

# BUSINESS ACUMEN FOR TECHNICAL LEADERS

"Getting every employee's mind into the game is a huge part of what the CEO's job is all about...  
There's nothing more important" – Jack Welch

24 - 25 September 2013 | Singapore



HRDF  
CLAIMABLE  
(subject to  
approval)

**Masterclass Facilitator:**

**DR. MICHEL GAGNE**

*This 2 day result-oriented masterclass will allow you to benefit from advanced theories and hands-on case studies. Prior to the masterclass, you will be encouraged to complete an in-depth questionnaire to allow the masterclass facilitator to deliver the best course module most appropriate to your knowledge, level of experience and your expectation of the course.*

By better understanding your business financial situation, yourself and your employees, you will get benefits that you can immediately put into practice, such as:

- The ability to build business acumen with your employees
- In-depth understanding of what makes different people function (including yourself) based on analysis using the 'Personality profile'
- The confidence to build and develop teams that work smoothly and effectively
- An integrated personal action plan for managing your business and your people
- The skills to interact better with others and help improve their performance and your business.
- The power of the experiential learning that takes place in our business simulations and what can be accomplished in a short masterclass

## INTRODUCTION

The masterclass is one of the best ways to help non-finance people understand the basics of business finance and business acumen as it is sometimes referred to. Instead of standard financial statements as columns of numbers, we represent the same information as colour-coded categories. Relationships are made easy to understand and to assess at a glance.

In today's rapidly changing business environment, Strategic Thinking and Innovation are now considered essential to maintaining and developing a competitive edge. You will acquire new ways to release new insight and fresh thinking about your products, services, markets, challenges and competitors. You will increase your awareness of the different thinking styles involved in the different phases of strategic thinking processes that allow individuals and organizations to take advantage and to apply the brain power available to them to become the BEST they can Be.

This masterclass also teaches that in this new era, the leadership task is to anticipate the signs of coming change, to inspire innovation, and to get the best ideas from everybody. You will discover ways to manage different people's actions by recognizing the different thinking approaches that allow every member of a team or group to share their thinking and ideas openly to improve their performance at work.

## WHO SHOULD ATTEND

This masterclass is targeted at managers and employees to gain an insight of how the major functional disciplines work together in achieving the strategy:

- C-Level Executives
- Directors & Managing Directors
- Vice Presidents
- General Managers
- Heads of Departments
- Senior Managers
- Regional Managers
- Project Managers
- Managers
- Division Heads
- Senior Level Executives
- Engineers

### From the following departments:

Sales, Marketing, Finance, Information Technology, Product Development, Engineering, Human Resource, Corporate Development, Operations, Strategic Planning, Special Projects and other departments.

### From the following industries:

- Banking & Finance
- Engineering
- Oil & Gas
- Manufacturing
- Supply Chain & Logistics
- Infrastructure
- Information Technology
- Marketing
- Maritime/Shipping
- Government

### Secondary industry:

- Business Consulting Firms
- Solution Providers

## PROGRAM SCHEDULE

8.30am	Registration
9.00am	Course Commences
10.30am-10.45am	Coffee / Tea break
12.45pm-2.00pm	Lunch
3.30pm-3.45pm	Coffee / Tea
5.00pm	End of Masterclass

## FACILITATOR PROFILE



**DR. MICHEL GAGNE**

Dr. Michel Gagne is a speaker, facilitator and International Executive and Corporate Coach with more than 35 years of experience and he has been in Asia for more than twenty years. He is a highly skilled communicator and motivator experienced in dealing with the Corporate Sector, Government, Education, and NGO's.

Dr. Michel has directed courses and lectured in all of Canada; in the European Countries of United Kingdom, France, Switzerland, Sweden, Kosovo, Albania and Russia; in the Caribbean Islands of Puerto Rico, St-Kits and Dominica; in the African Countries of Kenya, Senegal, Guinea and Mauritania; in Cairo (Egypt) for the Gulf Region; in the Asian Countries of India, Iran, Nepal, Sri Lanka, Thailand, Philippines, Indonesia, Malaysia, Brunei, Cambodia, Singapore, Vietnam, Taiwan and China.

In the last few years he has trained more than 2,500 executive's coaches and managers as coaches in India, China, Malaysia, Singapore, Iran, Thailand, Cambodia, Indonesia and the Philippines. Participants come from various industries such as banking, manufacturing, biochemical, real estates, construction, insurance, telecommunication, information technology, microelectronics, governments and many more.

