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# INTERNATIONAL PROGRAM ON TEAM MANAGEMENT SKILLS



**APRACA**  
Center for Training and Research  
in Agricultural Banking

in partnership with



**MDIS**

**Management Development  
Institute of Singapore**

*Where Lifelong Learning Begins*

Singapore

May 6 – 8, 2019

(exclusive of travel time)

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## OVERVIEW

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As Supervisor or Manager you lead and manage a team daily. It is a challenging task to manage a team to anyone who does not know how to manage people.

When people work well together they produce a synergy and enables team to ultimately accomplish organization goals. Working in a happy and successful team is extremely satisfying to any leader or member of a team.

The cooperative atmosphere, the ease of achieving results and the sense of belonging to a successful team is very appealing. Working as part of such optimal teams is the dream of any individual and organization. An effective leader earns the respect of his/her team members and builds a harmonious working environment.

## OBJECTIVES

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

- ✚ Analyze your team and balance it efficiently to receive maximum results
- ✚ Identify how teams progress overtime and how does this impact team members and the leaders' leadership style
- ✚ Interpret the sources of team problem
- ✚ Apply Team Building skills
- ✚ Evaluate a team's balance based on Team Roles
- ✚ Fine tune communication skills when relating with team members
- ✚ Manage Team conflicts

- ✚ Apply emotional intelligence skills
- ✚ Understand the how to delegate
- ✚ Deliver constructive feedback and praise
- ✚ Use Coaching techniques to improve team performance

## TARGET AUDIENCE

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

## METHODOLOGIES

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The program will be conducted in an interactive style using adult learning principles, group activities with presentation, individual exercise and self assessment and role play.

## SCHEDULE OF ACTIVITIES

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### **Day 0: Sunday, May 5, 2019**

- ✚ Arrival of Participants in Singapore
- ✚ Hotel Check In on their own

### **Dinner: On their own**

### **Day 1: Monday, May 6, 2019**

- ✚ **About Team**
  - Group versus Team
  - Characteristics of Team
  - What is a Team?
  - Why Team?
  - Benefits a Team Can Bring to an Organization

- An Elegant Model (Action-Centred Management) and Adair Model
- Team Effectiveness Model
- Principles of Working Within a Team
- Individual Exercises
- Group Activities

- The Three V's of Communication (Verbal, Visual and Vocal)
- Avoiding Toxic Words
- Improving Team Communication

**Lunch : To be provided by MDIS**  
**Dinner: On their own**

**Day 2: Tuesday, May 7, 2019**

**✚ Team's Life Cycle**

- Four Stages of Team Formation
- Events Occurring at Different Stages
- Team Leader and Team Members
- Characteristics of an Effective Team Leader and Team Member
- Individual Exercise
- Group Activity

**✚ Leadership Style**

- Factors Influencing Leadership Styles
- Four Leadership Styles
- Style Divisions
- Leader to Aware Why Teams Fails – Five Reasons
- Group Activity

**✚ Sources of Team Problems**

**✚ Team Building**

- The Twelve C's Checklist in Building a Team

**✚ Team Roles**

- Belbin Roles
- Categorized into Three Areas
- Using Belbin Types
- Group Activity

**✚ Fine Tuning Communication Skills**

- Communication Within Team
- Some Barriers to Communication

**✚ Group Activity**

**✚ Team Conflicts**

- What is Conflict?
- Consequence of Conflicts
- Ways of Managing Conflicts
- Manage Team Conflicts to Prevent Team Disunity – Eight Step Approach
- Group Activity

**✚ Improve Your Emotional Intelligence Leading a Team or Staff**

- Emotional Intelligence in Teams
- Interpersonal Intelligence and Intrapersonal Intelligence
- Five Competency Model of Emotional Intelligence – Daniel Goleman
- Characteristics of 'A' Star Performance
- Emotional Self-Awareness
- Self-Assessment

**✚ Delegation**

- Difference Order Giving and Delegation
- Effective Delegation
- Benefits of Delegation
- Eight Tips How to Delegate
- Group Activity

**✚ Giving and Receiving Feedback**

- Feedback
- Two Types of Feedback

- Four Step Constructive Feedback
- Why Don't We Praise
- Group Activity

#### ✚ **Coaching Your Team**

- What is Coaching
- Coaching Team Members to Improve Performance
- Structured Coaching Session Using The Grow Model
- Two Important Skills for Coaching
- Coaching Guidelines

**Lunch : To be provided by MDIS**  
**Dinner: On their own**

#### **Day 3: Wednesday, May 8, 2019**

- ✚ Visit to Urban Redevelopment Authority/NEWater Visitor Center
- ✚ Post Training Evaluation & Closing Ceremony
- ✚ Free Time

**Lunch : To be provided by MDIS**  
**Dinner: On their own**

#### **Thursday, May 9, 2019**

- ✚ Departure of Participants to Home Country

## **ADMINISTRATIVE ARRANGEMENTS**

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### **A. PROGRAM SCHEDULE AND VENUE**

The program will be held in Singapore from **May 6 - 8, 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.

#### **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 ARRANGEMENTS AND AIRPORT RECEPTION**

Participants will be received at the Singapore Changi International Airport by a representative of the MDIS. The nominees are requested to provide CENTRAB with their flight details to arrange for their airport reception.

#### **F. 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.

#### **G. 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 **March 30, 2019.**

#### **H. CONTACT PERSON**

##### **APRACA CENTRAB**

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#### **MANAGEMENT DEVELOPMENT INSTITUTE OF SINGAPORE**

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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 20meters 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.