

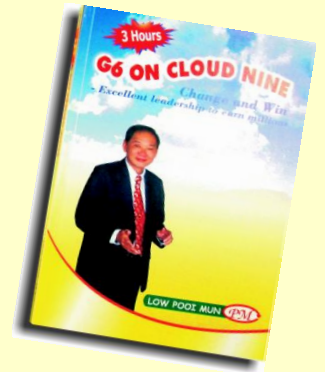


The **A**rt, **S**kills and **K**nowledge (**ASK**) for **TRANSFORMATIONAL CHANGE LEADERSHIP** *Lead, Motivate, Transform & Change(231112)*

Program Developed by P M Low *MSP*

Trainer of Management Best Practices, Consultant, Author

ORIGINAL from
35 years of
hands-on experience



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E-mail : pmlow88@first.net.my www.PMLow.com.my

“ASK” TRANSFORMATIONAL CHANGE LEADERSHIP



DR KNOW

- HE who knows not and knows not he knows not:
He is a fool - shun him;
- HE who knows not and knows he knows not:
He is simple - teach him;
- HE who knows and knows not he knows:
He is asleep - wake him;
- HE who knows and knows he knows:
He is wise - Follow him.

- LADY BURTON.



MODULES

CHANGE

- 1. CALL FOR LEADERS**
- 2. HANDLING TRANSFORMATIONAL CHANGE**
- 3. AREAS TO IMPROVE**
- 4. NEVER FEAR RESISTANCE TO CHANGE**
- 5. GALLOPING FORWARD TO BEYOND PERSONAL BEST**
- 6. ERRORS TO AVOID**



MODULE 1

CALL FOR LEADERS

Challenges of Human-capital And the New Global Economy (CHANGE)

- 1. "WORST FIGHT"**
- 2. Are you affected?**
- 3. Reality or myth?**
- 4. Never give up?**



MY \$UCCE\$\$

EMBARK ON PROGRE\$\$

Prosperity

Respect

Organized livelihood

Goal attainment

Recognition

Endavours

Salient career, happier family

Speedier success, fear of resistance is history



CHANGE
TO
PROGRE\$\$





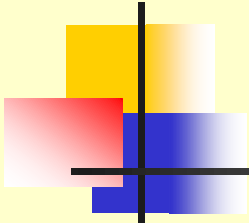
Because of my success

Decided to share
my more than
40 years
of

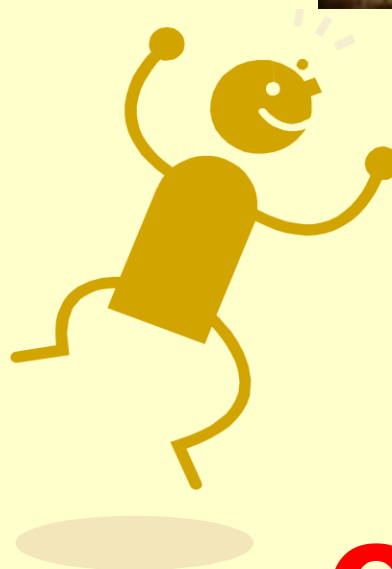
hands-on experience

Through my Training programs
Through my book





TIP FOR TO DAY



**THE
POWER
OF
ONE IDEA**



ASK YOURSELF

**WHAT ARE THE ADVERSE
FACTORS HAPPENING AROUND
THE GLOBE THAT
HAD/HAVE AFFECTED
YOU
AND THE
CURRENT BUSINESS
ENVIRONMENT**



Factors Contributing to the Current Competitive Environment

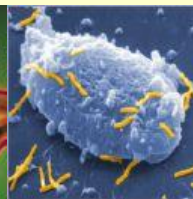
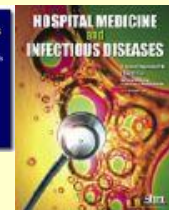
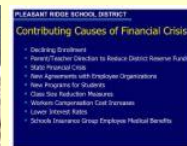
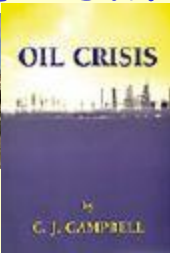
WORST FIGHT WARS
OIL CRISIS/OTHERS
RULES / LAWS CHANGE
SEVERE CLIMATE CHANGE
TRAGEDIES

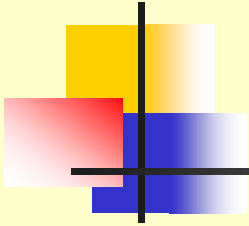
What!!!Oh

Oh no



FINANCIAL CRISIS
INFORMATION COMMUNICATION TECHNOLOGY
GLOBALIZATION
HIGHLY INFECTIOUS DISEASES
TRADE COMPETITION





ASK YOURSELF

WHO ARE AFFECTED?



Are you one of them? Are you affected?

HOUSE INCOME

HOUSE

Housewives

Older generation

Unemployed

Students

Etc





Are you one of them? Are you affected?

INCOME

International Companies

National Companies

Corporations

Organizations

Management

Employees





REALITY or MYTH



HOW PREPARED ARE YOU?

WERE YOU AFFECTED?

ARE YOU AFFECTED?

WILL YOU BE AFFECTED?



