

LEADERSHIP IN ACTION

From Doing the Work
to **Leading the People**



Lead with
confidence



Build trust
and alignment



Deliver
through people



17 & 18 November 2026 | The AC Hotel by Marriott, Kuala Lumpur.

KEY LEARNING OUTCOMES

- **Step up to lead:** take charge with the credibility your team respects.
- **Communicate to influence:** listen closely, ask sharper questions, give feedback people can act on.
- **Handle the hard conversations:** meet conflict with a clear method and emotional intelligence.
- **Plan, prioritise and deliver:** set priorities, work the time matrix, get the right things done.
- **Solve problems and lead change:** work challenges through methodically and bring your people with you.
- **Adapt your style:** read where each person is and lead to match.
- **Empower rather than manage:** hand over real responsibility, coach for growth, stop being the bottleneck.
- **Decide well and own it:** make sound calls under pressure, check your bias, stay accountable.
- **Lead through influence:** map your stakeholders and win genuine buy-in, not mere compliance.
- **Build a team that performs:** grow trust and psychological safety, design out dysfunction.

2+1 TEAM LEARNING OFFER

Register **three participants for the price of two**. Leadership grows faster when colleagues learn together: a shared language, shared methods and accountability to one another back at work.

COURSE DIRECTOR

DAVID ANN

*Leadership, Communication &
Sales Performance Specialist*

WHO SHOULD ATTEND

This programme is built for supervisors, team leaders, junior and assistant managers, department heads, newly promoted executives and high-potential employees stepping into their first leadership role.



iPraxis

UNDERSTANDING LEADERSHIP: THE QUESTIONS EVERY MANAGER NOW FACES

Being put in charge is one thing. Leading people well is another.

Leadership today is less about giving instructions and more about earning trust, influencing performance and keeping good people engaged. Managers are expected to lead across differences, handle conflict and deliver results, often with little real preparation for any of it. Those who make the shift early become the leaders their organisation relies on.

Yet most managers step into the role asking the same questions:

Where do I even begin?

How do I lead people who used to be my peers?

How do I handle conflict without making it worse?

How do I get my team to step up instead of waiting on me?

This programme answers them directly, with two hands-on days that take you from the fundamentals of the role, through communication, conflict and decision-making, to leading a team that performs.

Strong leadership shows up in everything that follows: how engaged the team is, how much it delivers, and how many good people choose to stay. You will leave with the confidence to lead, a method for the moments that used to catch you out, and a plan for the team you go back to.



YOUR COURSE DIRECTOR

DAVID ANN

Leadership, Communication & Sales Performance Specialist

David Ann trains managers and their teams to lead with assurance, communicate with impact and bring out stronger performance in the people around them. He works across leadership, communication and sales performance, with a style that is practical, energetic and highly participative — and a strong focus on helping people put what they learn to work.

Since 2016, he has delivered leadership, sales performance, customer service and communication programmes for organisations including Maybank, UMW Toyota, Top Glove, HP, Celcom, DHL and Marks & Spencer, with further clients across retail, healthcare and education. He trains at every level, from frontline staff and supervisors to managers and senior leaders, and his sessions consistently score 95% and above in participant evaluations.

An Accredited Organisational Development Professional (UK) and Certified NLP Practitioner, David also serves as Resident Lecturer at Universal Business Academy, where he teaches internationally recognised qualifications in leadership, management, sales and customer service. He is an HRD Corp Accredited Trainer.

His practicality rests on more than twenty years in industry across information technology, sales, retail, insurance and customer service. At AIA, he built and ran the call centre's induction and sales training programme; in retail with Marks & Spencer and Ogawa, he coached supervisors and managers and developed the store leaders who would bring on the next intake in turn. What he teaches is the craft this course is built on: leadership can be learned when people are given the right tools, the right practice and the confidence to use them.

