

3-day seminar-workshop on: Managing Effective Teams in Organisations

OVERVIEW

For most companies team building activities provide a mechanism whereby the employees can learn to work and bond together in a non-threatening, competitive and creative atmosphere. Teams can accomplish complex, creative tasks while learning about their fellow workers. They learn about each other through cooperative working efforts.

Our experiential learning activities (learning combine with reflection) help organisations achieve growth, learning, self-understanding and mutual respect, regardless of the academic achievement and financial status of the participants.

Each event is researched, time-tested and uniquely chosen to achieve the objectives of the organisation. Since these activities are customised, they are just right for the demographics of the participants.

OBJECTIVES

- To know what team and team-management is all about.
- Awareness of the elements and building blocks for effective team.
- Understand the critical success factors of strong and credible team.
- Understand the importance of teamwork and collaboration for achieving organisational objectives.

- Enhance skills needed for teamwork such as; open communication, creative problem solving, mutual respect, creativity trust, motivation and analytical thinking.
- Inculcate positive mindset and attitude for operational efficiency.
- Learn to embrace change as a team.
- Learning from the various videos/films used in this seminar/workshop, the individuals and team-members can look at some examples of famous people in the world who maximise their full potentials to achieve their goals and dreams or what they desire in life and to excel, regardless of handicaps, barriers, obstacles or their resource-constraints.

PART I:

CONCEPTS, PRINCIPLES, PRACTICES AND SKILLSETS FOR TEAM-VALUES, PRODUCTIVITY AND STRENGTHS

	Course outline and modules
1	Team fundamentals: <ul style="list-style-type: none"> • Structure of a team

	<ul style="list-style-type: none"> • Influencing factors in a team • Basics in team dynamics • Team norm dynamics
2	<p>Video/film:</p> <p>(i) The 90:10 Principle useful for each team member</p> <p>.....an individual team-member's attitude or reaction to the 10% of the things he/she cannot control can make or break his/her day.</p> <p>(ii) In Search of Effective Team</p> <p>.....effective team means what to different people?</p>
3	<p>Insights into a team</p> <ul style="list-style-type: none"> • Team cohesiveness • Team ethics and individual involvement in team • Team effectiveness • Threats to team effectiveness
4	<p>Video/film:</p> <p>Who Moved My Cheese ?</p> <p>.....Facing the reality of life and how to strategise for superior performance and productivity.</p>
5	<p>Core issues in team management</p> <ul style="list-style-type: none"> • Enhancing morale in team

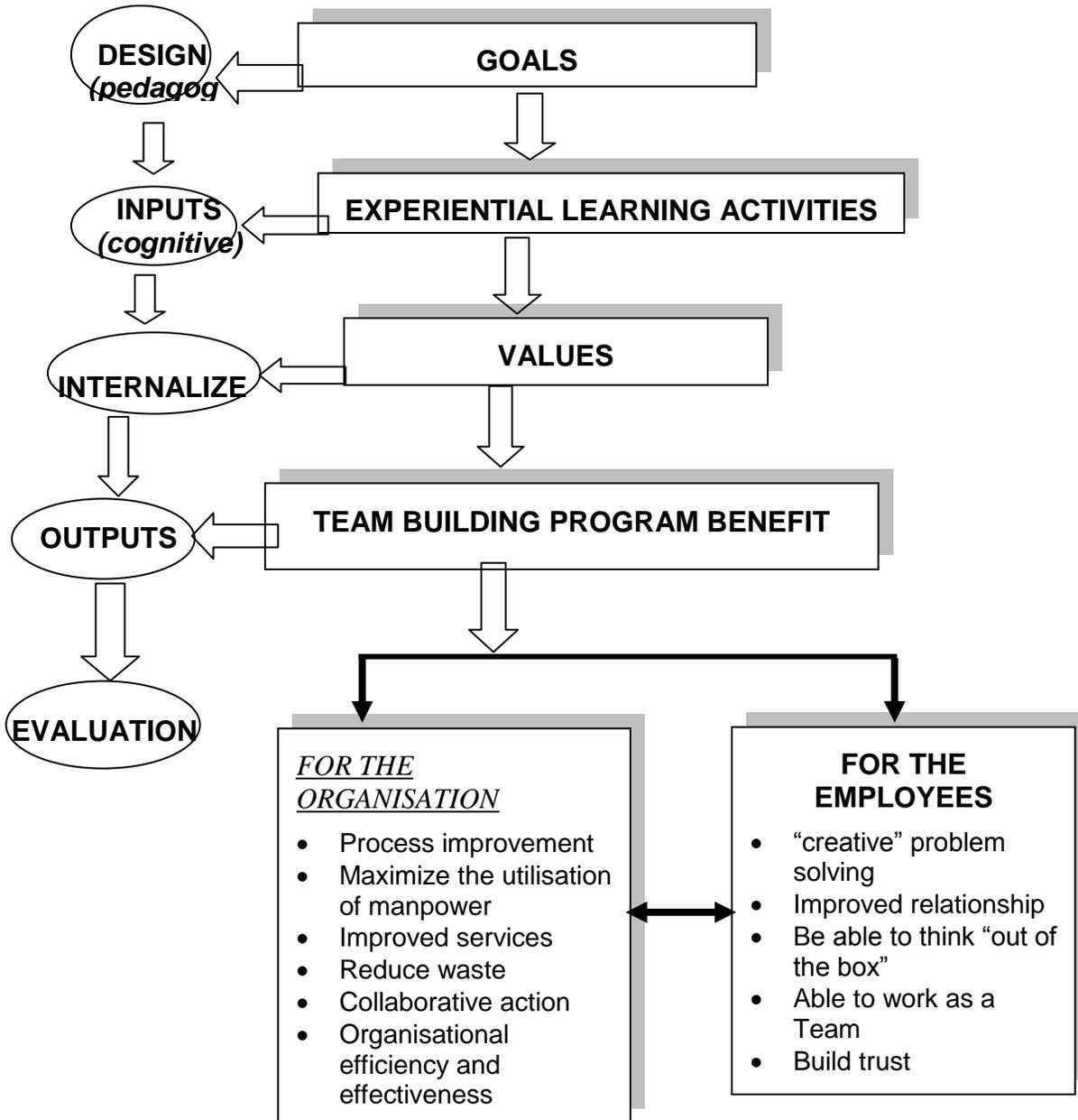
	<ul style="list-style-type: none"> • Empowerment in teams • Team captain's effectiveness • Sustaining a dynamic team
6	<p>Video:</p> <p>Going Beyond the Limits</p> <p>....how each individual contribution and effort will give spirit and motivation to the overall team.</p>
7	<p>Critical leadership issues in team management</p> <ul style="list-style-type: none"> • Overcoming role conflicts
8	<p>Formal and informal team leader</p> <ul style="list-style-type: none"> • 'SMART' goal-setting • Authority sans domineering
9	<p>Video/film:</p> <p>Supervising for Quality</p> <p>.....how (i) Influence among members, and (ii) Leadership of a team-captain can drive better and successful team-productivity</p>
10	<p>Problem-solving and decision-making strategy for team</p>
11	<p>Video/film:</p> <p>Tenacity & Perseverance</p> <p>.....to spur that fighting spirit and determination in each team-member to make their team a winner.</p>
12	<p>Team as a management's effective capital tool</p>

