

# Effective People Management for Construction Professionals

BCA ACADEMY

## INTRODUCTION

The construction industry is one which requires various stakeholders to establish a collaborative working relationship. In addition to technical skills, built environment professionals are also expected to have good personal, communication and people management skills to effectively handle and manage the day-to-day activities.

## OBJECTIVE

This 2-day course aims to impart to the participants effective people management practices in managing complex changes and uncertainty in workplace. Through this course, participants will learn the strategies to build up proactive relationship, manage conflicts and achieve effective resolution in workplace. Case studies will be shared to enhance participants' learning.

## CONTENTS

### DAY 1

#### Managing Change and uncertainty in the built environment industry

- Understanding and managing the emotions individuals face when managing uncertainty and change
- Overcome resistance to change
- Develop an effective communication strategy to involve and engage the team through the change process

#### Case Study I

##### Managing People

- How to foster a better understanding of your team, colleagues and the boss
- How to overcome communication barriers in the workplace

- How to inform, convince or sell an idea to the boss
- How to give and receive feedback

### DAY 2

#### Managing Conflicts and Achieving Effective Resolutions

- Understanding the model of conflict resolution - Ways to manage conflict effectively
- How to get to a group solution effectively
- How to bridge the gap between planning and implementation effectively and without conflict
- Developing a personal action plan for success and performance

#### Case Study II

## LECTURERS



### SHERENA MISTRI-YIANNOUKA

Founder & Managing Director, Phoenix Executive Education & Consulting  
Country Manager, Dynargie, Singapore

Sherena graduated with a Bachelor of Laws (LLB) (Honours) from the University of Bristol, UK in 1994. She has more than 15 years of experience training, coaching and consulting with clients across Asia Pacific and the Middle East.

Sherena has worked extensively with clients in both the private and public sector specialising in Management & Leadership Training, Interpersonal Communication Skills, Oral & Written Business English, Presentation Skills, Personal Effectiveness & Team Building. Sherena is an adjunct lecturer for Executive Education programmes at the National University of Singapore. She also sits on the Executive MBA and Specialized Business Unit Masters Selection Committees at HEC Paris in Qatar.



### ER. LEE CHUAN SENG Emeritus Chairman, Beca Asia

Er. Lee Chuan Seng is the Emeritus Chairman of Beca Asia, a leading engineering consultancy based in Singapore, and was an Executive Director of the Beca Group, New Zealand. After leading the expansion of the Beca Asia business over more than 2 decades into SE Asia and China, he has retired in 2013. He is an Honorary Advisor of the Singapore Green Building Council and was its founding President (2009-2011) as well as a Board Member of the World Green Building Council from 2010 to 2013. Er. Lee was the Deputy Chairman of the Singapore's Building and Construction Authority and a Board Member of the Singapore Professional Engineers Board, serving for several terms on these statutory bodies. Currently, Er Lee is the Deputy Chairman of the Singapore National Environment Agency. He is also the Deputy Chairman of BCA Academy's Advisory Panel. In addition, he also chairs a number of industry committees in Singapore and New Zealand. He was awarded the Public Service Medal in 2010 by the Singapore Government for his services to the engineering profession.



## DETAILS

7<sup>th</sup> Run: 26 & 27 Nov 2019

Duration: 2 days

Time: 9.00am to 5.30pm

Venue: BCA Academy

Fee (incl of GST): S\$960.00

Refreshments will be provided.

*In keeping with our green and sustainable practices, course notes will be available in e-format.*

## AWARD

Certificate of Attendance (COA) will be awarded to participants who meet the attendance requirement.

## CPD POINTS

PEB: 12 PDU

BOA-SIA: 2 CPD Points

## TARGET AUDIENCE

This course is targeted at all built environment professionals who are keen to acquire better people management skills.

## REGISTRATION

Visit BCA Academy Online StoreFront (OSF) @ <https://eservices.bcaa.edu.sg/registration/#/login> (Course code: 79073)



Note: Programme content subject to change without prior notice