

PETER NG TRAINING CONSULTANCY

Asia Pacific Distributor for SERVICE QUALITY INSTITUTE, USA



Cultivating Leadership Magic®

Developing & Sustaining a High Performing Organization

Introduction

“It’s not the magic that makes it work; it’s the way we work that makes it magic!”

Walt Disney

“Leadership is ultimately about creating a way for people to contribute to making something extraordinary happen.”

Peter Ng

Cultivating Leadership Magic® is about how leaders mobilize others to want to get extraordinary things done in organizations. It is about the practices leaders use to transform values into actions, visions into realities, obstacles into innovations, separateness into solidarity, and risks into rewards. It is about leadership that creates the climate in which people turn challenging opportunities into remarkable successes.

There are countless opportunities for each of us to do a difference. For instance, there are opportunities to:

- Provide direction and support to our teams during uncertain times
- More fully utilize the talents of our associates
- Set a positive example of what honesty and ethics mean in daily life
- Apply knowledge to products and services, creating extraordinary value for the customer
- Turn information into knowledge and improve the collective standard of working
- Use the tools of technology to weave a web of human connection
- Creating the awareness of job responsibilities and work accountabilities

More than ever there is need for people to seize these opportunities to lead us to greatness.

Walt’s approach helps us remember Peter Drucker and his philosophy: “They are not your employees, they are your people” as well as his personal philosophy that ‘the people who come into our business are not our customer but always a guest.’

Developing and Sustaining High Performing formula for success can be simply put as –
Leadership – Operational Effectiveness – Employee Excellence – Customer Satisfaction = Business Results

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Seminar Outline

Cultivating Leadership Magic® is based on 1 simple principle and 5 powerful strategies:

- Principle: Providing DEEDS for your associates
- Strategy #1: Everyone is Important
- Strategy #2: Break the Mold
- Strategy #3: Make Your People Your Brand
- Strategy #4: Eliminate Hassles
- Strategy #5: Learn the Truth

The most important touch-point is that at the end of our lives, no one will care what titles we once held, or how much money we made, or what a big shot we thought we were. If you really care about your legacy then take a long, close look at your values and the principles on which they are based. Fairness, honesty, respect for others, cooperation, integrity, courage, caring: these and similar virtues are what give us moral authority, and that is the strongest and most lasting kind of empowerment a leader can have. When you have that moral authority, people will trust you and believe in you, and then you can accomplish anything you dream of. We have the opportunity to make a huge difference, not just to your organization's bottom line but to the lives of other human beings. Cultivating Leadership is a whole lot more than a role or title or merely learning some leadership principles but it is a serious responsibility for every manager to uphold!

"In the end, the quality and integrity of our people and product is a paramount to us – it is more important than anything we do."
Robert A. Iger

Methodology

This 90-minute seminar uses a combination of story-sharing methodology and light activities to relate the whole learning concept.