13	<p>Video/film:</p> <p>Nothing is Impossible in Life</p> <p>.....there is no such thing as difficult or non-achievable. Practical results can come by without the need for miracles to happen.</p>
14	<p>Your CSFs (critical success factors) for your team management</p> <p>Bobby-traps to avoid</p> <p>Know the components of your CSFs: critical success factors.</p> <p>Learn from a wild but natural team</p> <p>Learn from the Formula 1 team</p>
15	<p>Video:</p> <p>Soaring to New Heights</p> <p>....The mind versus matter, how attitude and reaction compel and individual or team-member to cross barriers and overcome complacency.</p>

PART II:

GAMES & TEAM DYNAMICS, Team Actions / Exercises

PROGRAM PROCESS FLOW



Kirkpatrick’s Model
Level 1 & 2

PROPOSED ACTIVITIES AND DELIVERABLES

ACTIVITIES	VALUES	COMPETENCY
Acid Pool	To be able to work in a team, to maximize the utilization of limited resources in executing a given project.	<ul style="list-style-type: none"> ▪ Goal Setting ▪ Communication ▪ Diversity ▪ Teamwork ▪ Analytical Thinking
Plantation	To work together and learn to develop strategies which has multiple demands in solving a problem.	<ul style="list-style-type: none"> ▪ Decision Making ▪ Conflict Management ▪ Performance ▪ Adaptability
Wallpaper	Learning to discuss in work teams to find the best alternative to execute a plan.	<ul style="list-style-type: none"> ▪ Communication ▪ Planning ▪ Creativity
Butterfly Crossing	Learn to develop relationship and appreciation of other's strengths and weaknesses.	<ul style="list-style-type: none"> ▪ Communication ▪ Team Dynamics ▪ Problem Solving ▪ Creativity ▪ Relationship Building

Method of teaching/presentation:

1. Materials:

Notes, Bullet point presentation. Essays.

2. Delivery:

Power Point. OHP and laptop. Flipchart. Group discussions and team dynamics/games.

4. Management books:

Distribution of management book to each participant. This book was written by Dr J. E. Ruin.

Title of the book is:

“Managing Effective Teams in Organisations”.

5. Co-facilitator I: Dr Joseph Eby Ruin.

Knowledgeable personnel in managing many teams in his 30 years of full time jobs with 6 different banks and 6 other non-banking organisations:

He retired from full-time employment in April 2007 upon reaching the working retirement age of 55 years.

He is now the Principal and Proprietor of RiskFirst Consultancy & Training Services. Prior to setting up his own mgt and training consultancy firm, he was the Executive Vice President or CRO (Chief Risk Officer) and Head of Risk Management Division of a Malaysian commercial bank.

Before his post as the CRO of that commercial bank, he was the General Manager and Head of Operational Risk Management Dept as well as the AML/ATF (anti-money laundering/anti-terrorism financing) Compliance Officer of another Malaysian commercial bank.

