



ThinkShift: Leading with Clarity, Agility & Impact

This highly interactive 2-day program equips Team Leaders, Supervisors, and Managers with the mindset and tools to think differently, lead effectively, and act decisively in today's fast-changing workplace. Grounded in modern leadership practices such as emotional intelligence, real-time problem solving, and experiential learning, participants will engage in simulations, peer coaching, and applied workplace scenarios. The program focuses on shifting from reactive thinking to intentional, strategic, and people-centered leadership, enabling participants to immediately translate insights into actionable workplace practices. To develop leaders who can critically analyse situations, adapt their thinking, and apply transformative leadership approaches to improve team performance, decision-making, and workplace outcomes through practical, real-world application.

Learning Outcomes

- Remember key principles of transformative and adaptive leadership
- Understand the impact of mindset, biases, and emotional intelligence on decision-making
- Apply structured thinking tools to real workplace challenges
- Analyze team dynamics, problems, and leadership scenarios critically
- Evaluate alternative strategies and leadership approaches for effectiveness
- Create actionable leadership plans to drive team performance and change



**Trainer
Cheryll Anne
Anthony Dass**

Cheryll brings over nine years of corporate experience in Learning & Development, having worked across multinational and international organizations. She has developed strong expertise in end-to-end L&D processes, from needs analysis and program design to execution and evaluation, consistently aligning learning strategies with business goals to deliver measurable impact. In the past two years, she has expanded her portfolio as a freelance trainer, partnering with clients across diverse industries. This experience has strengthened her adaptability and enhanced her ability to design and deliver learner-centric solutions tailored to different organizational contexts. Passionate about people development, Cheryll focuses on Leadership, Personal Development, and Learning & Development. She remains highly relevant in today's evolving training landscape by combining structured corporate rigor with agility, customization, and a human-centered approach to create meaningful and impactful learning experiences.

→ Modules

- Module 1: The Leadership Thinking Shift
- Module 2: Thinking Under Pressure
- Module 3: Emotional Intelligence in Action
- Module 4: Thinking Tools for Leaders
- Module 5: Leading High-Performance Thinking
- Module 6: Coaching & Influencing Skills
- Module 7: Strategic & Innovative Thinking
- Module 8: Action Planning & Commitment

BOOK IN A QUICK CALL

→ +6019 572 0449



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www.knowledge-evo.com

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1. Overview:

This highly interactive 2-day program equips Team Leaders, Supervisors, and Managers with the mindset and tools to think differently, lead effectively, and act decisively in today's fast-changing workplace. Grounded in modern leadership practices such as emotional intelligence, real-time problem solving, and experiential learning, participants will engage in simulations, peer coaching, and applied workplace scenarios. The program focuses on shifting from reactive thinking to intentional, strategic, and people-centered leadership, enabling participants to immediately translate insights into actionable workplace practices. To develop leaders who can critically analyse situations, adapt their thinking, and apply transformative leadership approaches to improve team performance, decision-making, and workplace outcomes through practical, real-world application.

2. Learning Outcomes:

Upon completion of this one-day training program, participants will be able to:

- Remember key principles of transformative and adaptive leadership
- Understand the impact of mindset, biases, and emotional intelligence on decision-making
- Apply structured thinking tools to real workplace challenges
- Analyze team dynamics, problems, and leadership scenarios critically
- Evaluate alternative strategies and leadership approaches for effectiveness
- Create actionable leadership plans to drive team performance and change

3. Target Audience:

- Administrative employees, Executive, Supervisors, Team Leader, Section Head

4. Location:

- Petaling Jaya, Selangor

5. Course Outline:

DAY ONE

9:00am – 10:30am

Module 1: The Leadership Thinking Shift

- Fixed vs Growth Mindset in Leadership
- Reactive vs Proactive Thinking Patterns
- Mental Models & Leadership Assumptions
- Common Thinking Traps (e.g. overgeneralization, assumptions)
- Self-Awareness as a Leadership Foundation
- Activity: Leadership Reality Check Poll + Debrief, Personal Leadership Reflection Canvas

