

# WINNING WITH PEOPLE & BECOMING A PERSON OF INFLUENCE



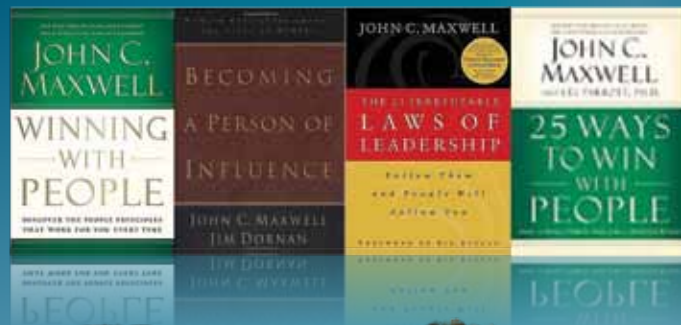
The latest from

## John C. Maxwell

World's #1 Leadership Guru and NY Times Best-Selling Author of over 50 books

### BY KATHLEEN ONG & SERELY ALCARAZ

- Certified Master Trainers for Winning With People, John C. Maxwell
- Certified Trainers for The Laws of Teamwork, John C. Maxwell
- Certified Facilitators for The Heart of Coaching, Thomas G. Crane



**Kuala Lumpur**  
25 - 26 November 2010

**Penang**  
9 - 10 December 2010



KATHLEEN ONG

SERELY ALCARAZ

JOHN C. MAXWELL



# ITD

## ITD GROUP

INSTITUTE OF TRAINING  
AND DEVELOPMENT

The Global Learning Solutions Expert

**ITD-MEGA GURU PROGRAM**  
LEARN FROM THE BEST TO BE THE BEST

## Introduction

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The strength of your leadership is found in your daily relationship with those you lead and those you influence all around you. Becoming the best leader you can be requires you to maximize your relationship skills. This workshop will provide you with the practical tools you need to immediately improve your existing relationships as well as build strong, new ones. In this Winning With People and Becoming a Person of Influence workshop, you will learn to master the core people principles and the art of becoming a person of influence. This workshop is an interactive exchange led by engaging facilitators—a chance for you and your people to interact with other leaders who are just as intentional about personal and professional growth as you are.

## Key Benefit & Learning Focus

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Following are the key benefits and focus of this session:

- Connecting with people
- Creating Win-Win relationships
- Nurturing other people
- Having Integrity and building trust with people
- Having faith in others
- Understanding and listening to people
- Enlarging and adding value to people
- Navigating with people
- Empowering people
- Reproducing other influences



## Learning Objectives

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At the conclusion of this challenging skill development program, the learners will be able to:

- Describe the benefits of high-level people skills
- Learn to build and leverage trust
- Discover and apply interpersonal mindsets to succeed in relationships
- Demonstrate specific actions that allow you to focus on other people
- Engage in learning experiences that illustrate servant leadership

## Learning Methodology

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Lecturette, group sharing, exercises, profiling, role plays and videos.



## Program Schedule

### DAY 1 & DAY 2

8.30AM	Registration
9.00AM	Official Launching & Commencement
10.30AM - 10.45AM	Morning Tea Break
12.30PM - 1.30PM	Afternoon Tea Break
5.00PM	Closing

## Course Content

### Module 1:

People Skills Overview  
 Think-Say-Do Model  
 Five Critical Questions  
 Five Critical Questions Self Assessment  
 Winning Characteristics  
 Benefits of Winning with People

### Module 2:

Things We Think  
 The Lens Principle  
 Servant leadership  
 Personal Relationship Preference

### Module 3:

Things We Say and Hear  
 Barriers to Listening  
 Personal Listening Levels  
 Demonstrating skilled Listening

### Module 4:

Things We Do  
 Routine Conversation  
 Challenging Conversation Overview  
 Identifying Challenging Conversation  
 Recognizing Personal Response  
 Demonstrating High-Road Response  
 "Do" the Little things

### Post Workshop

WIN Worksheet- Plan of Action

## Who Should Attend

Those who have to deal with many people in order to get things accomplished. People who are team members and those leading teams should attend this workshop to learn how to win with people, to raise their level of influence for greater achievements. This course is also suitable for sales team members who would wish to win customers.



