

# LEADING FOR RESULTS

Empowering Managers to **Drive Performance** and **Build High-Performing Teams**

**\*3 days including assessment**

**\*Up to 70% SkillsFuture Subsidies  
(subject to terms & conditions)**

## COURSE OVERVIEW

Transitioning from an individual contributor to a manager is one of the biggest shifts in a professional's career. **Leading for Results (LFR-SFw) equips managers with essential leadership skills, frameworks, and tools to confidently lead teams, manage performance, and drive business outcomes.**

Through a unique blend of eLearning, face-to-face workshops, and a realistic computer-based simulation, participants experience the challenges of leadership in a safe, engaging, and reflective environment.

## LEARNING OUTCOMES

**At the end of this program, participants will be able to:**

- Understand the evolving role of a manager
- Understand how to interpret and implement plans; set SMART goals and align them with organizational vision
- Understand short and long term results of decisions and impact on the individual, team and organization
- Apply the appropriate leadership style to manage the individual and the team.
- Enhance networking and interpersonal communication skills
- Understand & recognise personality types, and learn style flex to enhance networking
- Understand how to build high performance teams and create an environment motivating for the team
- Understand team developmental stages and how to build trust and cohesiveness in teams
- Understand sources of conflicts and how to manage them; view conflict as an opportunity rather than an obstacle
- Manage the performance management process and effectively provide feedback; communicate the right message in performance management sessions
- Support the specific and objective assessment of skills gaps and identify specific areas for professional development; identify training and development needs
- Practice the use of a coaching framework and approach to employee development
- Build action plans to facilitate personal effectiveness

## Leading for Results

### KEY HIGHLIGHTS

- **Blended Learning Experience** – combining eLearning, simulations, and classroom sessions.
- **Pre-program eLearning modules** - build foundational skills in *strategic goal setting* and *effective communication*, preparing participants to align goals with organizational vision and communicate with clarity and impact.
- **Management Capability Simulation** – manage a virtual team through realistic business challenges.
- **Structured Feedback** – receive personalized reports and debriefs for performance insights.
- **Hands-on Learning** – engage in clinics, discussions, and coaching practice.
- **Industry-Recognized Frameworks** – aligned with Singapore's Skills Framework (Retail and Intellectual Property).

### COMPUTER BASED SIMULATION

Participants experience **four immersive rounds** of a management simulation that **replicate real-world decision-making**. Each round presents people and performance challenges designed to:

- Reinforce leadership principles through immediate feedback.
- Encourage double-loop learning and reflection on assumptions.
- Enable teamwork, coaching, and conflict resolution in a risk-free environment.
- Provide balanced scorecard results and personalized feedback reports.



### COMPETENCIES COVERED

Aligned to the Skills Framework for **Retail and Intellectual Property**, the program develops:

- **Framework: Skills Framework for Retail**

TSC Category: Personal Management and Development

TSC: People Development

- **Framework: Skills Framework for Retail**

TSC Category: Personal Management and Development

TSC: Organisational Relationship Building

- **Framework: Skills Framework for Intellectual Property**

TSC Category: People Management

TSC: People and Performance Management

## Leading for Results

### TOPICS COVERED

- The Changing Business Environment
- Role of a Manager
- Building Effective Teams
- Team Development & Leadership
- Effective Team Communications
- Leveraging Profiling in Communications
- Managing Conflict in Teams
- Planning and Goal Setting
- Decision Making
- Performance Management and Feedback
- Managing & Motivating People

### METHODOLOGY

A **dynamic, blended learning** journey that includes:

- **eLearning modules** (pre-work)
- Interactive workshops
- Individual and team exercises
- Role plays and clinics
- Computer-based **simulation**
- **Reflection and action planning**
- Post-programme 60 minutes 1-1 coaching (*1 session per pax*) through ODE's **P.R.I.M.E Avobot coaching platform**

### ASSESSMENT

- Practical Performance
- Oral Questioning
- Role Plays

### DURATION

- 3 days (24 hours) including assessments
- 1 hour of eLearning\*

*\*eLearning modules need to be completed 1 week before the face-to-face classroom sessions*

### FACILITATOR PROFILE

Chander is an experienced professional with **over 30 years** of work experience in various industries such as facilitated-training and coaching, hospitality and leisure, entrepreneurial businesses, armed forces, and education services. He has a diverse background and has lived and worked in multiple countries.



Chander brings a wealth of knowledge and skills to his facilitation and training engagements. He is especially skilled in areas of **leadership development**, performance management, influencing skills, team effectiveness.

## \$S\$1,250\*

(before funding & GST)

*Funding valid until July 2027*

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## Connect with Us!

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