### Dr. Michel Gagne's Professional Qualification & Recognitions:

- Certified Counselor with the International Society of Mental Training and Excellence
- Certified and Licensed Leader with the Legacy Leadership Institute of Dallas, Texas
- Certified NLP Coach with Lambent do Brazil of Sao Paulo and the International Coaching Community (ICC)
- Master Course Conductor with the Coaching Association of Canada
- Member of the Oxford Association of Management in the Grade of Certified Doctor of Business Administration and a Grand Doctor of Philosophy with the International University of Fundamental Studies of St-Petersburg, Russia
- Associate Fellow Member of the Institut Pengurusan Malaysia (MIM Malaysian Institute of Management)
- Member of the Project Management Institute (PMI)
- Founding Fellow of the Harvard Medical School Institute of Coaching Professional Association (USA)
- Certified Coach Facilitator with Corporate Coach U. International
- Member of the International Coach Federation (ICF)

He has conducted training and consultation for many organizations and these organizations have benefited tremendously from his expertise. Organizations such as INTEL China, INTEL Technology and INTEL Microelectronics Sdn Bhd, BASF Chemical APAC Service Centre, MMC (Malaysia Mining Corporation, MISC Berhad (Sea), Fraser and Neave Berhad (F&N), CertisCISCO Security Pte Ltd, Resorts World Genting Berhad, Philip Morris, DHL APAC Service Centre, SSM Company Commission of Malaysia, Mead Johnson Nutritional (Malaysia, Thailand), Astrazeneca, GlaxoSmithKline, TREND Micro (India), Robert Bosch Sdn Bhd, NAZA TTDI Sdn Bhd, INDOSAT, De La Rue Cash System (Malaysia), Walton International Properties, Emerson Group of Companies, Yokohama, AIA, ING, Prudential and Great Eastern Insurance, STRATEX Networks Asia Pacific, Bank Bumiputra Commerce Berhad and many more. His training sessions are highly interactive, fun and very practical oriented.

# COURSE CONTENT

## DAY 1 - 24 September 2013

### Module 1 : Business Acumen Overview

- What is business acumen?
- What are the business acumen skills and competencies?
- Why is business acumen important?
- How can it be developed most effectively?
- Business Acumen is Key in Delivering Long-Term Results

### Module 2 : Visualizing Finance

- What to look at in financial reports?
- Financial planning and analysis tools including cash flow forecasting, budgeting, and ratio analysis
- Financial reports through the eyes of a banker, competitor and investor
- Financial reports through the eyes of a stakeholder
- What do stakeholders look for?
- How to manage stakeholders' expectations?

### Module 3 : Strategic Thinking

- What are the strategic thinking skills and concepts?
- What are the methods used by leaders in applying strategic thinking with their teams?
- How to apply strategic thinking skills to identify what is Important versus what is Urgent?

### Module 4 : Application

- Case Study: What is the cost of Turnover?
- Apply with awareness of Baby boomers, Gen X and Gen Y

## DAY 2 - 25 September 2013

### Module 1 : Managing People

- Managing People in Action to get results vs. managing the Actions to get results
- Understanding the difference between outcome, performance and actions
- Understanding people and working with people
- Organizing yourself first, then others
- Motivating yourself and your colleagues
- Building and leading the team

### Module 2 : Leading People

- Impact of Personality Profile on Leadership and Innovation
- Barriers to Leadership and Innovation
- Outcome management vs. performance management vs. Action management
- How to Lead High Performance Team?
- Problem solving vs. Solution focus approach
- The Bloom, the Kipling, and the CATWOE approaches in solving problems to innovate

### Module 3 : Sustainability and Corporate Governance

- What is Sustainable Development Governance Model?
- Why Governance is important for Sustainability?
- What is Sustainability Governance?
- What are the Sustainability Governance Guiding Principles?
- What are the Sustainability Governance Key Activities?

### Module 4 : Application

- Panel discussion: Are we doing enough to keep and attract the Best?
- Action Planning and Call for Action

**Masterclass Methodology** Participants will be exposed to a highly interactive and participative approach in the delivery of the masterclass. Participants will also be stimulated to participate with active interaction in team activities like group discussion, lecture discussion and case studies. In addition, participants will be given a printed hand-out containing slides, notes, cases and/or articles used/shown in the masterclass.



The Thompson Group reserved the right to change the date, the venue of, or course content, or facilitator at the masterclass should circumstances required.