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

Module 2: Thinking Under Pressure

- Decision-Making in Uncertainty
- Cognitive Biases (confirmation bias, anchoring, etc.)
- Structured Thinking Models (e.g. OODA Loop, FAST Thinking)
- Prioritization Under Time Pressure
- Risk vs Speed Trade-Off
- Activity (Simulation): "The 10-Minute Crisis", Rapid Decision-Making Drills service delay

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm

Module 3: Emotional Intelligence in Action

- Self-Awareness & Emotional Triggers
- Self-Regulation Techniques
- Empathy in Leadership
- Social Awareness & Team Climate
- Managing Difficult Conversations
- Activity: Trigger Mapping Exercise, Role Play: Difficult Conversations

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5.00pm

Module 4: Thinking Tools for Leaders

- Root Cause Analysis (5 Whys, Fishbone)

4:00pm – 5.00pm

Module 4: Thinking Tools for Leaders (continue)

- Problem Framing vs Problem Solving
- Systems Thinking Basics
- Reframing Techniques
- Decision Trees & Structured Analysis
- Activity: Case Clinic: Solve Real Workplace Problems, Group Problem-Solving Lab

DAY TWO

9:00am – 10:30am Module 5: Leading High-Performance Thinking

- Characteristics of High-Performing Teams
- Psychological Safety & Trust
- Motivation & Engagement Drivers
- Accountability vs Ownership
- Team Thinking Patterns & Group Dynamics
- Activity: Team Simulation Challenge, Team Dynamics Mapping Exercise

10:30am – 11:00am Coffee Break

11:00am – 1:00pm Module 6: Coaching & Influencing Skills

- Contact centre vs branch vs digital
- Customer frustration from repetition & delays
- Activity: Omnichannel Simulation: Same complaint handled across: Call, Email, Live chat, Social media

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm Module 7: Strategic & Innovative Thinking

- Big Picture & Systems Thinking
- Strategic vs Operational Thinking
- Introduction to Design Thinking
- Creativity & Idea Generation Techniques
- Future-Focused Leadership & Adaptability
- Activity: Future of Work Scenario Lab, Innovation Sprint (Design Thinking Lite)

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5.00pm Module 8: Action Planning & Commitment

- Translating Learning into Action
- Habit Formation & Behaviour Change
- Personal Leadership Branding
- Setting SMART & CLEAR Goals
- Accountability & Continuous Improvement
- Activity: Personal Leadership Blueprint (90-Day Plan), Peer Feedback & Accountability Partner Setup

6. Certificate:

- Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program

7. Registration Method:

- Online: <https://knowledge-evo.com/index.php/events2/>
- Contact our office: +6019 572 0449 or Email: enquiry@knowledge-evo.com

8. Course Fee & HRD Corp Claimable:

- RM1800 per pax (inclusive of 8% SST)
- HRD Corp Claimable - Yes
- 5% Group discount is available - min 3 pax.

9. Training Date:

- 29 & 30 June 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 20 & 21 July 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 19 & 20 August 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)

REGISTRATION FORM

Program Name			
Company Name			
Address:			
Tel & Extension No (if any):		Email:	
Participant Name #1			
Designation:		Email:	
Participant Name #2			
Designation:		Email:	
Participant Name #3			
Designation:		Email:	

The JD14 Form/ Invoice should be directed to Mr/ Ms (Dept):

Name of Authorizing Manager:			
Tel & Extension No (if any):		Email:	
Designation:		Department:	
Signature:		Company Stamp:	

Please make your cheque payable to: Knowledge Evolution Sdn Bhd | MAYBANK 5123-5231-7482

*Please indicate the invoice number in the reference section for online transfers and send the bank in slip receipt to WhatsApps +6019 572 0449 or email: enquiry@knowledge-evo.com

NOTE:

- 1.Date & venue of seminar subject to change.
- 2.Payment must be made 14 days before the training date.
- 3.Registration cancelled 14 days prior to the event is subject to RM100 service charge per participant.
- 4.No refunds for notice received less than 14 days prior to the event. A substitution may be made at any time at no extra charge.
- 5.Program content may change subject to revision by our consultants from time to time.
- 6.Full fee is required with your registration. 5% Group discount is available - min 3 pax.