



# LEADING WITH IMPACT

At Right Management, we enable organizations to attract, develop and retain the top talent for a rapidly transforming business environment.

**DISCOVER SKILLS SUITE TODAY >>>**



**Talent  
Solutions**  
Right Management  
ManpowerGroup



# MANAGER SERIES

## SKILLS SUITE

In today's "human age", leaders must use the heart as much as the hand in the work they do with their teams. Our **Manager Series** aims to shift both mindset and skillset, from doing the work alone to collaborating and leading a team towards accelerated performance.



### M1

0.5  
DAY

#### 4 Steps for Implementation Planning

LEARN HOW TO

- Analyze organizations from multiple perspectives, assess risks and plan preventive and contingent actions
- Process diverse business and industry information to diagnose strategic issues ... evaluate alternatives and formulate actionable strategic plan
- Apply action steps for decision implementation

### M3

1  
DAY

#### Behavior-based Interviewing Techniques

LEARN HOW TO

- Understand behavior-based interviewing principles
- Prepare for and conduct behavioral interviews
- Ask the right questions during an interview
- Evaluate candidate's competencies by employing proven questioning methods

### M5

1  
DAY

#### Conducting Career Conversations

LEARN HOW TO

- Have meaningful, on-going career conversations
- Develop your staff's career
- Engage and help employees feel more positive and satisfied with their role
- Tenable employees to take ownership for their career development

### M7

0.5  
DAY

#### Creating Your Trust Equation as a Leader

LEARN HOW TO

- Identify and close the gap between current vs ideal trust state
- Sustain trust and confidence over the long run
- Build, maintain and repair trust virtually and why trust matters in virtual teams
- Build trust when bringing in a new colleague or joining a new team

### M2

1  
DAY

#### 6 Characteristics of High Performing Teams

LEARN HOW TO

- Understand context for high performing team
- Review talent capability development process to identify untapped potential
- Leverage unique talents, strengths and diversity in a team
- Develop action plan to guide team

### M4

1  
DAY

#### Coaching Process – Step-by-Step

LEARN HOW TO

- Improve effectiveness as a coach
- Provide feedback and set goals
- Manage common coaching challenges
- Ensure performance objectives are met through guidance

### M6

1  
DAY

#### Creating an Engaging Work Environment

LEARN HOW TO

- Discover the mindset and golden rules on planning for engagement
- Apply leadership focus in different areas to drive engagement
- Develop action plan for engaging work environment
- Devise and share a plan to impact the engagement culture in your organization

### M8

1  
DAY

#### Development Panning Using Inward, Outward, Forward Model

LEARN HOW TO

- Understand the benefits of an employee development plan
- Build self & organizational awareness for development planning
- Develop and engage talents through career development
- Apply model and devise individual development plan

# MANAGER SERIES

## SKILLS SUITE



### M9

1 DAY

#### Engaging Four Types of Employees

LEARN HOW TO

- Identify and use the 4-quadrant chart for engagement
- Identify skills that will enhance emotions leading to higher engagement levels
- Apply different motivational techniques to accommodate individual needs
- Develop strategies to engage each type of employee

### M10

1 DAY

#### Four Attributes of a Strategic Leader

LEARN HOW TO

- Improve thinking capability
- Balance between Strategic and Tactical Thinking
- Be exposed to diverse perspectives and experiences from fellow business leaders
- Apply tools and frameworks on Zoominfinity

### M11

1 DAY

#### Interpersonal Communication Styles for Managers

LEARN HOW TO

- Describe the key strengths and challenges of the different communication styles
- Gain insight into your own and team's preferred communication style
- Identify the most effective approaches for communicating with each style within your team
- Devise a plan for improving communication challenge as a leader

### M12

2 DAYS

#### Giving and Receiving Feedback

LEARN HOW TO

- Understand the importance of feedback and coaching for unleashing talent, engaging careers, and achieving performance results.
- Understand the elements of effective feedback conversations.
- Champion and provide clear, result-centered feedback.
- Develop specific coaching competencies to improve effectiveness as a coach.