HOW PREPARED ARE YOU?

ECONOMIC DOWNTURN and BEYOND
TO FACE
CHANGE !!!

CHANGE

Challenges of

Human-capital

And the

New

Global

Economy





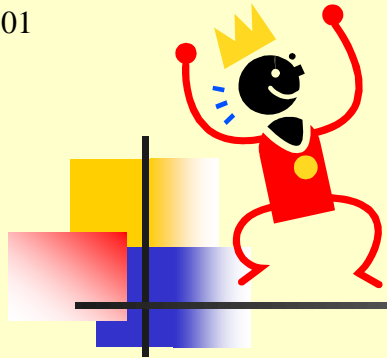
THE POWER OF CHANGE AND WIN

Do you want to
Earn

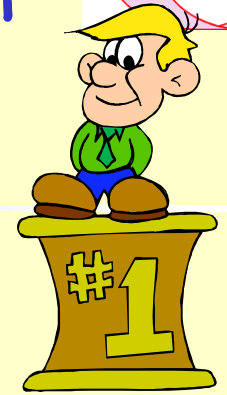
MERITS on your way to **SCHOOL**
and become an

EXCELLENT LEADER,
not just a **LEADER**





DO YOU OR YOUR STAFF WANT POSITIVE ACHIEVEMENT and 'MERITS' IN 'SCHOOL'



MERITS

Moving forward to realize what a dream was once

Excellent Leadership

Responsible personage

Indomitable persona

Tactical high achiever

Self reliance





DO YOU OR YOUR STAFF WANT
 POSITIVE ACHIEVEMENT and
 'MERITS' IN 'SCHOOL'



DO YOU REALIZE THAT (SCHOOL):
 Successful Endeavours/Business

Career Advancement

Happy Family

Organizational Development

Other Unforeseen Circumstances and

Life-long ambition..... depends on how

"LEADERSHIP OF
 TRANSFORMATIONAL CHANGE" is
 managed efficiently?

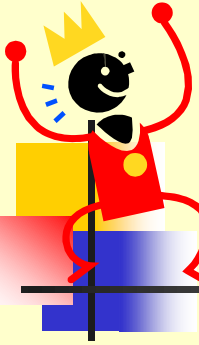




YOUR CHOICE

The bottom line questions are.....

- ✓ **DO YOU WANT TO REMAIN COMPETITIVE?**
- ✓ **DO YOU WANT TO SIGNIFICANTLY INCREASE YOUR SUCCESS RATE?**
- ✓ **DO YOU WANT TO WIN IN THE SHORTEST POSSIBLE PERIOD?**
- ✓ **DO YOU WANT TO DO IT RIGHT THE FIRST TIME?**
- ✓ **DO YOU WANT TO MASTER TRANSFORMATIONAL LEADERSHIP AND THE POWER OF CHANGE AND WIN USING OUR PROVEN CREATIVE TECHNIQUE?**



DO IT RIGHT THE FIRST TIME

THE POWER TO CHANGE AND WIN



A decorative graphic on the left side of the slide, featuring a vertical black line and three overlapping squares: a yellow one at the top, a red one in the middle, and a blue one at the bottom.

WHAT MUST WE DO?

CHANGE!!!

THE MANDATORY
PATHWAY
TO
PROGRESS





01

A decorative graphic in the top-left corner consisting of a black crosshair overlaid on a grid of colored squares: yellow, red, and blue.

WHAT IS THE CRITICAL SUCCESS FACTOR (for Individual)

CULTIVATE
CHANGE CULTURE
TO
ATTAIN SUCCESS

A cartoon illustration of a man in a white shirt and blue pants jumping over several large, colorful arrows (red, blue, green, yellow) that point upwards and to the right. There are also some white clouds around him.



WHAT IS THE CRITICAL
SUCCESS FACTOR (for **Organization**)

FORM

CHANGE SECRETARIAT
TO

CULTIVATE

POSITIVE

WORKFORCE



DO YOU WANT TO LIVE IN PARADISE?



I DISCARDED ALL MY OLD CLOTHINGS

DO YOU WANT TO BE A WINNER?



STOP, LOOK or GO

Your choice





MODULE 2

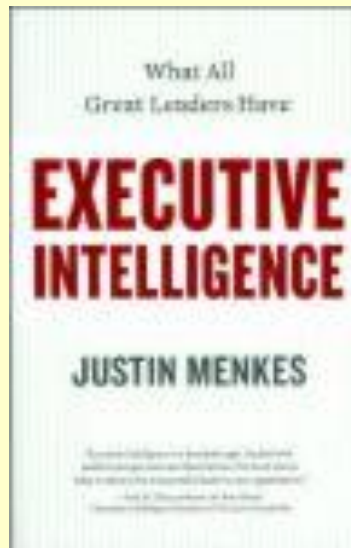
HANDLING TRANSFORMATIONAL CHANGE

COMPREHEND

- 1. What are the mandatory competencies for Transformational leadership?**
- 2. Why are transformational leadership, change management and brilliant communication the inseparable partnership?**
- 3. The 7 essential qualities of Transformational Change Leadership**
- 4. What are planned and unplanned change**
- 5. What are the "SET" causes of change**
- 6. What are the "3Cs" driving forces of change**
- 7. Why must individual and organisation change? Do they have a choice?**



WHEN I AM RECEPTIVE TO CHANGE



“It is not the strongest species that survive nor the most intelligent but the ones most receptive to change.”

