

**REGISTER NOW!**

**PUBLIC PROGRAM**

**flexiEdge Training PLT**  
Shoplot No. 9, Ground Floor,  
Hotel Equatorial Penang,  
1, Jalan Bukit Jambul,  
11900 Bayan Lepas, Penang.  
Tel/ Fax: 604-646 8377

## Breakthrough Leadership: **VUCA!**

(**Volatility, Uncertainty, Complexity & Ambiguity**)  
And how it relates to Strategy, Innovation & Creativity !

23 February 2021 (Tuesday), 9.00 am – 5.00 pm



### Introduction:

You cannot stop events such as the rapid changing market places, and with business advances progressing faster every day, as a leader: How do you anticipate, avoid, resolve or even “save” your organization in this ever changing business landscape? Despite being beneficial at time, changes in external environment (read political, economical, social, technological) have brought with it increased volatility, uncertainty, complexity and ambiguity or, as it’s now known in leadership language as VUCA. Welcome to the new norm called VUCA, or face organizational disaster. Welcome to the new art and style of leadership in the 21st Century.

### Who Should Attend:

This program is prepared for all levels – from junior manager, up & coming managers, senior managers, C-suites, leaders, managers and anyone who has departmental or higher responsibilities, plus identified talent, high potentials and future leaders.

### Objectives/Benefits:

- Realise and Understand the impact of VUCA in today’s dynamic business;
- Seriously examine the VUCA principle in order to apply its practicality;
- Implement unique skills and techniques to lead through VUCA;
- Enhance leadership self-awareness in today’s ever changing world;
- Bring to fore the fullest potential of your team members by using tools and techniques of VUCA;
- Apply the best leadership principles which are inspiring;
- Become an effective and efficient leader in the modern world;
- How to turn VUCA to your advantage;
- Linking VUCA to Strategic Thinking, Innovation & Creativity.

### Methodology:

The course will be delivering through a combination of Metaphoric and Learning-By-Doing approach, where as the participants will be going through various simulation scenario which interact with the subject itself. At each stage, the participants will need to exercise the techniques that been taught and practice them to self-develop their level of skills.

Active learning activities are included to allow participants to engage actively in the learning process. Besides that, leading the participants through these activities will enable better understanding on the concepts. The active learning activities may include:

- Hands-on exercises
- Group discussions
- Case studies
- Interactive storytelling
- Commentary on other companies / industries
- Video presentation

**HRDF Claimable  
Under SBL Scheme\***

*\*Please note that this is a **Public** program. According to HRDF Guidelines, for **Public** program, up until **maximum of nine (9) registered participants** per employer are allowable for training grant claim under SBL Scheme.*

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### Program Outline

#### 21st Century VUCA Leadership

- ✓ VUCA definition, examples and cases;
- ✓ Old versus New: Typical Leadership vs. VUCA Leadership;
- ✓ VUCA Leader: how aware are you?
- ✓ Turning Volatility to Vision;
- ✓ Workshop

#### VUCA: Achieving Understanding out of Uncertainty

- ✓ What are the Factors leading to uncertainty;
- ✓ Team and organization dynamics;
- ✓ How to combat and control uncertainty;
- ✓ Workshop

#### VUCA: Delivering Clarity out of Complexity

- ✓ Complexity versus complication;
- ✓ RACI tool: how to balance and define roles and responsibilities;
- ✓ Think out of the box or break the box: clarity;
- ✓ Rational approach to problem solving and decision making: no more repeat confusions;
- ✓ Workshop

#### VUCA: Realizing Agility out of Ambiguity, and Strategic Implications

- ✓ What is agility?
- ✓ How to use agility to get out of ambiguity?
- ✓ Proactive-ness and Reactive-ness: "strategization" of goals;
- ✓ Workshop;
- ✓ Summary & Next steps

### Course Leader

**Mr Andrew Cheah** has been a trainer and management consultant since 1991, specializing in the areas of performance management, productivity improvement, behavioural change, and leadership. Andrew has trained clients from such diverse industries as banking, insurance, hospitality, sales and distribution, manufacturing, food, property development, government/public services, and higher education. Being tri-lingual (English, Mandarin, and Malay Languages), Andrew has extensive regional exposure in Singapore, United Arab Emirates, Malaysia, China, Thailand, Indonesia and Vietnam. In addition to training, Andrew has guided and provided consulting services to clients, leading to one of them winning the prestigious Malaysian National Productivity Award presented by the previous Malaysian Prime Minister, Tun Dr. Mahathir.

Andrew has also been invited to speak in events such as International Conference on Best Practices, which was graced by senior officials from the Ministry of International Trade and Industry (MITI), sharing the stage with Professor Michael Gregory of the University of Cambridge, Mr Dieter Heyl (2007 Vice President of Mercedes Benz Malaysia), and Dr Marcus Chao, President of Lean China Enterprise Inc.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. At the professional level, Andrew has a certificate in Blue Ocean Leadership Masterclass, as well as Leading Dimensions Profiling Trainer Certification (LDP certified). In addition to being a qualified ISO9000 assessor, his experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York).

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Closing date for registration:  
16 February 2021

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**Investment / Participation Fees**

**RM 318.00 (inclusive 6% SST) per participant**

**REGISTRATION FORM**

**Breakthrough Leadership: VUCA !**  
(Volatility, Uncertainty, Complexity & Ambiguity)  
And how it relates to Strategy, Innovation & Creativity !

Remote  
Online  
Training  
via



**23 February 2021 (Tuesday), 9.00 am – 5.00 pm**

No.	Name of Participant(s)	Designation	*Self-Sponsored? (please tick ✓)
1			
2			
3			
4			
5			

**Registration Submitted By:**

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

Payment: Enclosed herewith Cheque/ Bank Draft (No. \_\_\_\_\_) amounting to RM \_\_\_\_\_ for \_\_\_\_\_ ( ) participant(s), crossed and made payable to

“flexiEdge Training PLT” OR

Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and email us the bank in/ transaction slip to [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my)

***\*For self-sponsored participant(s), registration will only be confirmed if full payment is received before program.***

Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my) or through fax to 04-646 8377.

For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355

**Terms and Conditions**

- Fees are inclusive of soft copy program materials (in pdf) and e-certificate of attendance.
- Program confirmation will be given through email before the program date.
- (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged.  
(b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, **only replacement from the same company is allowed. Participant(s) who registered but does not turn up on training day shall be fully billed. No refund if participant/ replacement does not turn up on the training day.**
- flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

Visit us at [www.flexiedge.com.my](http://www.flexiedge.com.my)

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