## Trainer's Profile

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### FACILITATOR & MENTOR COACH: KATHLEEN ONG

*B. Econs , Msc in Training & HRM(University of Leicester, UK)*

*MY LIFE PURPOSE: to 'Inspire & Empower People to Live a life of Love, Joy & Freedom.*

Kathleen Ong is both an active HR Practitioner and Researcher in the art and science of Human Resource Development (HRD). Her current position as the Director (Learning & Development) of the Institute of Training and Development (ITD Group) in charge of Asia-Pacific; provides her with an excellent platform to learn the latest HR Trends, Practices and Developments. She travels widely to Vietnam, Singapore, Bangkok and Manila. This provides her the perfect setting for the observation of and participation in the large-scale upgrading of intellectual human capital. Since year 2006, she has been working closely with Professor William J Rothwell, the World's No 1, HRD Guru from Pennsylvania State University.

Prior to that, Kathleen served the Asian Regional Training and Development Organisation (ARTDO). ARTDO was founded in the early 1970's as an umbrella organisation for the various groups and organisation interested in the advancement and coordination of HR development in the Asia-Pacific region - a cause to which she still subscribes.

Kathleen received her formal education at Universiti Kebangsaan Malaysia (UKM), where she was conferred a Bachelor's degree in Economics . Subsequently she completed her MSC in Training & Human Resource Management, University Of Leicester. Some of the researches done by Kathleen are as follows; 'Top Management's attitudes towards Training Through the Human Resource Development Fund (HRDF) - The Case of the Manufacturing Industry in Johor', 'Role of Corporate culture in Human Resource Management' and 'Globalization-It's Impact on The Work of HRD Professionals'.

Kathleen was Vice President of the Johor Bahru Toastmasters Club and was awarded Competent Toastmaster (CTM), Advance Toastmaster (ATM-B) and Competent Leader (CL) from Toastmasters International, Mission Viejo, California, USA (Public Speaking). She had conducted workshops in Bangkok for Toastmasters on 'Powerful Presentation Skills', 'Powerful Evaluation Skills' and 'Train The Trainer'.

She had facilitated the Train The Trainer for Celestica Malaysia Sdn. Bhd, Motorola, Seagate, Eastern Garment; DHL, UMW ,Zhulian Jewellery, Genting Centre for Excellence, Amadeus Asia Ltd and etc.. Kathleen has also facilitated sessions for Central Bank of Malaysia, Great Eastern, American Embassy, Intel Technology, Motorola Technology,. Siam Cement Group and etc. Having met and worked with the Leadership Guru, John C Maxwell personally in June 2008 was a milestone for her. She is certified to conduct a number of world-class programs including John C. Maxwell's Laws of teamwork, Winning With People, Zig Ziglar's training programs and Thomas G. Crane's Heart of Coaching program. Kathleen is also one of the Facilitators for the ARTDO-International ITD Certified Training Professional (CTP) program.

Kathleen has been extensively involved in EQ work with Dr Leonard Yong, the author and originator of the Leonard Personality Inventory(LPI). Dr. Yong has coached and mentored her in the last 15 years and she is a Certified LPI consultant.

## FACILITATOR & MENTOR COACH: SERELY GERALDINE D.ALCARAZ

Ms. Serely Alcaraz has been in the human resource and organization development profession for more than eighteen (18) years. She is currently the Country Head of ITD Consulting Group, part of the Malaysian-based Institute of Training and Development Group, a leading multinational provider of business education, corporate training, professional competency development programs, business coaching and consulting services, as well as mega events and conferences in Asia Pacific.