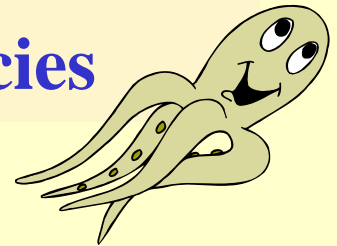
Charles Darwin



MANDATORY COMPETENCIES \$ FOR TRANSFORMATIONAL LEADERSHIP

1

The 8 COMPLETE competencies



Change
Management

Organizing,
Planning,
Delegating

Motivation

Presentation and
Communication

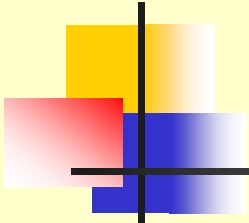
Leadership

Education and
Knowledge management

Team Building

Errors to avoid





DISCUSS



WHY ARE

TRANSFORMATIONAL LEADERSHIP

CHANGE MANAGEMENT

AND

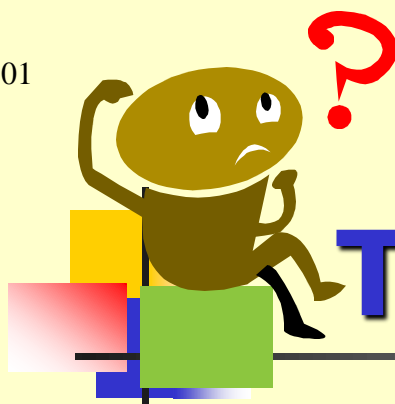
COMMUNICATION

THE INSEPARABLE PARTNERSHIP AND

THE MANDATORY PATHWAY TO

PROGRESS?





THE GOLDEN TRIANGLE

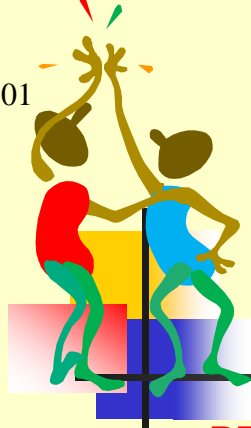
1-))?

LEADERSHIP
Transformational



CHANGE
MANAGEMENT

COMMUNICATION



The essential qualities of Transformational leadership

RICH FEW

Respect/Toughness

Demanding with high standards, tough , persistent and with the aim of being respected (not necessarily popular).

Integrity

Both personal wholeness and sticking to values outside yourself, primarily goodness and truth – this quality makes people trust a leader.

Confidence

Not over-confidence (which leads to arrogance), but with self-confidence which people know whether you have or have not got it.

Humility

The opposite of arrogance, being a listener and without an overwhelming ego

Fairness

Impartial, rewarding/penalizing performance without 'favourites', treating individuals differently but equally.

Enthusiasm

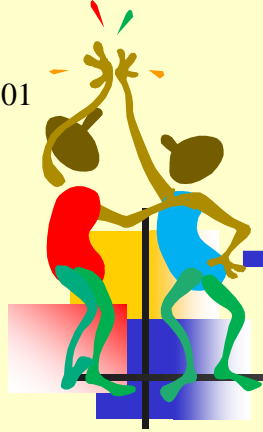
Try naming a leader without it!

Warmth

The hearts as well as the mind being engaged, loving what is being done and caring for people – cold fish do not make good leaders.



01



THE LEADERSHIP TRINITY

The IGP

INDIVIDUAL



GROUP/TEAM

PRODUCTIVITY/TASK



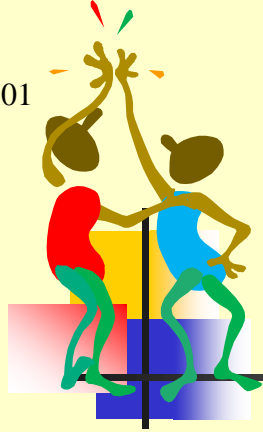
ROAD TO EXCELLENT LEADERSHIP

**LEADERS ARE MADE
NOT BORN**

**GOOD LEADERS
ARE NOT BORN OVERNIGHT**

***EXPERIENCE TO BE ACQUIRED OVER
A PERIOD OF TIME**

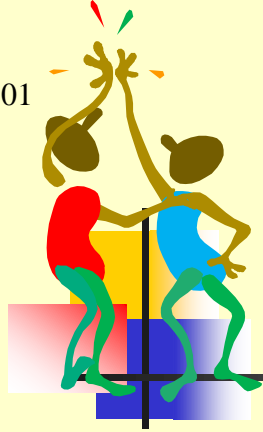
01

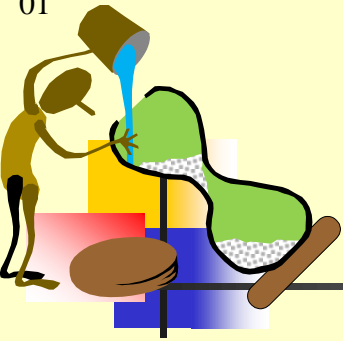




SUCCESSFUL TRANSFORMATIONAL CHANGE LEADERSHIP

How **S**uccessful a
Leader
can **I**nfluence his teams'
Behaviour
to **C**ontribute
POSITIVELY
to **R**esults





