



COURSE OVERVIEW SS1400 **Managing & Motivating Towards Excellence**

Course Title

Managing & Motivating Towards Excellence

Course Date/Venue

September 27-October 01, 2026/SocietyM [M1]
Meeting Room, CitizenM Kuala Lumpur Bukit
Bintang Hotel, Kuala Lumpur, Malaysia

Course Reference

SS1400

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

This course is designed to provide participants with a detailed and up-to-date overview of Managing & Motivating Towards Excellence. It covers the management excellence and high performance; the characteristics of excellence managers and leaders; the manager's role in achieving excellence and leadership styles for high performance; the high-performance mindset and emotional intelligence for effective management; building credibility, trust and respect and employee motivation; and the motivation theories in the workplace, individual motivational drives and creating an engaging work environment.



Further, the course will also discuss the recognition, rewards and appreciation; the empowerment and employee ownership; the proper communication for management excellence, active listening, effective questioning and providing constructive performance feedback; coaching employees towards excellence, setting effective performance goals and managing underperformance; the characteristics of high-performing teams; the team development, building collaboration and teamwork; and managing conflict constructively and delegating for development and results.



During this interactive course, participants will learn to manage diverse teams, create a culture of excellence, manage change and maintain motivation; the innovation and continuous improvement, managing stress and maintaining resilience; the relevant performance indicators, monitoring individual and team performance; using performance data for management decisions, recognizing achievements and addressing performance gaps; and the personal management strengths and development areas, priority leadership behaviors for improvement, individual goals and action steps and a sustainable commitment to management excellence.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on managing and motivating towards excellence
- Define management excellence and high performance including the characteristics of excellence managers and leaders
- Identify manager's role in achieving excellence and leadership styles for high performance
- Develop a high-performance mindset and apply emotional intelligence for effective management
- Build credibility, trust and respect and carryout employee motivation
- Apply motivation theories in the workplace, identify individual motivational drives and create an engaging work environment
- Employ recognition, rewards and appreciation including empowerment and employee ownership
- Apply proper communication for management excellence, active listening and effective questioning as well as providing constructive performance feedback
- Coach employees towards excellence, set effective performance goals and manage underperformance
- Describe the characteristics of high-performing teams and apply team development
- Build collaboration and teamwork, manage conflict constructively and delegate for development and results
- Manage diverse teams, create a culture of excellence and implement managing change and maintaining motivation
- Encourage innovation and continuous improvement, manage stress and maintain resilience
- Identify relevant performance indicators, monitor individual and team performance, use performance data for management decisions and recognize achievements and addressing performance gaps
- Assess personal management strengths and development areas, identify priority leadership behaviors for improvement, develop individual goals and action steps and create a sustainable commitment to management excellence

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing and motivating towards excellence for chief executive officers (CEO), managing directors, executive directors, general managers, senior directors, directors, department heads, division heads, senior managers, managers, supervisors, team leaders, management and leadership development professionals, human resources managers, HR business partners, talent management and organizational development professionals and professionals preparing for a management or leadership role.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

70% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US\$ 7,000 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

-  British Accreditation Council (BAC)
Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Jerome Topley, PgDip (on going), BSc, is a **Senior Management Consultant** with over **20 years** of extensive experience. His expertise lies extensively in the areas of **Managing & Motivating Toward Excellence, Leadership Skills, Communication & Interpersonal Skills, Performance & Creativity Skills, Listening Skills, Negotiation Skills, Persuasion & Assertiveness Skills, Time & Stress Management, Influencing Techniques, Conflict Management, Business Writing Skills, Writing Business Correspondence & Document Control, Writing Memos & Business Letters, Business & Technical Report Writing, Communication Skills, Business Communication Etiquette, Interpersonal Skills, Presentation Skills, Organizational & Leadership Skills, Coaching & Mentoring, Self & Personal Development, Creative Problem Solving, Performance Management, Conflict Management, Talent Management, Risk Management, Resource Management, Emotional Intelligence, Customer Service, Persuasion Techniques, Supervisory Skills, Public Relations & Corporate Communication, Strategic Planning & Creative Thinking, Human Resource Management and Performance Assessment & Appraisal**. Further, he is also well-versed in **Broadcasting, News & Sport Reporting, Presentation Skills, Communication Skills, Problem Solving & Decision Making, Pharmaceutical Environment, Ophthalmology, Surgical Instruments & Endocrinology, Agricultural Productivity, Plants Farming, Cultivation & Harvesting and Agricultural Mechanics**.

