also a variety of world-class retailers and restaurants make this place is the biggest luxury shopping mall in Singapore.