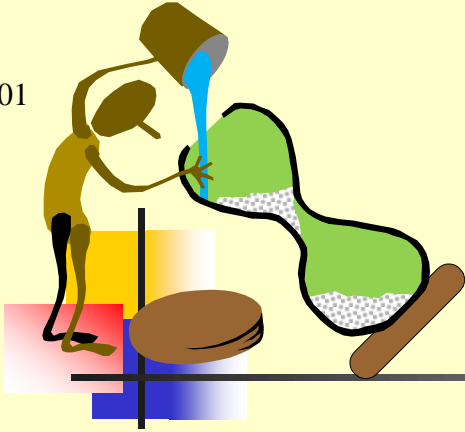
TYPE AND PATTERN OF CHANGE

Planned change

Gradual

Unplanned change

Radical



CAUSES OF CHANGE

SET CAUSES

SOCIAL/CULTURAL/RELIGIOUS/POLITICAL

ECONOMIC CAUSES

TECHNOLOGICAL CAUSES



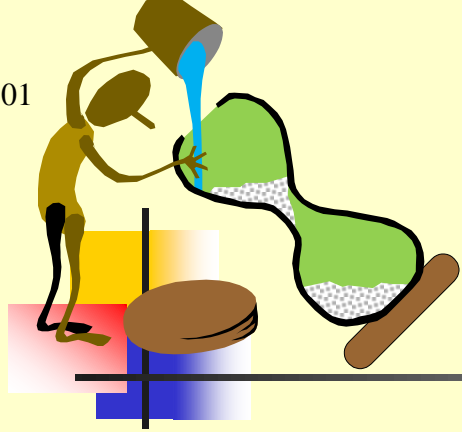
SOURCES OF CHANGE

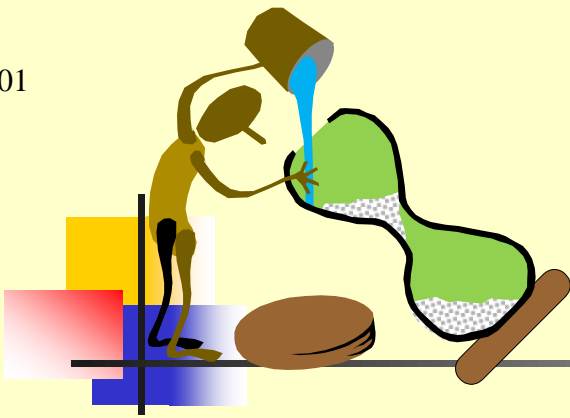
THE 3 Cs

Championing change

Competition

Crisis





WHY CHANGE

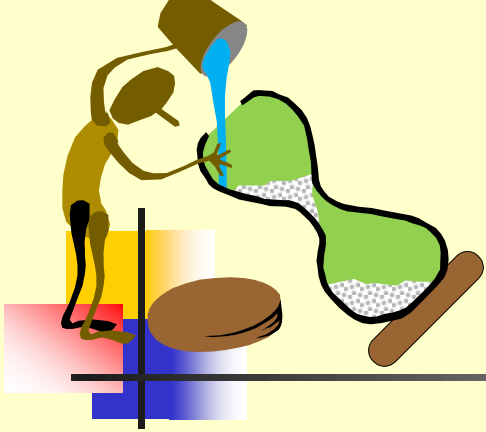
CHANGE TO WAG

WIN

ADVANCE

GROW

(Gallop ahead of others)

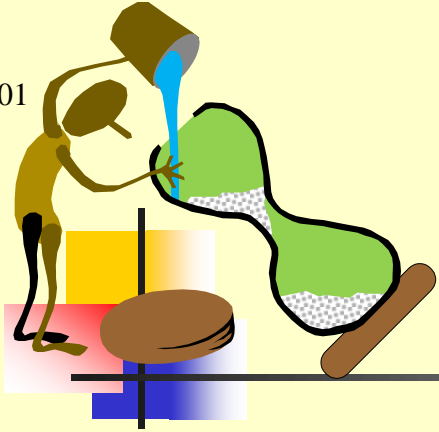


Why must individual and organization change?

**Do you have a choice?
Your opinion!!!**



01



WHAT MUST WE DO?

BE PREPARED

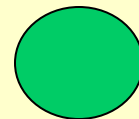
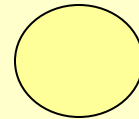
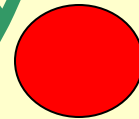
CHANGE!!!