During Mr. Topley's career life, he had occupied several significant positions and dedication as the **Executive Director, Chief of Staff, General Manager, Producer/Presenter, Public Broadcaster Talk Show Host, Stand-in Presenter, Radio Presenter, News Reader, Medical Technician and Detailing Medical Representative** in **Ophthalmology, Surgical Instrument and Endocrinology** from various companies and institution such as Wyeth, Topley Consulting, SABC Afrikaans Radio, Ministry of Agriculture, Agri Mega Group and Western Cape Education Department.

Mr. Topley has a **Bachelor** degree with Honours in **Business Management**, a **National Diploma in Education** and currently enrolled in **Post-Graduate Diploma in Business Management**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Qualified Medical Technician in Chemical Pathology**, a **Registered Medical Technology Student** and holds a **Professional Development Certificate in Outcomes-Based Assessment Techniques**. He has further delivered innumerable trainings, courses, workshops and seminars globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 27th of September 2026

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Understanding Management Excellence Defining Management Excellence & High Performance • Characteristics of Excellent Managers & Leaders • Moving from Traditional Management to Excellence • Identifying Key Drivers of Organizational Excellence
0930 – 0945	Break
0945 – 1030	The Manager's Role in Achieving Excellence Understanding Modern Management Roles & Responsibilities • Balancing Task, Team & Individual Needs • Creating Accountability for Performance & Results • Leading by Example & Demonstrating Professional Standards
1030 – 1130	Leadership Styles for High Performance Understanding Different Leadership Styles • Applying Situational Leadership Principles • Adapting Leadership Style to Employee Needs • Selecting the Right Approach for Different Workplace Situations
1130 – 1215	Developing a High-Performance Mindset Understanding the Psychology of High Performance • Building a Results-Oriented Management Mindset • Encouraging Initiative, Ownership & Accountability • Overcoming Limiting Beliefs & Negative Attitudes
1215 – 1230	Break
1230 – 1330	Emotional Intelligence for Effective Management Understanding the Components of Emotional Intelligence • Developing Self-Awareness & Self-Management • Recognizing & Managing Employees' Emotions • Applying Empathy & Social Awareness in Leadership
1330 – 1420	Building Credibility, Trust & Respect Establishing Managerial Credibility • Demonstrating Integrity, Fairness & Consistency • Building Trust Through Transparent Communication • Creating Positive Manager-Employee Relationships
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 28th of September 2026

0730 – 0830	Understanding Employee Motivation Exploring the Principles of Human Motivation • Identifying Intrinsic & Extrinsic Motivators • Understanding Individual Differences in Motivation • Recognizing Factors That Reduce Employee Motivation
0830 – 0930	Applying Motivation Theories in the Workplace Understanding Maslow's Hierarchy of Needs • Applying Herzberg's Motivation-Hygiene Theory • Exploring Expectancy & Equity Theories • Translating Motivation Theory into Management Practice



0930 – 0945	Break
0945 – 1100	Identifying Individual Motivational Drivers Recognizing Different Employee Needs & Expectations • Understanding Personality & Behavioral Differences • Identifying What Motivates Different Team Members • Tailoring Motivational Approaches to Individuals
1100 – 1215	Creating an Engaging Work Environment Understanding the Drivers of Employee Engagement • Creating Meaningful & Purposeful Work • Encouraging Employee Participation & Involvement • Strengthening Commitment to Team & Organizational Goals
1215 – 1230	Break
1230 – 1330	Recognition, Reward & Appreciation Understanding the Impact of Recognition on Performance • Designing Meaningful Non-Financial Recognition • Linking Rewards to Performance & Contribution • Avoiding Common Recognition & Reward Mistakes
1330 – 1420	Empowerment & Employee Ownership Understanding the Principles of Employee Empowerment • Delegating Authority & Responsibility Effectively • Encouraging Initiative & Independent Decision-Making • Building Ownership, Accountability & Commitment
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 29th of September 2026