[WWW.THETHOMPSONGP.COM](http://WWW.THETHOMPSONGP.COM)

# BUSINESS ACUMEN FOR TECHNICAL LEADERS

SGBA-1213

24-25 September 2013 | Singapore

## HOW TO REGISTER

Tel.: +6012 775 8146

Email: [achee@thethompsonsgp.com](mailto:achee@thethompsonsgp.com)

Website: [www.thethompsonsgp.com](http://www.thethompsonsgp.com)

Contact Person: (Marketing) \_\_\_\_\_

## REGISTRATION FEE

- ☐ Early bird at USD 1695 before 12th July 2013
- ☐ Standard package at USD 2195
- ☐ Documentation pack at USD 495
- ☐ Send 3 delegate and get the 4th delegate as COMPLIMENTARY

## COMPANY DETAILS AND APPROVAL

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_ Country \_\_\_\_\_

Tel. No \_\_\_\_\_ Fax \_\_\_\_\_

Booking approved by \_\_\_\_\_

Position \_\_\_\_\_

Email \_\_\_\_\_

DID / Mobile \_\_\_\_\_

☐ I understand and accept the booking terms & conditions

Signature \_\_\_\_\_

Date   /   /

## DELEGATE DETAILS

Name (1) (Mr / Ms / Mrs) \_\_\_\_\_

Position \_\_\_\_\_

DID / Mobile \_\_\_\_\_

Email \_\_\_\_\_

Name (2) (Mr / Ms / Mrs) \_\_\_\_\_

Position \_\_\_\_\_

DID / Mobile \_\_\_\_\_

Email \_\_\_\_\_

Name (3) (Mr / Ms / Mrs) \_\_\_\_\_

Position \_\_\_\_\_

Tel. \_\_\_\_\_

Email \_\_\_\_\_

Name (4) (Mr / Ms / Mrs) \_\_\_\_\_

Position \_\_\_\_\_

Tel. \_\_\_\_\_

Email \_\_\_\_\_

## PAYMENT METHOD

- ☐ Cheque / Bank Draft payable to *The Thompson Paradigm Group Sdn Bhd*
- ☐ Bank Transfer please quote event ID "SGBA-1213"  
Bank Details:-  
Account Name: *The Thompson Paradigm Group Sdn Bhd*  
Account Number: *212068-00086916*  
Bank Name: *RHB Bank Berhad*  
Bank Address: *Damansara Jaya Branch, Selangor, Malaysia*  
Swift Code: *RHBBMYKL*

## TERMS & CONDITIONS

### 1. Registration Fee

Fee covers full course documentations, refreshments and lunch. Full payment is required within 5 working days upon receipt of invoice. Seat is confirmed only upon receipt of payment. Delegates will be responsible for their own travel arrangement i.e. transfer, air ticket and accommodation. The Contract is binding and will be enforceable; and that the company or delegate has no basis to claim that any payments required under this contract at any time are improper, disputed and unauthorized in any way. Delegate acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.

### 2. Invoice

To save the environment, The Thompson Paradigm Group Sdn Bhd will only issue e-Invoice and e-Receipt. Upon request, original copy will be presented to delegates at the event.

### 3. Confirmation Details

Please contact the Event Manager at The Thompson Paradigm Group Sdn Bhd should you do not receive a delegate welcome email two weeks prior to the event.

### 4. Copyright

All intellectual property rights in all materials produced or distributed by The Thompson Paradigm Group Sdn Bhd in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution in any matter whatsoever without prior written permission is prohibited.

### 5. Cancellation Policy

All cancellation of registration must be notified in writing. Delegate who request cancellation 45 days before the event will receive 90% refund of registration fee; for cancellation less than 45 days but 30 days before the event will receive 50% refund of registration fee. Delegate who cancels less than 30 days before the event, or who do not attend, are liable to pay the full course fee and not refund can be given. However, a credit voucher will be given to transfer your registration to another event organized by The Thompson Paradigm Group Sdn Bhd. This credit voucher will be valid for one year and it can only be transferred once.

### 6. Disclaimer

The Thompson Paradigm Group Sdn Bhd reserves the right to reschedule or cancel any part of its published program or venue or change date due to unforeseen circumstances and will not accept liability for costs incurred by participants or their organizations for the cancellation of travel arrangements and/or accommodation reservations as a result of the course being cancelled or postponed. Advance notice will be given if there is such change or cancellation. Delegates are recommended to take out travel insurance.



☐ On-site training available upon request