THE MANDATORY

PATHWAY

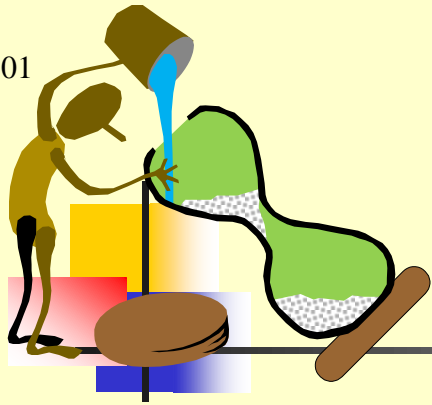
TO

SUCCESS

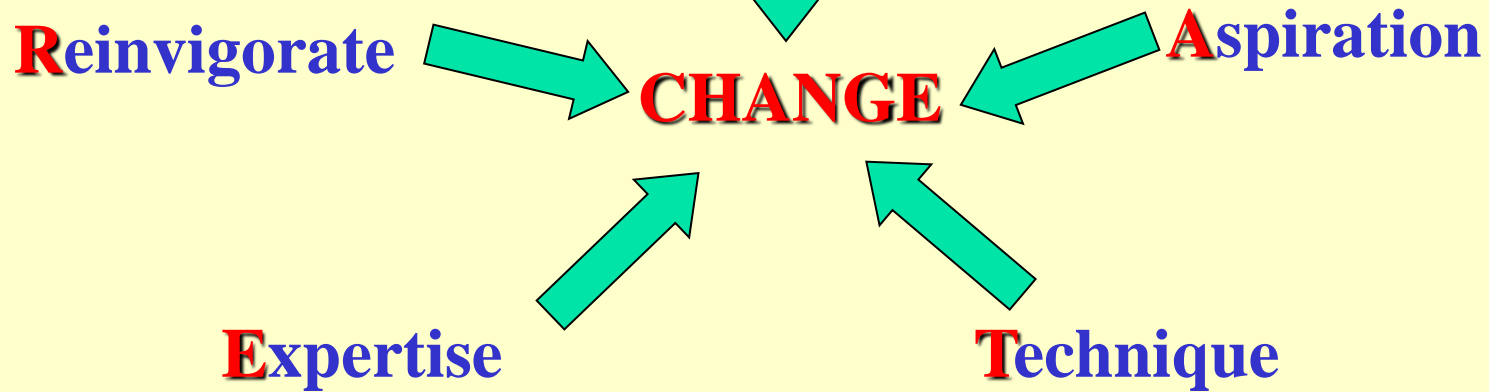




CHANGE MODEL – **CATER** PEOPLE DIMENSION




Consciousness





01



WHAT IS THE CRITICAL
SUCCESS FACTOR (organization)

FORM

CHANGE SECRETARIAT
TO

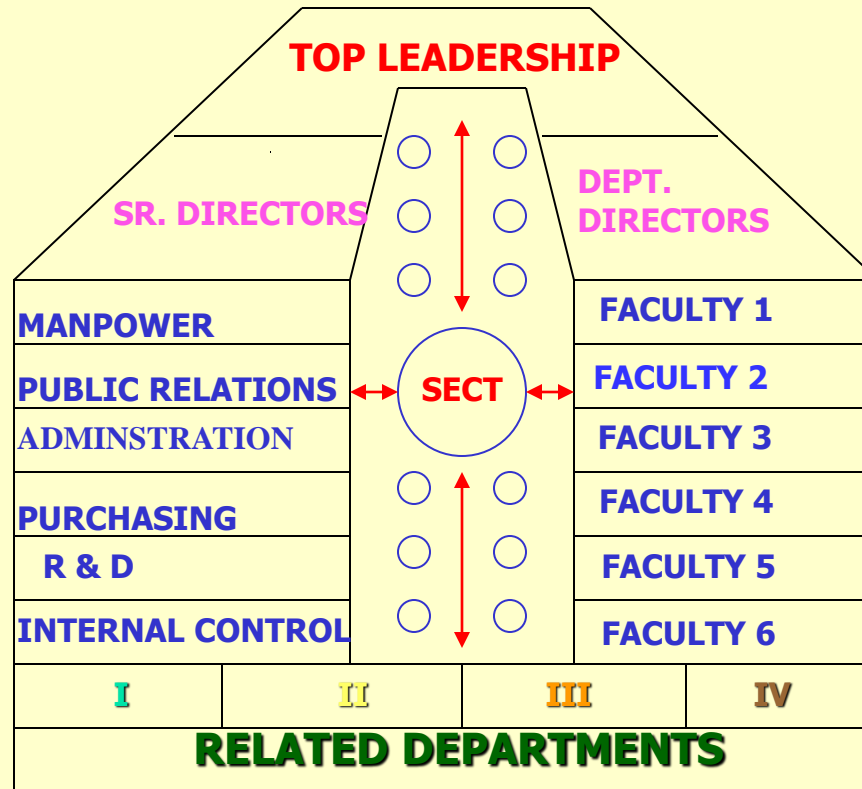
CULTIVATE

POSITIVE

WORKFORCE



ORGANIZATION CHANGE SECRETARIAT





HOW CAN THEY CONTRIBUTE

EAT

EXPERTISE

ATTENTIVE

TEAM SPIRIT



ORGANIZATION

(TOP MANAGEMENT SUPPORT)