### M13

0.5 DAY

#### How to Motivate: 6 Common Needs

LEARN HOW TO

- Identify motivators for peak performance and confidence
- Motivate and drive behaviors based on individual needs
- Handle team members that are demotivated
- Set clear & defined goals as part of the motivation process

### M14

0.5 DAY

#### Leaders with a "Development Mindset"

LEARN HOW TO

- Evaluate opportunities to increasingly develop a growth mindset
- Choose appropriate strategies for development
- Overcome the traps of self-doubt and discuss self-sabotage and procrastination
- Apply practices that foster growth mindset within an organization

### M15

1 DAY

#### Mapping Your Key Stakeholders

LEARN HOW TO

- Map your stakeholders
- Develop stakeholder relationships
- Map stakeholder communication strategies to address to the needs of different types of stakeholders
- Understand personalities and devise ways to minimize stakeholder opposition

### M16

1 DAY

#### Mentoring Skills

LEARN HOW TO

- Develop a mentoring relationship
- Develop key mentoring skills
- Recognize mentoring boundaries and pitfalls
- Apply art of motivation & Influence to inspire mentees to achieve desired result

### M17

1 DAY

#### New Manager's Mistakes and Remedies

LEARN HOW TO

- Identify and prevent common mistakes through deeper self-awareness
- Identify and develop traits required for managers
- Overcome obstacles that hinder transition into managerial role
- Be accountable to make changes

# MANAGER SERIES

## SKILLS SUITE



### M18

1 DAY

#### S5 Model of Team Development

LEARN HOW TO

- Understand the needs of your team
- Identify traits and best practices for leveraging effective teams
- Spot dysfunction team and understand how to resolve
- Develop high performing teams

### M19

0.5 DAY

#### Steps to Effective Delegation

LEARN HOW TO

- Empower and enhance performance through delegation
- Overcome barriers to effective delegation
- Recognize benefits of effective delegation and described the effects of good delegation
- Provide opportunities to test one's delegation skills

### M20

2 DAYS

#### Strategic Design Thinking using TOWS

LEARN HOW TO

- Understand company strategies
- Gain insights on best practices in strategy formulation and implementation
- Analyze complex business situations and develop corporate strategies
- Apply tools to take a strategic approach to current challenges

### M21

2 DAYS

#### Being Agile through VUCA Changes

LEARN HOW TO

- Identify key drivers of change
- Create change strategies
- Be an effective change leader
- Apply change leadership techniques

### M22

1 DAY

#### Strategic Facilitation-VOICE

LEARN HOW TO

- Facilitate strategic conversations with executive leadership team, cross-functional groups, and board of directors
- Enhance collaboration and set strategic direction, vision and mission
- Drive agility and innovation through the strategic planning

### M23

1 DAY

#### Leading through EverythingDiSC

LEARN HOW TO

- Increase self awareness through EverythingDiSC® Workplace
- Develop self-management techniques using EverythingDiSC® Workplace
- Gain insights into different communication strategies most effective to each styles
- Demonstrate key behaviours to Personal Mastery

### M24

2 DAYS

#### Leadership Authenticity through Hogan Assessments

LEARN HOW TO

- Develop self awareness through deeper self understanding
- Identify strengths and learn how to excel in it
- Spot one's derailers and manage it constructively
- Develop action plan to improve leadership authenticity

### M25

0.5 DAY

#### Power of Diversity and Inclusion

LEARN HOW TO

- Recognize your Unconscious Bias
- Acquire Skills to engage in Inclusive Dialogue
- Coaching Others on Inclusive Behaviors
- Demonstrate Confidence and Commitment in fostering an inclusive culture

### M26

0.5 DAY

#### Leading with Everything DiSC®

LEARN HOW TO

- Increase self awareness through EverythingDiSC® Workplace
- Develop self-t and team management techniques using EverythingDiSC® Workplace
- Apply different communication strategies most effective to each style of team members
- Manage stakeholders through understanding profiles



# ALL STAFF SERIES

## SKILLS SUITE

We have tailored a suite of programs that focuses on continuous learning for all employees. The **All Staff Series** programs aim to engage all employees, build self-leadership and develop professional skills essential for workplace success



