

STRATEGIC LEADERSHIP OF 21ST CENTURY IN VUCA CHALLENGES

Lead Confidently Through Adaptive Skills & Practical Leadership Techniques



Are leaders born, or can they be trained to thrive in chaos?

Course Benefits

- Enhance decision-making and leadership skills tailored to business goals.
- Develop actionable strategies to achieve organisational excellence.
- Foster team accountability and a solution-focused mindset.
- Equip management teams with tools to drive continual improvement and efficiency.

Who Should Attend?

- Managers seeking to enhance leadership and strategic planning abilities.
- Supervisors aiming to align team efforts with company objectives.
- Professionals aiming to optimise performance and achieve seamless collaboration.

Are leaders born, or can they be trained to thrive in chaos?

In today's volatile, uncertain, complex, and ambiguous (VUCA) world, leadership is no longer about maintaining stability—it's about creating clarity amid chaos. Organisations face unprecedented challenges, from technological disruptions to global crises, demanding leaders who can adapt, innovate, and inspire. This course answers the critical question: Can leadership be developed to meet these demands?

Through practical frameworks, real-world case studies, and interactive sessions, participants will learn how to influence teams, manage KPIs, and make strategic decisions under pressure. Equip yourself with the mindset, skills, and tools to lead confidently in the 21st century and transform uncertainty into opportunity.

Speaker



Dr. Khor Wei Min

(PhD, BKM, MILT & TTT)

Dr Khor earned his PhD in Management and Supply Chain from Universiti Utara Malaysia (UUM) in 2017. With over 35 years of professional experience, he brings extensive expertise in corporate and manufacturing environments, specialising in strategic management, Supply Chain Management, Customer Service and Quality Management and soft skills including organisational behaviour, motivation, and leadership.

During his career, he worked across diverse industries, including computer, semiconductor, food, medical devices, aerospace, and more. Notably, he held senior roles at established MNCs like NEC Computers, Dell, Semperit, and a Boeing subsidiary in Malaysia, managing teams from varied backgrounds.

Transitioning to academia full-time in late 2016, Dr. Khor began at KDU before joining TARUC and later Inti International College Penang. At Inti, he served as Head of Program for the MBA and was promoted to Dean of the School of Business and Mass Communication in 2018. Since 2010, he has also facilitated supply chain courses part-time at WOU.

Dr. Khor is a certified Business Process Improvement (Green Belt) practitioner, trained in Lean Management (Shingijutsu Kaizen), and a member of the Chartered Institute of Logistics and Transport Malaysia. He earned the Train-the-Trainer (TTT) certification from HRD Corporation in 2022 and received his Certificate of Accreditation in 2023.

Day 1 (9 AM - 5 PM)

Introduction & Ice-Breaking

Module 1 – Understand Leadership Roles, Scope, and Styles for the 21st Century

- What is Strategic Leadership for 21st Century?
- Vision & Mission of the Company, and Functional Department Goals
- Agility Mindset & Decision Making: Making quick decisions in environments of uncertainty.
- VUCA in a Global Context: How globalization, technology, and other factors amplify VUCA dynamics.

Sub Module 1a – Knowledge and Roles of Leadership

- Knowledge required as a Leader – including competency
- Are you a Task or People Leader?
- Creating a Clear Vision Amid Uncertainty: How to craft and communicate a compelling organizational vision despite uncertainty.
- Aligning Teams to the Vision: Ensuring everyone in the organization understands and feels connected to the long-term direction.

Sub Module 1b – Skills and Scope of Leadership

- The basic skills in Leadership eg, ability to influence, Communication, analyse, etc
- Stress Management - Techniques for coping with high-pressure situations and leading with a calm, focused mindset
- Inclusive Leadership: Ensuring diverse perspectives are heard and valued during decision-making
- Building Trust: How to foster trust within teams and with stakeholders during times of ambiguity and change.

Sub Module 1c – Leadership Styles for the 21st Century

- Leadership Styles – Transformational, Adaptive, Servant and Resilient Leadership
- Fostering Innovation: Leading with a growth mindset (Agile), encouraging creative problem-solving and innovation in turbulent environments.
- Leading with Integrity: Making ethically sound decisions, especially when faced with uncertain or complex challenges.
- Sustainability and Long-Term Thinking: Balancing short-term needs with long-term goals and sustainable practices for the organization.

Group Activities

- Brainstorm - What qualities in a good leader?
- Personality Profiling test

Group Discussion

- Individual Department Goals?
- Challenges managing the young workforce.
- Video from Nokia Leader - why they failed?
- Six Thinking Hats

Module 2 – Managing Issues and Challenges in the Organization

- Problem identification
- SWOT as a strategic tool for improvement & VRIO analysis for strategies on resources & capability
- Impact of VUCA on Leadership and Organizations – challenges are more prominent today
- Leveraging Technology in VUCA Environments: How to make technology a strategic enabler, not a disruptive force.

Sub Module 2a – Problem Identification

- Feedforward vs Feedback
- Proactive or Reactive or Response
- Recurrent or One-Time Problem (seriousness)

End of Day 1 Training

Day 2 (9 AM - 5 PM)

Sub Module 2b - Solutions Generation

- Problem Solving Steps
- Contingency planning: Resources Required
- Conflict Resolution: Managing and resolving conflicts quickly and constructively, especially when stress levels are high.

Sub Module 2c - Decision Making

- Decision Making Process - Escalation where necessary.
- Corrective Actions
- The Need to Follow-up

Group Activities

- Problem Recognition - Process for fulfilling Customer request
- "Wait or Make it Happen" Syndrome

Group Discussion

- Process Improvement Suggestion
- Team Problem Solving Tool - 4W1H.

Module 3 - Manage KPI and Performance Oriented Leaders

- Driver of your business?
- Realigning department goals with organizational goal
- Working towards common goals as One Dynamics Team
- Need to strategies with tactics.

Sub Module 3a - Working on KPI

- What is KPI?
- SMART goals
- Taking Ownership & the need for Control & follow-up
- Empowering Others: Giving team members the autonomy and responsibility to make decisions in complex situations.

Sub Module 3b - Performance Monitoring

- Team Dynamics and Collaboration: Creating and leading high-performing teams that can adapt to rapid changes.
- Rewards for Performance
- Leading Through Change and Transformation - Change Management, Cultural Transformation & Leading Multigenerational Teams

Sub Module 3c - Strategies to meet Goals

- The Stick or Carrot?
- Quarterly Business Review (QBR) - setting Priority.
- What is next? - Expansion of business?

Group Activities

- Never change your Goal but change your strategies.
- The team of "Excuses Vs the Achievers". Real-World Case Studies
- Exercise Writing a SMART goal
- PDCA

Group Discussion

- KPI Performance Monitoring

End of Training