

# THE FIRST-TIME MANAGER

BUILDING CONFIDENT, EFFECTIVE &  
FUTURE-READY LEADERS

**KUALA LUMPUR**

**23 - 25 JUNE 2026**

Facilitated by  
**World Class Speaker, Author  
& Professional Skydiver**

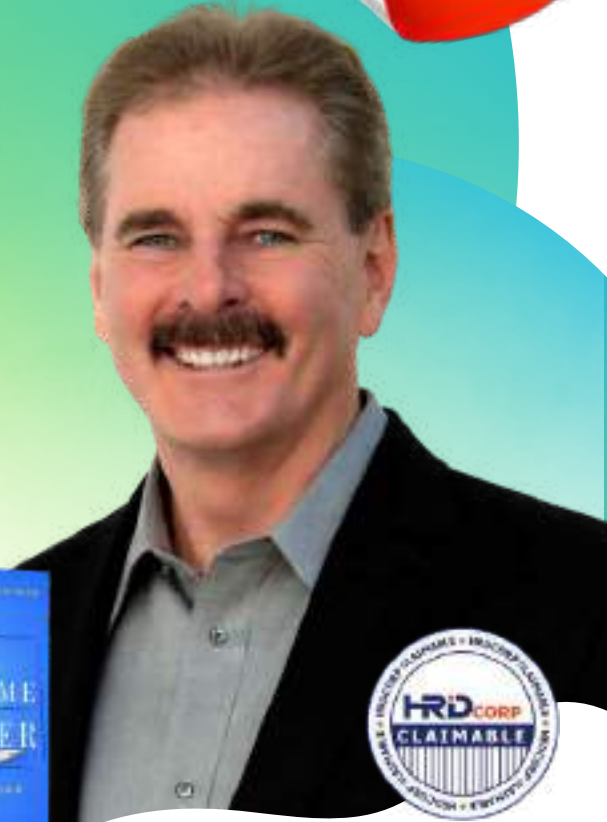
*Jim McCormick*

Author & Co-Author of:  
**The First-Time Manager**  
(Published by HarperCollins. 7th ed.)

**The Power of Risk**  
(Second edition, published by Armin Lear Press)



Amazon



HRDC CLAIMABLE\*

**100%**

\*T&C'S APPLY

## Rave Reviews

"Jim brings about a down-to-earth approach on how to be an effective manager. The main strength of this event would be the content itself. Kudos to Kexxel for bringing over such a good speaker."

- **Damaris Kiat, Public Affairs & Policy Manager, Pfizer (Malaysia)**

"Jim has tremendously changed my perception on being a manager and a leader. Thanks to Kexxel Group for providing a wonderful and insightful training on Leadership."

- **Muhammad Al-Amin Bunyamin, Manager, Telekom Malaysia Berhad**

"Jim's presentation was clear and very objective. Effective role play session was the main strength of this event. Kexxel Group was very good and professional in coordinating this event. I like that he helped us to work on whatever we're facing back at work, so the exercises were really good."

- **Rue-Hann Lim, People & Organisation Learning Specialist, Maxis Broadband**

"Jim was awesome. Kexxel Group, please keep up the good work!"

- **Sri Shanker, Services Leader, Trane Qatar UC**

"Jim McCormick set the stage for all of us to become stronger individuals in every aspect of our careers. By applying the principles Jim put forward we will experience tremendous success in our professional lives and as an organization."

- **Al Bolles, Ph.D., Senior Vice President, Pepsico Beverages and Food**

"Sometimes our talented technologists are not naturally suited to manage well. Jim artfully presented them with the insights and information they need to become effective managers. Some of our team members who were thinking about giving up their management responsibilities are now excited about applying what they learned."

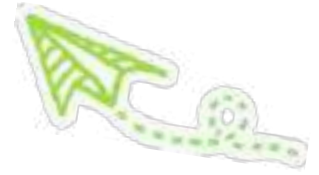
- **Lee Hayward, Chief Learning Officer, Flextronics International**

"The most important thing is the one-on-one, face to face method which I will implement in my work. I know that I can create 100% team chemistry within my team. You must participate and bring all the modules back to the office to be implemented. Jim is a very good speaker, very honest, straightforward and very calm. Well executed event by the well-known Kexxel Group."

- **Mohd Zayed Bin Bahari, Manager Area 1, Telekom Malaysia Berhad**

# DAY ONE

## MANAGEMENT ESSENTIALS



Day 1 will focus on the basics of management and how you can set yourself up for success.

We then move on to core concepts that will elevate your team's performance.

We will finish the day learning about how to effectively work with your most important asset – your people.

