

**ENHANCING ORGANIZATIONAL PERFORMANCE**

RELATING  
COACHING  
LEADING  
MANAGING  
**LEVERAGING HUMAN PERFORMANCE**

For many years organizations have been investing in training their people to improve human performance and productivity. Some of these training were successful. Some were sustainable. Some came and went.

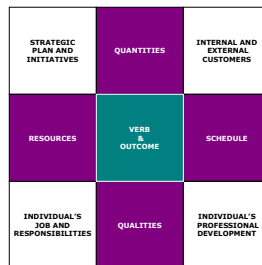
**Leveraging Human Performance** brings together four programs in four key areas that have consistently stood the test of time – **managing, leading, coaching and relating**. These are the four platforms to support your training investment and to **enhance organizational performance**.

We can help your organization achieve these performance goals because we have been doing this successfully for over four decades worldwide. In Asia we have been working with over 400 organizations for more than 20 years – leveraging human performance...enhancing organizational performance.

CELEBRATING  
1985 **25** 2010  
YEARS IN ASIA

MANAGING **LEVERAGING YOUR MANAGERIAL EFFECTIVENESS**

**PERFORMANCE MATRIX™**



**A Proven Process For Planning And Managing Performance**

PERFORMANCE MATRIX™ is designed to increase an organization's effectiveness and productivity by helping leaders to plan and manage performance.

It starts when clear challenging, yet attainable performance objectives are jointly developed and prioritized. These performance objectives agreed upon should not only be specific and measurable but it should also be inspiring and strategic.

Next, careful plans are created. Of course, as changes and problems occur, plans are supported with frequent follow up and coaching.

It then identifies the performance factors that are critical to accomplishing the performance objectives, and preparing a development plan for those critical performance factors.

Finally, it provides a process to effectively communicate the performance objectives, performance factors, and development plan.

**SPECIAL FEATURE: FITS YOUR SYSTEM**

Performance Matrix™ does not require changes in your existing forms, policies, or procedures. The training materials have been designed to develop skills required to make your system work.

It blends your materials with practical instruction to produce a complete performance management package.

*"Managing performance is not only about making sure targets are SMART; it is also about making them IS – Inspiring and Strategic."*

LEADING **LEVERAGING YOUR LEADERSHIP EFFECTIVENESS**

**SITUATIONAL LEADERSHIP®**



**The Most Prevalent Model For Leadership Effectiveness**

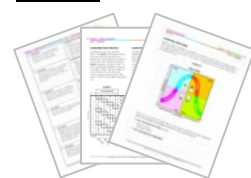
SITUATIONAL LEADERSHIP® is a dynamic, engaging workshop that provides the fundamentals of a time-tested, behavioral model of how to best influence the performance of people.

This innovative workshop is pragmatic, flexible and offers the means for learners to begin to impact performance results.

Situational Leadership® is the most prevalent leadership system used in the world – and has been for over 40 years. Constantly updated and refined, based on client feedback and research, it is a powerful and pragmatic workshop based on a simple model of how to adapt one's behavior – and when! Behaviorally based, proven and intuitively simple, this model has more value today than ever before.

The very nature of leadership is changing quickly. Now, more than ever, the Situational Leadership® Model is an essential tool for people wanting to lead in a way that yields top performance and fosters a positive work environment.

**LEAD PROFILING AND LEADERSHIP MODEL**



During the workshop participants will receive feedback and analysis of their leadership profile through our LEAD profiling. They will also receive an application model for leadership instead of just learning theories.

*"Leadership effectiveness is about adapting your leadership style to match the current performance needs of your follower for a specific task."*

COACHING

## LEVERAGING YOUR COACHING EFFECTIVENESS

### SITUATIONAL COACHING™



### A Proven Process For Creating Capacity In Others

SITUATIONAL COACHING™ is designed for small to mid-sized groups. It is divided into four powerful modules, the last devoted entirely to your own personal coaching planner.

Manager...Leader...Coach...most of you fill a variety of roles, such as these, every day. Achieving organizational objectives, influencing the behavior of others, creating capacity in others...all these roles and responsibilities are important – all of them are challenging!