MORE

MORAL SUPPORT

OTHER NEEDS

RINGGIT

EMPLOYEE'S NEEDS





ADVANTAGE OF CHANGE SECRETARIAT

TACKLES

Team performance - perk up

Articulate and systematic approach

Communicate plans-centralization

Knowledge enhancement

Leading to success after success

Envisage result satisfaction

Speed with reduced resistance



DISCUSS

**WHY IS "CHANGE MANAGEMENT"
THE
MANDATORY PATHWAY
TO PROGRESS?**



STOP, LOOK or GO

Your choice



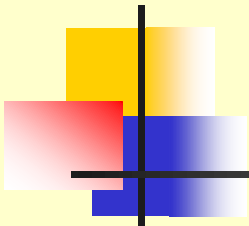


MODULE 3

AREAS TO IMPROVE

The **8** **COMPLETE** MANDATORY COMPETENCIES

1. **C**HANGE MANAGEMENT AND TRANSFORMATION
2. **O**RGANIZING, PLANNING, BRIEFING, DELEGATING, REVIEW
3. **M**MOTIVATION
4. **P**RESENTATION AND COMMUNICATION
5. **L** LEADERSHIP
6. **E** EDUCATION AND KNOWLEDGE MANAGEMENT
7. **T** TEAM MANAGEMENT
8. **E** ERRORS TO AVOID



QUOTES

The biggest room we have is the room for improvement. There's always something we can do better, do more often, or do with different intensity.

*David Cottrell,
author of Monday Morning Mentoring*



ASK YOUR SELF



**WHAT ARE YOUR
OBJECTIVES
IN LIFE?**



OBJECTIVES IN LIFE

WIFE

WORK –

-CAREER OR BUSINESS

SUCCESS/SATISFACTION

INTEREST

-PAST-TIME, SOCIAL

RESPONSIBILITY

FAMILY

-LIFE-LONG COMMITMENT

HAPPINESS, CONTENTMENT

ENDEAVOUR -NEXT/FUTURE GOALS

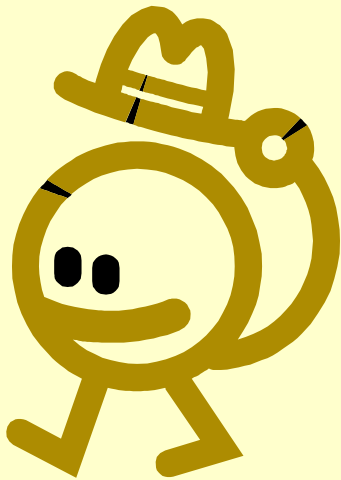
YOU WISH TO ACCOMPLISH





The Winning Touch for Leaders

MANDATORY DIRECTION

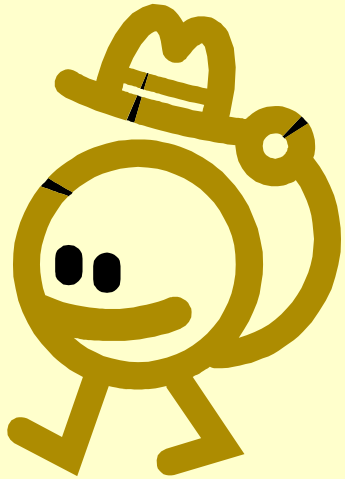


PR

**WINNERS CIRCUIT
FOR
EXCELLENT LEADERSHIP**



The Winning Touch for Leaders



BOTH SIDES OF THE DIVIDE

PROMISE!!!



The Winning Touch for Leaders

RESPECT

Roles and responsibility

Educate /teach

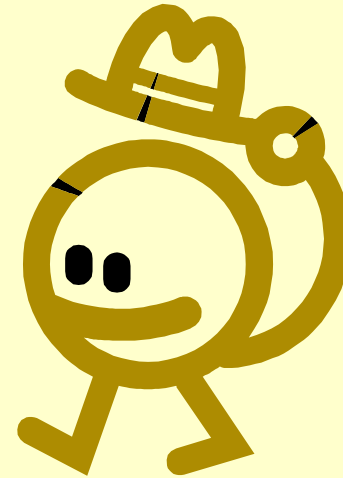
Solve problems

Personality/keep promise

Energised (staying power)

Caring/people first/truth worthy

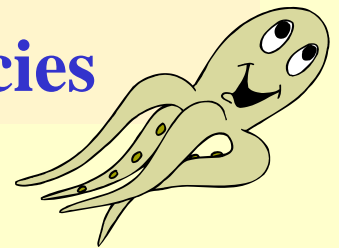
Trade skill/tactful



MANDATORY COMPETENCIES \$ FOR TRANSFORMATIONAL LEADERSHIP

1

The 8 COMPLETE competencies



Change
Management

Organizing,
Planning,
Delegating

Motivation

Presentation and
Communication

Leadership

Education and
Knowledge management

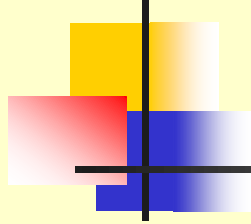
Errors to avoid

Team Building





MANDATORY COMPETENCIES\$



COMPLETE

- Change Management
- Organizing, Planning, Delegating
- Motivation
- Presentation and Communication
- Leadership
- Education and Knowledge management
- Team Building
- Errors to avoid





IMPORTANCE OF PERSONAL BRANDING

Personal Branding

REAPS you

Recognition as an authentic Leader

Effective way to broadcast who you are

Answers to doubts about you

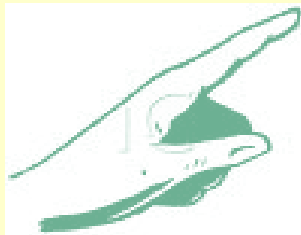
Professional approach to your work

Support

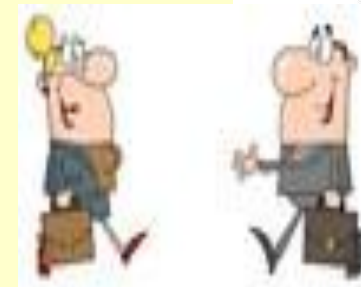


IMPORTANCE OF PERSONAL BRANDING

Who is he?
What is his forte?
Why should I listen
to him?