She began her career as an Organization Development Specialist at A. Soriano Corporation, a conglomerate consisting of affiliate and subsidiary companies from various industries. She then moved on as an Associate Consultant at SGV-Development Dimensions International, a joint venture between SGV (an auditing and consulting firm) and DDI (a human resource consulting firm based in Pennsylvania, U.S.A.). She was also the Manager for Marketing and Instruction of Dale Carnegie Training, a global performance-based training and consulting company, based in New York, U.S.A.

She has been conducting workshops for various organizations on topics such as vision, mission and values formation; corporate culture; strategic planning; supervisory, management and leadership development; coaching and mentoring; performance management; personal and professional effectiveness; creativity and innovation, customer service; sales and marketing; negotiation and conflict management; time and stress management; facilitation and presentation skills; communication skills; team building and group dynamics. She has conducted these programs in the Philippines, China, Egypt, Malaysia, Indonesia, Singapore, Thailand, and Vietnam.

Ms. Alcaraz is a certified master trainer of Thomas Crane's The Heart of Coaching and facilitator of Jack Canfield's The Success Principles, Dr. Leonard Yong's Emotional Excellence, John Maxwell's Developing the Leader Within You, Business Consultants' LIFO (Life Orientation) Method, the Dale Carnegie Course: Effective Communication and Human Relations, High Impact Presentations, Sales Advantage and Dale Carnegie Seminars as well as DDI's Interaction Management, Techniques for an Empowered Workforce, Targeted Management, Targeted Selection and Service Plus programs.

An advocate of lifelong learning, she had the great opportunity to personally learn from many of the world's greatest gurus including Dr. John Maxwell, Dr. David Ulrich, Dr. Kenneth Blanchard, Dr. William Rothwell, Dr. Denis Waitley, Dr. William Byham, Anthony Robbins, Jim Rohn, T. Harv Eker, Jay Conrad Levinson, Al Ries, Hale Dwoskin, Tony Buzan, Thomas Crane, Robert Tucker, and Jack Canfield.

Ms. Alcaraz graduated with double degrees in BS Psychology and BS in Commerce Major in Human Resources Development, Magna cum Laude-Valedictorian, under the 3-year Honors Program of St. Scholastica's College, Manila. She also pursued her MBA degree, Master in Management program, at the Asian Institute of Management (AIM). She is the 2004 Vice President and 2006 National President of the Philippine Society for Training and Development (PSTD), 2007-2008 Director and 2009 Board Secretary and Conference Chairperson of the People Management Association of the Philippines (PMAP) and 2010-2011 Vice President of ARTDO International.



## Fast Facts About Dr. John C. Maxwell

- New York Times, Wall Street Journal and Business Week best selling author with over 50 books
- Internationally recognized leadership expert, speaker and author who has sold over 13 million books
- Named the World's Top Leadership Guru by leadershipgurus.net
- One of the 25 authors and artists named to Amazon.com's 10th anniversary hall of fame
- Has the most top ranking leadership books at Amazon.com, the world's largest book supplier
- Founder of EQUIP, INJOY Stewardship Services and Maximum Impact
- Trained more than 2 million leaders worldwide

Dr. John C. Maxwell's programs and materials are preferred the world over because they are grounded with the power of simplicity and his principles are proven to be most effective in practice.

**“Genius is the ability to reduce the complicated to the simple.”**



## WINNING WITH PEOPLE AND BECOMING A PERSON OF INFLUENCE

(Please make copies of this page for registration as required)

- Kuala Lumpur | 25 - 26 November 2010 • ITD Kuala Lumpur, Mont Kiara  
 Penang | 09 - 10 December 2010 • Eastin Hotel

Event Fees	Malaysia	International
Early Bird Fee - Registrations with Payment before 29 October 2010	RM 1,600.00	USD 563.00
Normal Fee - Registrations with Payment after 29 October 2010	RM 1,800.00	USD 634.00
Group Registrations with Payment (min 6 pax)	RM 1,500.00	USD 528.00