TRAINING AGENDA

DAY ONE

Leadership Roles and Responsibilities

- What the leader's role now demands
- Mintzberg's roles: leading versus managing
- Credibility, and reading your team's personalities
- **Self-assessment:** your strengths and gaps

Communication in Leadership

- Listening and questions that surface the real issue
- Feedback people can act on, not just hear
- Difficult conversations, handled with composure
- **Role play:** conflict through the Thomas-Kilmann model

Planning, Priorities and Performance

- The time matrix: getting the important work done
- Planning with SWOT before you act
- Monitoring without micromanaging or demotivating
- **Workshop:** a real priority into a working plan

Practical Leadership & Problem Solving

- Proactive leadership and emotional intelligence
- A seven-step method for workplace problems
- Difficult employees, and leading through change
- **Case study:** one problem, diagnosis to action

Situational Leadership

- Reading each person, new starter to seasoned hand
- Matching your approach to the person and task
- Tuckman's stages: a team's changing needs
- **Assessment:** your default style, and where to flex

DAY TWO

Effective People Management

- Empowering people, not managing every move
- Delegating so work gets done and people grow
- Coaching for growth, managing performance daily
- **Coaching simulation:** a conversation that lands

Decision Making & Accountability

- The RAPID model: who decides what
- Risk, and the biases that skew judgement
- Accountability for outcomes, yours and the team's
- **Business simulation:** deciding under pressure

Leading with Influence

- Stakeholder mapping: what moves each one
- Cialdini's principles and the ACT model
- Genuine buy-in without pulling rank
- **Exercise:** influencing what you do not control

Building High-Performance Teams

- Trust and psychological safety to perform
- Honest feedback as a habit, not an event
- Lencioni's Five Dysfunctions: what holds teams back
- **Team challenge:** trust and candour under pressure

Leadership Action Planning

- Reflecting on the leader you want to become
- A personal action plan with SMART goals
- The changes you will commit to back at work
- **Presentation:** sharing and committing to your plan

* Each module blends facilitator-led discussion, practical exercises, case studies, video learning and role play, so participants apply what they learn as they go.

PARTICIPANT DETAILS

Please photocopy this form for more delegates

PARTICIPANT 1 :

Name :

Position :

Mobile :

Email :

17 & 18 NOVEMBER 2026

The AC Hotel by Marriott, Kuala Lumpur.

PARTICIPANT 2 :

Name :

Position :

Mobile :

Email :

AUTHORISING MANAGER :

Name :

Position :

Tel :

Email :

Organisation :

Address :

Date :

Signature :

SCMM/22

COURSE FEE

- ☐ RM1800.00 nett / participant – Malaysia
- ☐ US\$450.00 nett / participant – International

Please Note:

1. Course Fees include attendance, course notes, lunches, refreshments, certificate and applicable taxes.
2. Full payment must be received before the start of the course.
3. For groups of 5 or more participants, please contact us.

PAYMENT METHOD

Payment can be made by cheque or bank transfer.
Please make payment to:

iPraxis Sdn. Bhd.

Bank : Maybank Berhad
Bank Branch : Damansara Utama
Account No : 5141-9634-9635
Swift Code : MBBEMYKL
Bank Address : 66, Jalan SS 21/35, Damansara Utama,
47400 Petaling Jaya, Selangor, Malaysia.

GENERAL TERMS & CONDITIONS

1. **Substitutions** are welcome. Kindly notify us at least 2 working days prior to the programme.
2. **Cancellations** will be refunded in full minus a RM250.00 administrative charge provided the cancellation is done in writing at least 7 working days prior to the programme. Cancellations done less than 7 working days prior to the programme will not be eligible for any refunds and will carry a 100% liability.
3. **Advertised package** - While every reasonable effort will be made to adhere to the advertised package, please note that the content, speaker and venue were confirmed at the time of publishing. Circumstances beyond our control may necessitate an alteration to the same. As such we reserve the right to alter or modify the advertised package if required.
4. **Postponement & Cancellation** - If the programme has to be cancelled or postponed by us for any reason, we will issue refunds in full for all payments received without any deductions whatsoever.
5. **Liability** - We will not be liable for any loss or damage suffered by the client as a result of a substitution, alteration, cancellation or postponement of the programme.
6. **Database** - Upon receipt of this registration form, we assume that you are giving us your consent to store your details and use it for future marketing efforts. If you do not wish to be included in our database, kindly notify us.
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