Who am I?
Can they recognize my specialties
and RESPECT me as a leader?





DISCUSSION

**ARE MANAGEMENT AND
LEADERSHIP THE
SAME?**



LEADERSHIP AND COMMUNICATION QUOTE

“Management is the efficiency of climbing the ladder of success. Leadership determines whether the ladder is leaning against the right wall.”

Stephen Covey,

Author of The 7 Habits of Highly Effective People



TO REMAIN COMPETITIVE

KIT\$



KNOWLEDGE AQUISATION

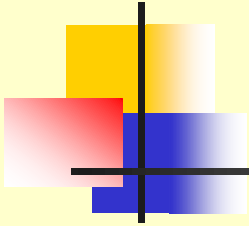


INFORMATION AVAILABILITY

TECHNOLOGICAL ADVANCEMENT

\$PEED





ICI

Initiative
Creative
Innovative

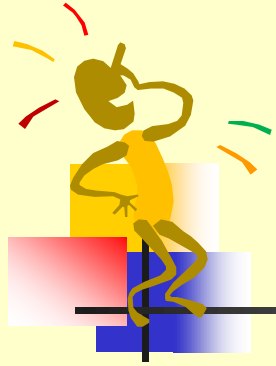




STOP, LOOK or GO

Your choice

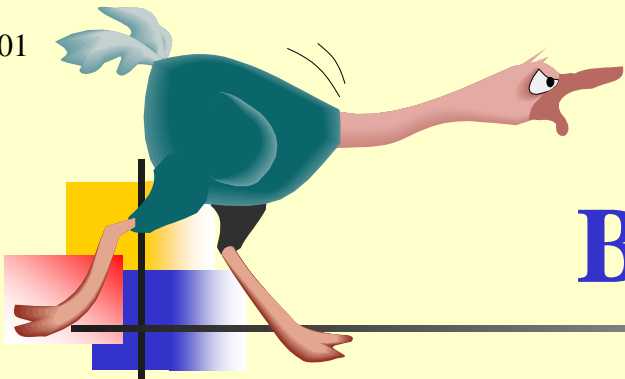




MODULE 4

NEVER FEAR RESISTANCE TO CHANGE

- 1. CAN HUMAN BEING CHANGE?**
- 2. WHY DO PEOPLE RESIST CHANGE?**
- 3. WHEN CHANGE IS MOST ACCEPTABLE**
- 4. FEAR IS "HISTORY"**



CAN HUMAN BEING CHANGE?

**CAN YOU ADAPT IF INFUTURE THERE
ARE NO LAND TO LIVE IN, INSTEAD
YOU HAVE TO LIVE ON THE.....**

SEAS

SECURITY / SAFETY

ENVIRONMENT CHANGED

ATTITUDE / BEHAVIOUR

SEEK CHANGE





Why do people resist Change?

CHANGE RESISTANCE

CHANGE

Communication – inadequate

Habit/work pattern/norm – interrupted

Alternative proposals – I want my point
accepted

No reason – simply resisting

Group influencing resistance

Easily satisfied – not interested in progress



Why do people resist Change?

RESISTANCE

Religious/ culture/ethnic related issues

Excessive work pressure if agree to change

Secure/comfort zone – reluctant to move out

I'll loose prestige – fear of loosing face

Senior employee – old methods are better

Timing – unfavourable in conducive

Advantage – fear of being exploited

New – no experience, fear of failure

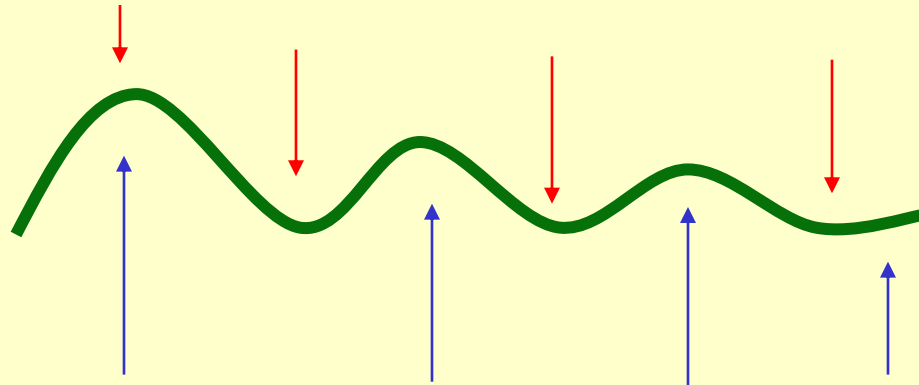
Common goal – not important to him

Easier or more difficult job? – not clear



FORCE FIELD ACTIVITY

RESISTANCE FORCE



ACHIVEMENTS

DRIVING FORCE



CONDITIONS WHEN CHANGE IS MOST ACCEPTABLE

UNDERSTAND

UNDERSTOOD / COMPREHEND

NOT THREATENED SECURITY

DIRECT SHARED BENEFITS

ENCOURAGED BY SERIES OF SUCCESS

REWARDS

SUPERVISED / WELL-LED/WELL PLANNED

TRAINED FOR IMPROVEMENTS

ARTICULATE APPROACH, PARTICIPATIVE AND HELP TO CREATE.....