### S1

1 DAY

#### 4 Steps to Creative Problem Solving

[LEARN HOW TO](#)

- Examine how business leaders solve problems in a dynamic world of business
- Approach complex problems using a proven and successful model/framework
- Evaluate and choose the appropriate solution to implement
- Apply the skills, tools, and techniques for problem solving

### S3

0.5 DAY

#### Altering Your Mindset to Manage Change

[LEARN HOW TO](#)

- Navigate the change journey
- Recognize and address feelings when managing change
- Understand concepts of fixed and growth mindsets
- Develop strategies and competencies to respond positively to change

### S5

0.5 DAY

#### Creating Your Influence Plan

[LEARN HOW TO](#)

- Develop awareness of how people are being influenced
- Develop higher levels of trust and rapport with the people you work with
- Create influence plan to win support for your proposal
- Present ideas and proposals that will increase stakeholder buy-in

### S7

1 DAY

#### Effective Brainstorming Techniques

[LEARN HOW TO](#)

- Collaborate innovatively
- Apply innovation techniques to real-life issues
- Select idea to respond and adapt to business trends and consumer needs
- Speedily solve problems

### S2

1 DAY

#### 5 Steps to Decision Making

[LEARN HOW TO](#)

- Apply a systematic process for objective decision-making
- Identify and explain biases in decision making
- Apply debiasing strategies or create nudges which lead to better decisions
- Ensure quality and acceptance of decisions made

### S4

1 DAY

#### Conflict Management – Handling Your Hot Buttons

[LEARN HOW TO](#)

- Identify and manage hot buttons during conflict
- Apply tools that turn conflicts into positive outcomes
- Confidently navigate through team conflict
- Overcome common fears in negotiation and conflict resolution

### S6

0.5 DAY

#### Developing Values and Engagement

[LEARN HOW TO](#)

- Identify values and their influence on engagement
- Improve engagement leveraging on different values
- Characterize these values to guide business decisions
- Walk the talk

### S8

1 DAY

#### Emotional Intelligence – Awareness and Management

[LEARN HOW TO](#)

- Understand emotional intelligence for deeper self-awareness
- Manage emotional intelligence while working with others
- Identify cues and the clues of others and apply a new behavior to get specific outcome or result
- Employ strategies to connect with the emotions that drive the behavior of others which will increase your influence, authority, and ability to be supportive

# ALL STAFF SERIES

SKILLS SUITE



## S9

1  
DAY

### Having a Courageous Dialogue

[LEARN HOW TO](#)

- Identify situations where courageous conversations are needed
- Develop precise questions to conduct skillful courageous conversation
- Apply a structured process for confronting “tough” communication challenges
- Turn conflict into a creative rather than destructive force

## S10

0.5  
DAY

### Managing Your Stress

[LEARN HOW TO](#)

- Identify personal stressors
- Develop specific stress-reducing strategies
- Respond to stressful application using different effective techniques
- Adopt positive attitude to improve well-being and organizational effectiveness

## S11

0.5  
DAY

### Managing Your Time

[LEARN HOW TO](#)

- Plan and prioritize for efficiency
- Handle interruptions, unexpected demands, meetings, and “time-stealers”
- Examine current habits and develop mindset to fight procrastination
- Be as productive as you could be and develop a plan to improve

## S12

0.5  
DAY

### The 4 Powers of Influence

[LEARN HOW TO](#)

- Build trust and credibility to influence others
- Utilize your style to increase effectiveness
- Refine present skills and develop alternative styles
- Expand the use of personal influence in daily work situations

## S13

0.5  
DAY

### Virtual Teaming Techniques

[LEARN HOW TO](#)

- Understand virtual team environment
- Apply effective virtual techniques
- Mitigate key challenges and pitfalls of working virtually
- Find the right balance of control and trust when working remotely

## S14

0.5  
DAY

### Active Listening Skills

[LEARN HOW TO](#)

- Understand the need for active listening
- Listen at a deeper level using EQ strategies
- Demonstrate active listening skills for effective communication
- Avoid pitfalls that interfere with active listening

