MALAYSIA HR FORUM

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MANAGER 360:

ESSENTIAL SKILLS FOR TODAY'S WORKPLACE

RM2,800

Date: 16 & 17 December 2026

Time: 9:00 a.m. – 5:00 p.m.

Trainer : Edward Chan Waihong

Venue: MHRF Academy,
Menara PKNS Petaling Jaya



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Module Overview

Today's managers face challenges far beyond meeting targets and managing tasks. They are expected to lead hybrid teams, navigate AI-driven workplaces, manage across generations, handle difficult conversations, and maintain employee engagement in fast-changing environments.

Many new managers are promoted based on technical expertise but receive limited guidance on leading people effectively. This often results in challenges such as micromanaging, unclear communication, low team engagement, conflict avoidance, and difficulty balancing authority with approachability.

'Manager 360: Essential skills for today's workplace' is a practical and experiential **2-day programme** designed to help new and emerging managers transition into confident and effective people leaders. Through interactive activities, simulations, case studies, and discussions, participants will develop practical skills in:

- Communication and workplace influence
- Prioritisation, delegation, and accountability
- Conflict resolution and psychological safety
- Managing hybrid and multigenerational teams
- Leading effectively in AI-enabled workplaces
- Understanding and managing microstress as a new manager

By the end of the programme, participants will gain greater confidence, stronger leadership capabilities, and practical strategies to lead teams effectively in today's modern workplace.

Key Learning Areas

- Work + People Side of Managerial Competencies
- Prioritisation and Delegation Skill
- 4- Sided Communication Model
- Psychological Safety
- Microstress for New Managers

Targeted Participants

- Newly promoted managers and supervisors
- Team leaders and assistant managers
- Management trainees and emerging leaders

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Duration
2 Days



Method of Training

- Case Studies
- Group Discussions
- Theoretical Sessions
- Personal Reflection
- Classroom activities / Experiential Learning

Learning Objectives

At the end of this programme, participants will be able to:

- Transition confidently from individual contributor to effective people manager in today's workplace.
- Communicate, delegate, and manage accountability more effectively across hybrid and multi-generational teams.
- Handle difficult conversations, workplace conflicts, and feedback discussions with greater confidence and professionalism.
- Build trust, psychological safety, and stronger employee engagement within their teams.
- Apply practical leadership, emotional intelligence, and adaptability skills in fast-changing and AI-enabled work environments.



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Contents

DAY 1 – Leading Self & Managing Work

Module 1: Stepping Into Leadership – The Modern Manager Mindset

Focus: Transitioning from individual contributor to people leader in today's workplace.

- Shifting from "my performance" to "team performance"
- Common traps new managers face today at hybrid workplace
- Managing hybrid, AI-enabled, and multi-generational teams
- Balancing authority, trust, and approachability

Module 2: Setting Expectations, Boundaries & Accountability

Focus: Creating clarity, structure, and ownership within teams.

- Clarifying task, time and tool: Understanding the resources and limitation you can control
- Setting expectations for hybrid and remote teams
- Establishing healthy boundaries without micromanaging
- Creating accountability through clear communication
- Managing responsiveness and communication norms

Module 3: Prioritisation, Productivity & Managing in the AI Era

Focus: Managing work effectively in fast-moving digital workplaces.

- Prioritising high-impact work vs reactive firefighting
- Managing task, time and tool
- Using AI tools responsibly for planning and productivity
  - Practice with AI: Rearrange your weekly calendar (Sample Prompt Included)
- Balancing automation with human judgement

Module 4: Delegation, Decision-Making & Hybrid Team Management

Focus: Leading teams effectively without over-controlling.

- Delegating based task, time and tool
- Managing accountability without constant follow-up (completion, progress and milestone check)
- Decision-making under pressure and uncertainty
  - Activity: Real Estate Tycoon
- Understanding autonomy preferences across generations

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DAY 2 – Leading People, Conversations & Culture

Module 5: Communicating with Confidence Across Generations

Focus: Building stronger communication and workplace relationships.

- Applying the 4-Sided Communication Model
- Communicating across generational differences
- Managing misunderstandings in digital communication
- Asking better questions and active listening
- Building influence through clarity and empathy

Module 6: Conflict Resolution & Difficult Conversations

Focus: Navigating workplace tension professionally and confidently.

- Understanding common workplace conflicts
- Managing emotional reactions during difficult conversations using 4-Sided Communication Model
- Giving constructive and future-focused feedback
  - De-escalation and solution-focused communication
- Resolving conflicts across teams and generations
- Activity: The Escalation Room Roleplay

Module 7: Building Trust, Engagement & Psychological Safety

Focus: Creating high-performing and psychologically safe teams.

- Building trust in hybrid and remote environments
- Encouraging openness, ownership, and accountability
- Managing engagement across different generations
- Responding constructively to mistakes and feedback
- Supporting adaptability during workplace change and AI adoption
- Activity: Lighthouse

Module 8: Emotional Intelligence, Resilience & Sustainable Leadership

Focus: Leading effectively while managing stress and pressure.

- Understanding microstress and leadership fatigue
- Managing self-awareness and emotional triggers
- Building emotional resilience under pressure