



# LEADERSHIP IMPACT - THE ESSENTIALS OF MANAGING & COACHING TEAMS

The world of Leadership or People Development is an ever-changing landscape, yet it maintains its fundamental principles of what makes an effective leader. The generation of employees today required a generation of leaders that can remain fluid in structure but firm in principles. The methodologies of Leadership and People Development have become more focused on higher EQ levels and at the same time continue to emphasize the foundational understanding of what it takes to be a leader in ways that is relevant to the current generation. In any form of People Development, no matter how large the team or different the industry, the rapidly changing landscape confronting People Leaders requires a drastic change in mindset towards managing teams. Team Leaders today need to approach the development of their teams with a situation leadership structure rather than simply 'one style fits all' type of leadership.

## Learning Outcomes

- Apply Situational Leadership to adapt team competencies.
- Use Emotional Intelligence to influence, engage, & inspire diverse stakeholders.
- Apply coaching methods to develop and empower high-performing teams.
- Make affirmative, executive-level decisions with confidence and clarity.
- Think strategically to align decisions with long-term organizational goals.
- Demonstrate leadership agility in (VUCA) environments.
- Lead change management effectively to impact morale and productivity.



## Trainer Rueben Daniel

With close to 20 years of experience in the Customer Service and Contact Centre industry, Rueben brings a strong combination of operational leadership and corporate training expertise. His career spans Banking, Fintech, Media, and BPO sectors across Malaysia, the United States, India, China, and Singapore, providing him with a broad global perspective on customer experience and people management. Rueben has built deep expertise in People Management, Talent Acquisition, Quality & Process Improvement, and Learning & Development. Having served as both a People Manager and Trainer in high-performance operational environments, he understands the real challenges leaders face and delivers highly practical, experience-based training. With over nine years in Learning & Development, he specialises in Leadership Development, High-Impact Team Building, Interviewing Skills, Difficult Conversations, Coaching & Feedback, and Train-the-Trainer programmes. Passionate about developing others, Rueben believes leadership growth is not just about performance—but about creating meaningful, lasting impact.

## → Modules

- Module 1: The Evolving Role of a Leader
- Module 2: Situational Leadership in Action
- Module 3: Leading With Emotional Intelligence (EQ)
- Module 4: Coaching For Performance and Growth
- Module 5: Making Affirmative & Executive Decisions
- Module 6: Strategic Thinking for Leaders
- Module 7: Leadership Agility in a VUCA World
- Module 8: Leading Change Effectively

**BOOK IN A QUICK CALL**

**+6019 572 0449**



[enquiry@knowledge-evo.com](mailto:enquiry@knowledge-evo.com)



[www.knowledge-evo.com](http://www.knowledge-evo.com)

# LEADERSHIP IMPACT - THE ESSENTIALS OF MANAGING & COACHING TEAMS

## 1. Overview:

The world of Leadership or People Development is an ever-changing landscape, yet it maintains its fundamental principles of what makes an effective leader. The generation of employees today required a generation of leaders that can remain fluid in structure but firm in principles. The methodologies of Leadership and People Development have become more focused on higher EQ levels and at the same time continue to emphasize the foundational understanding of what it takes to be a leader in ways that is relevant to the current generation. In any form of People Development, no matter how large the team or different the industry, the rapidly changing landscape confronting People Leaders requires a drastic change in mindset towards managing teams. Team Leaders today need to approach the development of their teams with a situation leadership structure rather than simply 'one style fits all' type of leadership.

## 2. Learning Outcomes:

Upon completion of this one-day training program, participants will be able to:

- Apply Situational Leadership to adapt team competencies.
- Use Emotional Intelligence to influence, engage, & inspire diverse stakeholders.
- Apply coaching methods to develop and empower high-performing teams.
- Make affirmative, executive-level decisions with confidence and clarity.
- Think strategically to align decisions with long-term organizational goals.
- Demonstrate leadership agility in (VUCA) environments.
- Lead change management effectively to impact morale and productivity.

