



LEADING FOR EXCELLENCE, ACTION & PERFORMANCE (LEAP)

In today's fast-evolving hospitality and service landscape, leaders are expected to go beyond operational excellence and demonstrate the ability to inspire, influence, and lead high-performing teams consistently. The Leading for Excellence, Action & Performance (LEAP) Program is designed to equip leaders with the mindset, skills, and behaviours required to drive service excellence, strengthen team performance, and deliver exceptional guest experiences aligned with organizational's standards. Leading for Excellence, Action & Performance (LEAP) is a workshop that reveals how to lead and manage others through self-motivation, understanding what motivates others and coaching them for higher performance.

Learning Outcomes

- Transform a control mindset into a leadership, collaborative mindset
- Identify and understand their people's priorities and communication style
- Adapt their behaviour to build trust and rapport with their people
- Adapt their leadership styles and responses to their followers
- Identify and develop potential in followers
- Use structured way to collaborate in a team



Trainer
Dr. Jenny Cha

Dr. Jenny Cha is a bilingual corporate trainer (Bahasa Malaysia & English) with over 24 years of experience in corporate travel, events, and hospitality. A University of Malaya graduate and holder of a Doctor of Business Administration (DBA) in Leadership, Hospitality and Service Excellence, she is known for her engaging, practical, and hands-on facilitation style that makes learning impactful and relatable. She has designed and delivered customised programmes in professional image, business etiquette, communication, customer service, sales, and leadership for organisations such as Great Eastern Life, Sime Darby Oil, IOI Property, OCBC Bank, DKSH, UCSI University, Cuckoo, EduCity, Dome Café, Super Saigon, Aramex Malaysia, MCMC, Bandar Utama, and hotels including Ibis KLCC, Attana, and Crockfords Hotel, Resorts World Genting. Certified in Image Consulting, LEAP, Communication, NLP, and DISC, Dr. Jenny is passionate about helping individuals and organisations grow with confidence, credibility, and excellence. With strong sales acumen, she once turned around a travel brand from zero sales to RM15 million in its first year, demonstrating her ability to translate strategy into real business results.

→ Modules

- Module 1: Empowering Performance
- Module 2: Knowing People
- Module 3: Navigating Relationship
- Module 4: Dynamic Leadership
- Module 5: Coaching for Growth
- Module 6: Inspirational Storytelling

BOOK IN A QUICK CALL

 **+6019 572 0449**



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www.knowledge-evo.com

LEADING FOR EXCELLENCE, ACTION & PERFORMANCE (LEAP)

1. Overview:

In today's fast-evolving hospitality and service landscape, leaders are expected to go beyond operational excellence and demonstrate the ability to inspire, influence, and lead high-performing teams consistently. The Leading for Excellence, Action & Performance (LEAP) Program is designed to equip leaders with the mindset, skills, and behaviours required to drive service excellence, strengthen team performance, and deliver exceptional guest experiences aligned with organizational's standards. Leading for Excellence, Action & Performance (LEAP) is a workshop that reveals how to lead and manage others through self-motivation, understanding what motivates others and coaching them for higher performance.

2. Learning Outcomes:

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

- Transform a control mindset into a leadership, collaborative mindset
- Identify and understand their people's priorities and communication style
- Adapt their behaviour to build trust and rapport with their people
- Adapt their leadership styles and responses to their followers
- Identify and develop potential in followers
- Use structured way to collaborate in a team

3. Target Audience:

- Assistant Managers, Managers, Mid Management and General Managers

4. Location:

- Petaling Jaya, Selangor

5. Course Outline:

DAY ONE

9:00am – 10:30am

Module 1: Empowering Performance

- How Would You Motivate People?
- The Candle Problem
- Drive – MAPS Empower People
- Activity: Drive yourself

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

Module 2: Knowing People

- Social style
- How do they behave?
- Activity: Guess Their Style

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5:00pm

Module 3: Navigating Relationship

- Reading social styles
- Adapting to different styles
- Activity: Sell an idea

DAY TWO

9:00am – 10:30am

Module 4: Dynamic Leadership

- What Are the Qualities of Leadership?
- Leadership styles
- Consistent Stories about Best Leaders
- Effect of Style Overuse
- Empowerment Cycle
- Activity: Skill & Will

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

Module 5: Coaching for Growth

- What is coaching?
- Breaking Coaching Myths
- Listening, Observing & Questioning

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm

Module 5: Coaching for Growth

- Sharpen Your Questioning Skills
- The G.R.O.W. Model
- Activity: Coach Your Partner

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5.00pm

Module 6: Inspirational Storytelling

- Tell A Story About Your Career
- How Do People Bond?
- Lead by inspire
- Activity: Retell Your Career Story

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

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:

- 8 & 9 June 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 8 & 9 July 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 10 & 11 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.