### SESSION 1 OVERVIEW OF MANAGEMENT

- The shift in mindset: do'er → leader
- The 8 core responsibilities of a manager
- Common pitfalls for first-time managers
- The 4 types of decision making
- Management vs leadership
- The 5 types of Employees
- Why traditional management no longer works



#### ROLE PLAY

##### Leadership vs Management

### SESSION 2 STRUCTURING YOUR TEAM FOR SUCCESS

- Determining your team's core mission
- Structuring your organization
- The ideal span of control
- Your primary management tool
- Avoiding the most common management mistake
- Clarifying roles & expectations



#### ROLE PLAY

##### Delegating Responsibility Without Authority

### SESSION 3 HIRING AND BUILDING A HIGH-PERFORMANCE TEAM

- Writing effective job descriptions
- Interviewing for attitude and capability
- The two most important traits in employees
- Hiring mistakes managers make



#### SIMULATION EXERCISE

##### Interview Scenario

### SESSION 4 MANAGING FORMER PEERS & BUILDING CREDIBILITY

- The basics of effective management
- Creating a High-Performance Team
- Establishing authority without damaging relationships
- Building trust with your team
- Leading without micromanaging
- Setting performance expectations early



#### REVIEW OF DAY 1

#### WHY YOU SHOULD ATTEND

What's a rookie manager to do? Faced with new responsibilities, and in need of quick, dependable guidance, novice managers can't afford to learn by trial and error. **The First-Time Manager is the answer, dispensing the bottom-line wisdom you need to succeed.** This course covers essential topics such as leadership, motivation, managing time, dealing with superiors, hiring and firing, and much more.

Packed with immediately usable insight on everything from building a team environment to conducting performance appraisals, The First-Time Manager remains the ultimate guide for anyone starting his or her career in management.

Every organization's most valuable asset is their people. The companies that can attract and keep the best people will be most successful. If you become known as a person who can make your team more effective through talented management, **you will be correctly seen as a high value employee.** This course will give you countless insights into how to be a better manager and leader.

#### WHO SHOULD ATTEND

- **Team leaders & supervisors** who have recently moved into a management role.
- **Experienced managers** who would like to improve their management skills.
- **Individuals** who want to make themselves more attractive as management candidates.

#### INTERACTIVE EXERCISES & ACTIVITIES

- Persuading by Encouragement vs Control
- Conducting a Performance Improvement session
- Determining Your Team's Core Mission
- Using the 4 Types of Decision-Making
- Practicing Effective Delegation & many more..

#### PROGRAMME SCHEDULE

<b>0830</b>	Registration & Welcome snacks
<b>0900</b>	Workshop commences
<b>1015</b>	Morning break
<b>1245</b>	Lunch
<b>1500</b>	Afternoon break
<b>1700</b>	End of day

## DAY TWO

### LEADING AND MANAGING PEOPLE



Day 2 starts with working on motivating your team and helping them improve professionally then turn to a focus on how you can be more effective.

We then explore more advanced concepts for you to work on as you get more comfortable as a manager.

#### SESSION 5 MOTIVATING AND DEVELOPING YOUR TEAM

- Proactive Talent Management
- Motivating your team
- Encouraging initiative and innovation
- Building confidence in employees
- Conducting Performance Appraisals



##### ROLE PLAY

Conducting a Performance Review

#### SESSION 6 HANDLING DIFFICULT CONVERSATIONS & PERFORMANCE ISSUES

- A powerful Performance Improvement Tool
- Addressing poor performance early
- Giving constructive feedback
- Disciplining employees professionally
- When termination becomes necessary



##### ROLE PLAY

Having Difficult Conversations

#### SESSION 7 BECOMING AN EFFECTIVE MANAGER

- Delegating effectively
- Avoiding the perfectionism trap
- Managing your time and priorities
- Managing your boss
- Communicating with influence
- Overcoming resistance to change



##### SIMULATION EXERCISE

How to Effectively Delegate

#### SESSION 8 ADVANCING AS A MANAGER

- Secrets to continuing to advance
- Distinguishing yourself as a Leader
- Promoting your brand without offending



##### REVIEW OF DAY 2

“

As a manager you need to play many roles - coach, standard setter, performance appraiser, teacher, motivator, visionary, and so forth.”

## DAY THREE

### MODERN LEADERSHIP & STRATEGIC THINKING

Day 3 starts with exploring how emerging technologies like AI are transforming the workplace.

You will also focus on building self-awareness, strengthening personal leadership effectiveness, and developing strategic thinking to drive innovation and meaningful action.