## 3. Target Audience:

- Team Leaders, People Managers, Coach, Mentors

## 4. Location:

- Petaling Jaya, Selangor

## 5. Course Outline:

### DAY ONE

9:00am – 10:30am Module 1: The Evolving Role of a Leader

- Shifting from operational management to strategic leadership.
- Leadership mindset: From “managing work” to “inspiring performance.”
- Understanding your ‘brand’ as a leader – What do people see?
- Activity: Leadership skills assessment

10:30am – 11:00am Coffee Break

11:00am – 1:00pm Module 2: Situational Leadership in Action

- Hersey-Blanchard Situational Leadership Model
- Leadership self-assessment.
- Matching Leadership Styles to Follower’s Style
- Activity: Case study matching leadership style to employee scenario.

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm Module 3: Leading With Emotional Intelligence (EQ)

- Self-awareness and self-regulation for high-pressure leadership.
- Reading and responding to emotional cues.
- Speakers’ Voice vs Listeners Voice

3:30pm – 3:45pm Coffee Breaks

3:45pm – 4.45pm Module 4: Coaching For Performance and Growth

- The leader as a coach: GROW model and coaching design.
- Using Situational Leadership in GROW.
- Coaching Drill: 10-minute coaching conversations in pairs.

4:45pm – 5.00pm Q&A & Wrap Up

## DAY TWO

9:00am – 10:30am Module 5: Making Affirmative & Executive Decisions

- Decision-making frameworks: OODA Loop
- 5-Step Executive Decision Model.
- Simulation: Boardroom decision-making under time pressure.

10:30am – 11:00am Coffee Breaks

11:00am – 1:00pm Module 6: Strategic Thinking for Leaders

- Seeing the big picture: Systems thinking and long-term impact analysis.
- Using 5Ws in Problem solving
- Activity: Case Study and Problem Solving.

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm Module 7: Leadership Agility in a VUCA World

- Traits of agile leaders: adaptability, resilience, responsiveness.
- Scenario planning and strategical approach
- Understanding VUCA principles

3:30pm – 3:45pm Coffee Breaks

3:45pm – 4.45pm Module 8: Leading Change Effectively

- 5 key principles in change management
- Overcoming resistance and sustaining momentum.
- Challenge Activity: Race for time

4:45pm – 5.00pm Q&A & Wrap Up

### 6. Certificate:

- Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program

### 7. Registration Method:

- Online: <https://knowledge-evo.com/index.php/events2/>
- Contact our office: +6019 572 0449 or Email: [enquiry@knowledge-evo.com](mailto:enquiry@knowledge-evo.com)

### 8. Course Fee & HRD Corp Claimable:

- RM1800 per pax (inclusive of 8% SST)
- HRD Corp Claimable - Yes
- 5% Group discount is available - min 3 pax.

### 9. Training Date:

- 3 & 4 June 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 13 & 14 July 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 12 & 13 August 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)

## REGISTRATION FORM

Program Name			
Company Name			
Address:			
Tel & Extension No (if any):		Email:	
Participant Name #1			
Designation:		Email:	
Participant Name #2			
Designation:		Email:	
Participant Name #3			
Designation:		Email:	

**The JD14 Form/ Invoice should be directed to Mr/ Ms (Dept):**

Name of Authorizing Manager:			
Tel & Extension No (if any):		Email:	
Designation:		Department:	
Signature:		Company Stamp:	

Please make your cheque payable to: Knowledge Evolution Sdn Bhd | MAYBANK 5123-5231-7482

\*Please indicate the invoice number in the reference section for online transfers and send the bank in slip receipt to WhatsApps +6019 572 0449 or email: enquiry@knowledge-evo.com

**NOTE:**

- 1.Date & venue of seminar subject to change.
- 2.Payment must be made 14 days before the training date.
- 3.Registration cancelled 14 days prior to the event is subject to RM100 service charge per participant.
- 4.No refunds for notice received less than 14 days prior to the event. A substitution may be made at any time at no extra charge.
- 5.Program content may change subject to revision by our consultants from time to time.
- 6.Full fee is required with your registration. 5% Group discount is available - min 3 pax.