Through Situational Coaching™ we offer you a proven, professional process for creating capacity in others. Based on some of the powerful concepts of top executive coach Dr Marshall Goldsmith, Situational Coaching™ gives you a method to *help already successful people get even better.*

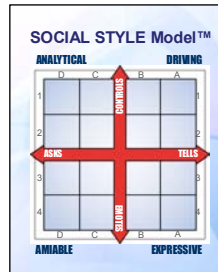
The design of this program is to teach you how to coach others. In order to fully understand the process we are going to have you experience it firsthand – *you are going to coach and be coached by someone during the workshop.* You will identify a competency, or area that you would like to improve and take on the role of the coachee.

***"Creating capacity in others is not about skills, intelligence or personality – it is about positive behavioral change by the coachee."***

RELATING

## LEVERAGING YOUR RELATIONSHIP EFFECTIVENESS

### SOCIAL STYLE™



### The Best Known Model For Relationship Effectiveness

SOCIAL STYLE™ develops interpersonal skills that lead to higher performance, for both the individual and the organization.

This course provides a solid understanding of SOCIAL STYLE™ and enhances the participants' overall effectiveness with others. The course incorporates assessment to determine the participant's SOCIAL STYLE™ and Versatility – the way they adapt to different types of situations and people.

It is ideal for organizations looking to improve the effectiveness of their people while balancing budget and time commitments. The one-day format allows individuals to explore SOCIAL STYLE™ concepts and provides an opportunity for hands-on practice.

It covers all the key concepts of SOCIAL STYLE™ and includes video, interactive exercises and facilitated discussion. Participants will undertake a variety of role-playing exercises and application scenarios to see how SOCIAL STYLE™ can be applied successfully in their own workplace.

#### **SOCIAL STYLE™ AND VERSATILITY PROFILES**



Versatility profiles. They will also receive the SOCIAL STYLE Model™ application guide cards for improving interpersonal effectiveness.

***"Relationship effectiveness is about treating people the way they want to be treated – not the way you want to be treated"***



## CENTER FOR LEADERSHIP STUDIES

THE CENTER was established in the mid 1960's by Dr Paul Hersey. Dr Hersey's pivotal research around influence and behavior led to the development of the Situational Leadership® Model. Over the last four decades, this model has become the basis of the most prevalent leadership system in the world.

Thousands of top organizations use Situational Leadership® training programs to enhance performance and develop positive work environments. Well over 14 million people around the world have experienced Situational Leadership® training with the Center.

The Center offers a variety of products and services that range from self and peer assessments and 360° feedback to training programs.

To ensure that you received the highest quality, only our licensees and certified trainers are authorized to offer and implement our programs. With a focus on specific task and behavior, our training programs are applicable in any culture or group. A network of talented professionals in over 44 countries represents the Center.

#### **THE TRACOM GROUP**

In Asia, we partner with the TRACOM Group to offer SOCIAL STYLE™ training. For nearly 50 years the TRACOM Group has been helping organizations improve their business performance by providing interpersonal and leadership tools.

TRACOM's SOCIAL STYLE Model™ is recognized as an effective way to build interpersonal skills. Originally developed by industrial psychologists in the 1950s, the model has been continuously refined and improved to meet the needs of today's organizations. It is the most rigorously tested and practical approach for identifying and building interpersonal skills in business settings.

#### **YOU ARE IN GOOD COMPANY**

- Some of our clients are
- Vopak Terminals • Airport Authority HK •
  - Sumitomo Mitsui Banking Corporation •
  - Mitsui & Co Asia Pacific •
  - Chubb Insurance • SGS Hong Kong •
  - PT Ancora International •
  - Efficiency Unit, The Govt of HKSAR •
  - Croda Singapore • Citibank • Philip Morris •
  - Asia Pacific Brewery • Sampoerna •
  - Liz Claiborne International •
  - Hewlett Packard Asia Pacific •
  - Cargill Asia Pacific • GHD Global •
  - MobileOne • Frasers Hospitality •
  - The Body Shop International •
  - HK Inst of Human Resource Mgmt •
  - Red Hat Asia Pacific • Ball Asia Pacific •
  - Avanade Asia • General Physics Asia •
  - NetApp • Cisco Systems • Motorola •
  - Lend Lease Asia • International SOS •
  - Ministry of Manpower • Vietnam Brewery •
  - People's Association • Caterpillar Asia •
  - Ascott International •
  - Singapore Prison Service •
  - AON Consulting •
  - Keppel Land International •
  - JJ-Degussa Chemicals •



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