#### SESSION 9 LEADING IN A MODERN WORKPLACE

- Utilizing AI as a manager
- Managing hybrid teams
- Leading remote employees
- Running effective hybrid meetings



##### DISCUSSION

How AI is Changing Management

#### SESSION 10 SELF-AWARENESS & RISK PROFILES

- Finding your Leadership Style
- Creating & taking advantage of opportunities
- Discovering your Risk Profile
- Overcoming Resistance
- Personal Processing Styles
- Managing reactions under pressure
- Recognizing team dynamics



##### ACTIVITY

- Personal Leadership Style Assessment
- Whats your Personal Risk Profile?

#### SESSION 11 INFLUENCE, PERSUASION & TEAM CULTURE

- Persuading colleagues and stakeholders
- Creating psychological safety in teams
- Expanding team comfort zones
- Encouraging constructive innovation



##### ACTIVITY

- Influence Mapping Activity
- How To Use Your Talents Well!

#### SESSION 12 THINKING STRATEGICALLY AS A MANAGER

- Moving from tactical to strategic thinking
- Identifying improvement opportunities
- Driving innovation within teams
- Turning insights into action



##### ACTIVITY

- How Do You Fuel Constructive Innovation?
- Develop a Personal Leadership Action Plan



##### PROGRAM REVIEW



## MEET YOUR FACILITATOR

# Jim McCormick



### Author & Co-Author of:

- **The First-Time Manager**, HarperCollins. (7th ed.)
- **Business Lessons from the Edge:** Learn How Extreme Athletes Use Intelligent Risk Taking to Succeed in Business, McGraw Hill. (2009)
- **The Power of Risk:** How Intelligent Choices Will Make You More Successful, Armin Lear Press (2<sup>nd</sup> ed.)
- **Body Language Sales Secrets:** How to Read Prospects and Decode Subconscious Signals to Get Results and Close the Deal (2017)

Jim is a noted author, Founder and President of the **Research Institute for Risk Intelligence**, and a World Record skydiver. He has been a full-time advisor to organizations and an executive coach since 1996. His clients include Accenture, Bank of America, FedEx, Hewlett-Packard, PepsiCo, and Verizon.

Jim's practice focuses on helping organizations become more competitive and innovative **one effective employee at a time**. The result is organizations that are responsive to opportunities, market changes, competitive moves and emerging technologies. He is a thought-leader in the field of organizational excellence.

He has held various executive level positions in the real estate, construction, and architecture industries, is a former corporate COO in the nation's fifth-largest architectural firm, and served in Washington, D.C. in a Presidential administration.

As an active skydiver, he has jumped from 31,000 feet, has over 5,600 skydives and has earned 18 skydiving World Records.

He also earned a degree in engineering from the University of Southern California and an MBA from the University of California, Irvine.



## BOOK REVIEWS

"When I read this book, I found myself saying "THAT'S IT!" That is what should be taught. The First-Time Manager captures the essence of what it takes to manage and offers the option to avoid the hassles if it is not meant for you. I strongly recommend this book for the aspiring manager and for those who want some straight shop talk on how to actually manage people!

- **Dr. Michael Provitera, President, Motivational Leadership Training**

The First-Time Manager addresses the tough issues facing all first time managers and supervisors...my own global research confirms the same difficulties managers face all over the world as well as ways to remedy the situations that arise.

- **Dr. Brett Savage, Chairman & CEO, NextPhase Leadership**

## PARTIAL CLIENT LIST

### Technology

- ADP
- CDW Corporation
- Flextronics
- Hewlett-Packard Co.
- Juniper Networks
- Lexar Media
- Media Recovery

### Software

- MDL Information Systems, Inc.
- ObjectShare Software
- Webroot Software

### Communications

- AT&T
- Marketing Architects
- ShoreTel
- Siemens
- Telect, Inc.
- Verizon
- Western Wireless

### Financial Services

- Allianz Insurance Company
- Bank of America
- BankersWest Funding
- CMG Mortgage Insurance Group
- Country Companies Insurance
- Genworth Financial
- Horizon Bank
- MSI Insurance
- NAIFA National
- Ohio National
- PMI Mortgage Services Co.
- StanCorp Mortgage Investors
- The Equitable Life Insurance Company of Canada
- United Financial
- Wells Fargo Wealth Management

### Professional Services

- Accenture
- FedEx
- Napa Valley Wealth Management

### Consumer Products

- Hunter Douglas
- PepsiCo
- The Clorox Company
- Unilever

### Manufacturing & Industrial Products

- Boise Office Solutions
- FCI-BURNDY® Products
- Holland Hitch Corporation
- Invensys
- Northern Technologies
- The Charles Machine Works / Ditch Witch
- ThyssenKrupp Elevator
- Winland Electronics
- ABB

### User Groups

- Avaya
- Shared Insights
- Software Plus

**THE FIRST-TIME MANAGER**

Kuala Lumpur, Malaysia  
23 - 25 June 2026

Registration Inquiries:

☎ : +603 2282 1688

☎ : +6011 1633 1600

✉ : boon@kexxel.com

HRDC CLAIMABLE\*

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\*WHEN YOU SEND A GROUP OF 4 PAX. T&C'S APPLY.