NEW ON THE JOB

DECISION / PLANNING (INVOLVED)



STOP, LOOK or GO

Your choice





MODULE 5

GALLOPING FORWARD TO BEYOND PERSONAL BEST

HOW TO
“GALLOP”
AND STAY
“FOCUSED”



GALLOPING AHEAD OF OTHERS

Know your.....

OBJECTIVES

OBJECTIVES IN LIFE

BEST PRACTICES AND TECHNIQUES

JOB REQUIREMENTS

ENDEAVOURS AND KNOWLEDGEMENT MANAGEMENT

CLIENTS AND SUPPORTERS

TRADE COMPETITORS

INVESTIGATION AND PREPARATION

VISIONS AND VALUES OF YOUR ORGANIZATION

ENVISAGE END RESULTS

SPEED





GALLOPING AHEAD OF OTHERS

GALLOP ^a

GOALS

ATTITUDE/DETERMINATION

LIFE LONG LEARNING

LEADERSHIP/SUPPORT

OPPORTUNITY

PREPARED

COMPLETE

CHANGE MANAGEMENT

ORGANIZING AND PLANNING

MOTIVATION

PRESENTATION/COMMUNICATION SKILLS

LEADERSHIP AND HUMAN RELATIONS

EDUCATION AND KNOWLEDGE MANAGEMENT

TEAM BUILDING

ENVISAGE TRADE SKILLS

BASIC

BEHAVIOUR

ARTICULATE APPROACH

SALES POINTS (USP)

IMPROVISE TACTIC

CONVINCE/WIN OVER





LOOKING BACK

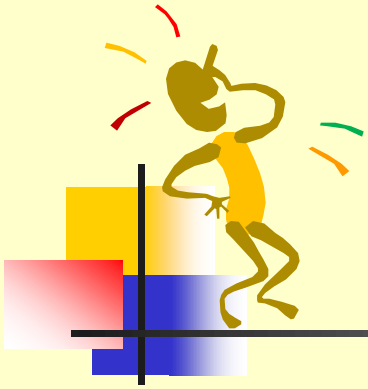
**WHAT
IS YOUR
BIGGEST MISTAKE?**



STOP, LOOK or GO

Your choice





MODULE 6

ERRORS TO AVOID

ERRORS ARE EXPENSIVE

WHAT ARE THE ERRORS TO AVOID



COSTLY MISTAKES

PROCRASTINATE

Postpone or not making decisions at all

Respect/promise – not considered

Organized/ articulate approach – not systematic

Communication inadequate

Responsibility – do not practice passing the buck /follow instruction to the letter

Avenues/support – not properly mapped or planned

Speed – procrastination is the thief of time

Technique/knowledge/educate – must acquire or practice

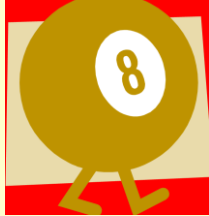
Investigate/research – to avoid wrong planning/decision

No initiative/determination/objective vs blindly follow – sure failure

Attitude/I'll show you/malicious objectives/resentment – back fire

Terror of errors – retard growth

End result/vision – gauging response and performance



DON'T BLAME BAD LUCK

.....IS WHEN YOU ARE
NOT WELL PREPARED
WHEN OPPORTUNITIES
KNOCK AT THE DOOR





BASIC IDEALS FOR CHANGE LEADERSHIP

STAY FOCUSED

Fear

Organized/objective and action

Competencies

Understand/education

Support/communication

Expedite and expedient action

Discipline/determination





STOP, LOOK or GO

Your choice





01



REWARD

PHENOMENAL

WIN, WIN, WIN

AND WIN



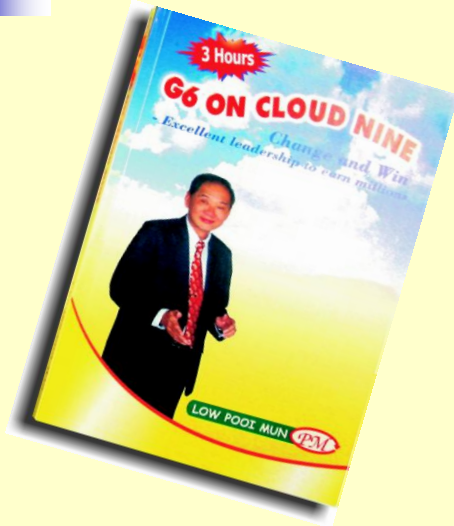
STOP, LOOK or GO

Your choice





SAYONARA



BEST WISHES
AND
THANK YOU

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