## S15

1  
DAY

### Creating Exceptional Customer Service

[LEARN HOW TO](#)

- Develop customer service mindset and uncover their real needs and concerns
- Apply a collaborative process to improve customer service through effective interpersonal communication and problem-solving skills
- Understand service challenges and triggers in the service environment
- Recognize the impact of one’s professional image and organization’s persona

## S16

1  
DAY

### Managing Your Career using the ABCD Model

[LEARN HOW TO](#)

- Identify different career development stages
- Increase self-awareness, pinpoint career goals, and envision future work self
- Identify what success means for you and your work
- Design simple and meaningful career development plan

## S17

0.5  
DAY

### Powerful Questioning Skills

[LEARN HOW TO](#)

- Differentiate between mediocre and powerful questions
- Incorporate powerful questions for greater impact
- Apply questioning techniques to elicit information at different stages
- Ask follow up questions to find out more when concealment exist

# ALL STAFF SERIES

SKILLS SUITE



## S18

0.5  
DAY

### Self-Talk – Positive or Negative

[LEARN HOW TO](#)

- Differentiate between positive and negative self-talk
- Change one's mindset to influence behaviors and outcomes
- Apply practical strategies for altering your mental environment so that you are positioned for more positive attitudes and better performance outcomes
- Raise awareness of your Self Talk habits

## S19

1  
DAY

### Personal Mastery with EverythingDiSC®

[LEARN HOW TO](#)

- Increase self awareness through EverythingDiSC® Workplace
- Develop self-management techniques using EverythingDiSC® Workplace
- Gain insights into different communication strategies most effective to each styles
- Demonstrate key behaviours to Personal Mastery

## S20

2  
DAYS

### Business Storytelling -Presenting with Impact

[LEARN HOW TO](#)

- Develop a stakeholder map when approaching decision makers, customers and internal partners
- Use the EAGLE Approach in order to be visionary, precise, and poised in our message presentation theme and delivery
- Develop storyboarding techniques and action planning through a matrix of EAGLE vs 4 types of profiles
- Practice creating 4 types of storyboards based on different scenarios
- Stand up and engage the audience during presentation

## S21

0.5  
DAY

### Gift of Feedback

[LEARN HOW TO](#)

- Champion the concept of "feedback is a gift" and demonstrate the desired behaviors.
- Learn the skills required to solicit, provide and receive feedback for performance results.
- Understand the elements of effective feedback conversations

## S22

1  
DAY

### Four Interpersonal Communication Styles

[LEARN HOW TO](#)

- Communicate using the most effective approach
- Adapt to different situations and contexts
- Improve communication challenge
- Build rapport with colleagues, clients and superiors to get things done



# TALENT SERIES

SKILLS SUITE

Developing the next generation of leaders is critical to organizational success. Our approach to talent development creates insights into an individual's self-perception, skills and abilities, and target areas for growth. We help future leaders in your organization to better steer business strategies and execution, improving business outcome.



## T21

3-5  
DAYS

### Wargames (Talent Development)

LEARN HOW TO

- Build foundational techniques for Lead Self
- Develop Lead People skills
- Explore Lead Strategy techniques
- Create confidence in Lead Execution

## T22

3-5  
DAYS

### Leader@Spire (Senior Talent)

LEARN HOW TO

- Develop Business Strategic Mindset
- Balance tactical execution
- Analyze organization gap
- Formulate future scenarios strategies

## THE RIGHT TALENT TRANSFORMS ENTIRE ORGANIZATIONS

### ABOUT RIGHT MANAGEMENT SINGAPORE

Talent Solutions combines our leading global offerings RPO, MSP-TAPFIN and Right Management to help organizations address their complex workforce needs. Talent Solutions leverages our deep industry expertise and understanding of what talent wants to provide end-to-end, data-driven capabilities across the talent lifecycle. From talent attraction and acquisition to upskilling, development and retention, we provide seamless delivery, leveraging best in breed technology, and extensive workforce insights across multiple countries at scale.

Right Management is our global talent management offering for outplacement, career management and leader development solutions.

Learn how **Right Management** can help you accelerate your business growth.

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