0730 – 0830	Communication for Management Excellence Understanding the Manager's Communication Role • Applying Clear, Concise & Purposeful Communication • Selecting Appropriate Communication Methods • Preventing Misunderstandings & Communication Barriers
0830 – 0930	Active Listening & Effective Questioning Developing Active & Empathetic Listening Skills • Using Open, Closed & Probing Questions • Identifying Employees' Concerns & Expectations • Improving Understanding Through Clarification & Feedback
0930 – 0945	Break
0945 – 1100	Providing Constructive Performance Feedback Understanding the Purpose of Effective Feedback • Giving Positive & Corrective Feedback • Focusing Feedback on Behavior & Performance • Managing Employee Reactions to Feedback
1100 – 1215	Coaching Employees Towards Excellence Understanding Coaching as a Management Tool • Identifying Employee Coaching Needs • Applying a Structured Coaching Process • Developing Employee Capability & Confidence
1215 – 1230	Break
1230 – 1330	Setting Effective Performance Goals Establishing SMART Performance Objectives • Aligning Individual Goals with Team Objectives • Defining Performance Standards & Expectations • Monitoring Progress Against Agreed Targets



1330 – 1420	Managing Underperformance Identifying Causes of Poor Performance • Distinguishing Skill Gaps from Motivation Problems • Developing Performance Improvement Actions • Conducting Constructive Performance Discussions
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 30th of September 2026

0730 – 0830	Characteristics of High-Performing Teams Understanding the Foundations of Team Excellence • Identifying Characteristics of Successful Teams • Establishing Clear Team Purpose & Direction • Creating Shared Responsibility for Results
0830 – 0930	Understanding Team Development Exploring the Stages of Team Development • Recognizing Team Dynamics & Behavioral Patterns • Managing Challenges at Different Team Stages • Accelerating Team Development & Maturity
0930 – 0945	Break
0945 – 1100	Building Collaboration & Teamwork Creating a Culture of Cooperation & Mutual Support • Breaking Down Silos & Improving Coordination • Encouraging Knowledge & Information Sharing • Strengthening Interpersonal Relationships Within Teams
1100 – 1215	Managing Conflict Constructively Understanding Common Sources of Workplace Conflict • Recognizing Different Conflict Management Styles • Applying Effective Conflict Resolution Techniques • Turning Disagreement into Productive Outcomes
1215 – 1230	Break
1230 – 1330	Delegation for Development & Results Identifying What, When & How to Delegate • Matching Responsibilities to Employee Capability • Providing Authority, Resources & Support • Monitoring Delegated Work Without Micromanaging
1330 – 1420	Managing Diverse Teams Recognizing Individual & Cultural Differences • Leveraging Diversity for Better Team Performance • Managing Different Work Styles & Expectations • Creating an Inclusive & Respectful Team Environment
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5: Thursday, 01st of October 2026

0730 – 0830	Creating a Culture of Excellence Defining the Characteristics of an Excellence Culture • Establishing High Standards & Positive Expectations • Reinforcing Desired Behaviors & Performance • Embedding Excellence into Daily Management Practices
0830 – 0930	Managing Change & Maintaining Motivation Understanding Employee Responses to Change • Communicating Change Effectively • Addressing Resistance, Uncertainty & Anxiety • Maintaining Engagement During Organizational Change

0930 – 0945	Break
0945 – 1100	Encouraging Innovation & Continuous Improvement Creating an Environment That Supports New Ideas • Encouraging Employees to Challenge Existing Practices • Applying Continuous Improvement Principles • Learning from Mistakes, Feedback & Experience
1100 – 1215	Managing Stress & Maintaining Resilience Identifying Workplace Stressors & Performance Pressures • Developing Personal & Team Resilience • Managing Workload, Priorities & Competing Demands • Supporting Employees During Challenging Situations
1215 – 1230	Break
1230 – 1315	Measuring & Sustaining High Performance Identifying Relevant Performance Indicators • Monitoring Individual & Team Performance • Using Performance Data for Management Decisions • Recognizing Achievements & Addressing Performance Gaps
1315 – 1345	Personal Leadership Action Plan for Excellence Assessing Personal Management Strengths & Development Areas • Identifying Priority Leadership Behaviors for Improvement • Developing Individual Goals & Action Steps • Creating a Sustainable Commitment to Management Excellence
1345 – 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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