### Payment Details

Payments may be made by telegraphic transfer, bank deposit or local check

#### 25 - 26 November 2010, ITD Kuala Lumpur

Account Name (Pay to) : MITD Sdn. Bhd.  
 Account Number : 2-14062-0004550-2  
 SWIFT Code : RHBBMYKL  
 Name of Bank : RHB Bank Berhad  
 Bank's Address : Unit 1, Ground Floor, Bangunan Cheong Wing Chan, 41-51 Jalan Maharajalela, 50150 Kuala Lumpur

#### 09 - 10 December 2010, Eastin Hotel

Account Name (Pay to) : MITD Sdn. Bhd.  
 Account Number : 730-110861-4  
 SWIFT Code : OCBCMYKL  
 Name of Bank : OCBC Bank (M) Berhad  
 Bank's Address : 36, Lebuhr Pantai, 10300 Penang

Please tick:  Early Bird Fee  Normal Fee  
 Group Registration (Total Number of Pax \_\_\_\_\_ Event Fees per Pax \_\_\_\_\_)

Please specify if you are:  Vegetarian  Non-vegetarian

\* For Group Registration, kindly indicate the number of participants who are Vegetarians & Non-vegetarians

Title and name: Prof/Dr/Mr/Mrs/Ms \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

Mobile \_\_\_\_\_ Position \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

Mode of registration; call or fax either one of the below:

E-mail: itdki@itdworld.com Tel: +603-6203 3880 Fax: +603-6203 3830  
 E-mail: itdpg@itdworld.com Tel: +604-262 6720 Fax: +604-263 2905

Replacements and representatives are allowed, however the fees paid are not refundable.

[www.itdworld.com](http://www.itdworld.com)

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## The Global Learning Solutions Expert



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ITD was founded on a simple yet powerful vision of enabling organizational & HR development goals that enrich lives & create a better society. ITD's roots can be traced back to 1984 when a group of visionary HRD experts established an institution, which quickly emerged as a leader in its field. ITD's mission then and now remains clear – To continuously excel as the leading multinational provider of superior quality & comprehensive organizational & HR development solutions in the Asia Pacific for national and regional building.

The dawn of the new millennium heralded a new phase of international expansion as the organisation expanded its operations throughout the Asia Pacific Region. ITD Group's headquarters for global research and development is based in Singapore and its administrative head office is established in Penang, Malaysia. ITD has centers spanning Malaysia, Thailand, Vietnam, Philippines and Singapore.

ITD Group's six core activities include Corporate Training; Professional Competency Certification; Business Coaching and Consulting; Mega Events and Conferences; Business Education and Research and Community Service and Networks.

In an increasingly globalized economy driven by knowledge, competency and innovation, ITD can be the people's crucial source of competitive advantage due to its ability to combine expertise and experience from its core expertise in various distinct areas. This portfolio synergy allows ITD to better meet the unique development needs of individuals, corporations and the community.

Over the years ITD has earned a sound reputation as a leading training, HRD and education provider having successfully produced thousands of graduates and provided organizational and HR development solutions to a large number of clients throughout the Asian region. ITD's clients include many leading multinational and local corporations.

As an international HRD award winning organisation, ITD has made its mark of excellence in the international HRD arena. It is the winner of the 2006-2007 ARTDO (Asian Regional Training and Development Organisation) International HRD award. This highly prestigious international award is presented to the most qualified organization each year in recognition for outstanding contribution to international HRD.

As a clear distinction of ITD's commitment to quality and continuous improvement, the Group has attained the ISO 9001:2000 Certification for Global Provision of Training and Development. This simply means that ITD's quality management system is globally applicable and meets stringent international standards.

Ultimately, the ITD vision is all about people. The truly shared meaning behind ITD's torch goes beyond leadership and excellence, it about uplifting and bringing 'light' to people's lives and helping both individuals and organizations attain their aspirations. It is about fulfilling dreams of building a better and more peaceful tomorrow. This is the ITD passion and commitment – a pledge that people can count on.



Global Provision of Corporate Training  
and Development  
Institute of Training and Development's HQ  
Penang, Malaysia

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