**REGISTRATION FORM**

**\*Get 1 FREE seat if you send 3 pax! (3+1 Package)**

<b>Early Bird</b> Register Before 24 <sup>th</sup> April 2026	<b>Special Discount</b> Register Before 22 <sup>nd</sup> May 2026	<b>Normal Rate</b> Register After 22 <sup>nd</sup> May 2026
<input type="checkbox"/> RM 6,195	<input type="checkbox"/> RM 6,295	<input type="checkbox"/> RM 6,395
<input type="checkbox"/> Send 3, get the 4th seat for FREE!		

\*Fees quoted does not include 8% SST. **HRD-Corp Claimable.**

**Company Name:** \_\_\_\_\_

**Delegate 1**

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_  
Direct Line : \_\_\_\_\_

**Delegate 2**

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_  
Direct Line : \_\_\_\_\_

**Delegate 3**

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_  
Direct Line : \_\_\_\_\_

**Delegate 4 (FREE if you send 3 pax)**

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_  
Direct Line : \_\_\_\_\_

**Authorization (Mandatory)**

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
  
Signature : \_\_\_\_\_  
Date : \_\_\_\_\_

**\*Signatory must be authorised to sign on behalf of contracting organization. This booking is invalid without a signature.**

**Payment Method**

Bank Transfer  
 Credit Card     Visa     Mastercard  
 Name on card : \_\_\_\_\_  
 Card number : \_\_\_\_\_  
 Expiry date : \_\_\_\_\_ CVV : \_\_\_\_\_  
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**Email the completed form to boon@kexxel.com**

**TERMS AND CONDITIONS**

**Privacy** Any information provided by you in registering for this event is being collected by Kexxel Group and will be held in the strictest confidence. It will be added to our database and will be used primarily to provide you with further information about Kexxel Group events and services.

From time to time Kexxel Group may share information from our database with other professional organizations (including our event sponsors) to promote similar products and services. Please send us an email if you do NOT want us to pass on your details. To amend your current details, advise of duplicates or to opt out of further mailings, please email us your request info@kexxel.com.

**Payment Terms:** Payment must be received before the commencement of the event. Following registration, all payments must be executed within the terms herewith irrespective of attendance.

**Cancellation Fee:** A cancellation fee equivalent to 50% of the registration fee will be charged for any cancellations received more than 30 days prior to the event. A 100% cancellation fee will be charged for any cancellations received 30 days or less prior to the event, under the terms outlined below. 100% HRDC claimable when you register for the 3+1 Package, provided that your organisation maintains sufficient HRDC funds and adhere to all HRDC guidelines. Rates indicated are valid for Malaysian companies only.

**Substitutions:** If you cannot attend personally, a substitute delegate is welcome to join this course. Kindly notify us directly for any substitutions.

**Force Majeure:** If Kexxel Group cancels the Event due to circumstances beyond the reasonable control of Kexxel Group (such as acts of God, acts of war, governmental emergency, labor strike or terrorism), Kexxel Group shall refund to each attendee its payment previously paid, minus a share of costs and expenses incurred, in full satisfaction of all liabilities of Organizer to Attendee. Kexxel Group reserves the right to cancel, re-name or re-locate the Event or change the dates on which it is held. If Kexxel Group changes the name of the event, relocates the event to another event facility within the same city, or changes the dates for the event to dates that are not more than 30 days later than the dates on which the Event originally was scheduled to be held, no refund will be due to attendee, but Kexxel Group shall assign to the attendee, in lieu of the original space/ seat, such other space as Kexxel Group deems appropriate. If Kexxel Group elects to cancel the Event other than for a reason previously described in this paragraph, Kexxel Group shall refund to each attendee its entire registration fee previously paid.

As such, Kexxel Group reserves the right to alter or modify the advertised speakers and/ or topics if necessary. Any substitution or alterations will be updated on our web page as soon as possible. Send 3 and get the 4th pax for free promotion is subject to Kexxel Group's discretion. In case of no show on the event day, the free attendee is assumed to have cancelled his/her seat and full payment is required as per invoiced. Due to limited event space, we strongly advise early registration to avoid disappointment.