Dr J. E. Ruin had also held the post of Head of Internal Audit Division/ Secretary of board's Audit Committee in the corporations he joined prior to his career in banking.

Since 1996, Dr Ruin has been invited by event or conference organisers to speak and deliver his various corporate governance/audit and risk management papers at public conferences in Malaysia, as well as outside Malaysia like in Mumbai India, Sydney Australia, Beijing and Shanghai China, Bali and Jakarta Indonesia, Seoul Korea, Bangkok and Khon Kaen Thailand, Mauritius, Brunei, Melbourne and Sydney Australia, Phnom Penh Cambodia, Manila Philippines, Nairobi Kenya, Ho Chee Min



City and Hanoi Vietnam, Kursk Russia, Brunei and in Kuala Lumpur Malaysia and Singapore.

He has written 19 management books that are on sale at local Malaysian bookshops; focusing mainly on audit, banking/finance, corporate governance, controls, people and customer services, and risk management.

He was elected the Regional Director of PRMIA, KL Malaysia Chapter in November 2007.

Hands-on in team management:

When he was in the employment for 30 years, he has practiced good team-management as the Head of departments/divisions in the 12 companies that he worked in.

He has written a book titled '*Managing effective teams in organisations*' that will be distributed as part of the course materials for this seminar/workshop.

For details of these past local and overseas seminars/conferences, please refer to the website at **www.riskfirstconsult.com**

6. Co-facilitator II: Dr Edwin Varo.

Dr Edwin Varo has been a trainer for the past 10 years and he runs his own consultancy company based in Kuala Lumpur Malaysia.

Please refer to Dr Edwin Varo's resume below.

Who need to attend:

- All company employees, including senior management and Board-members.
- Supervisors, and officers/managers at branches and regions; as well as at Head Office of the following:
Firms/companies/organizations, business(profit-based) and non-business (non-profit) institutions, manufacturing companies, service industry companies, government agencies, government departments, statutory bodies, as well as non-



profit organizations, utility companies like water and electricity suppliers, telecommunications, oil and gas industries, banking and financial institutions, insurances, natural resources management like forestry and logging, mining and mineral resources, transport and shipping, bulk and facility management like ports, harbours, airports, warehousing, bunkering, off shore suppliers, plantations and estate management.

- College and university students, lecturers, academicians, school management.
- Any other member of the public or employees of organisations who is interested to understand and know more about money, banking, finance, and the services and products that financial institutions avail.

Duration of workshop/seminar:

2 full days.

For any enquiries please contact:

Dr Joseph Eby Ruin.

Handphone: 017-3334700.

Fax: 03-2273 4506.

Email: jeruin@riskfirstconsult.com.my; or at jerwin001@hotmail.com

Mailing address:

A-5-7, Menara Pelangi,

No: 8, Lrng Angseng Dua Brickfields,
50470 Kuala Lumpur, Malaysia.

PROFILE

DR. EDWIN VARO

DBA, PhD., MBA (Total Quality Management), MSc (Tourism & Hospitality), BA (HRM/Marketing)

Dr. Edwin Varo is an international consultant in business process transformation and intellectual capital. He has more than 25 years of experience in the field of Organizational Science and Resource Management specializing in process excellence, human innovation, leading change and human economics.

He has held various high profile corporate positions in finance, project development, international marketing and service sectors. He has worked in National and Multinational organizations. His advice and expertise has been sought by business corporations and public sectors alike ranging from Services to Manufacturing concerns.

To-date he has rendered his expertise to various national and multinational companies in fields such as Strategic Management, Organizational Design, Change Management, Total Quality Management (TQM), Market Intelligence and Customer Relationship Management. Some of his clients include MARDEC Berhad, Malaysia International Shipping Corporation Berhad (MISC), Petronas Carigali, Mayflower, Telekom Malaysia, Fiberail Sdn Bhd, Port of Tanjung Pelepas (PTP), Hyatt Regency Kinabalu, Sheraton Subang Hotel & Towers, City-Link, Tentera Laut Diraja Malaysia (TLDM), Sabah Economic Development Corporation (SEDCO), Sabah Urban Development Corporation (SUDC), Sabah Electricity Sdn Bhd (SESB), Cement Industries Sabah Sdn Bhd, Yayasan Sabah, Ministry of Social Development & Urbanisation Sarawak, Maybank Berhad, Entellium Technologies, Sunway City Berhad, Kupulan Mofaz, Johnson Controls, Prime Roaster (Chennai, India), DALC (Nairobi and Mobassa, Kenya), P.T. GMBC (Medan, Indonesia), Han Investment (Hong Kong), OBSES (Phnom Penh, Cambodia), Ghana Institute of Marketing, and European Business School (Cambridge, England).

His enduring contribution to his clients has been the ability, skill and willingness to not only adapt to changes but to anticipate them and realign themselves with the changing demands of the external and internal environments.

Dr. Edwin is also a regular keynote speaker at National and International seminars in areas related to Performance Management. He is also a Fellow of the Cambridge Association of Managers (UK).

