

Detailed Content

People and Leadership Skills (PLS)

Unit 1 : Social Skills for Accountants (15%)

- 1.1 Personal grooming (including; appropriate dress code for interview work place, meetings, other social gatherings)
- 1.2 Social etiquette, courtesy and mannerism for accountants (job interviews, work place, meetings and inter-personal relationships with superiors, colleagues, and with clients /customers)
- 1.3 Telephone etiquette (including; greetings, introduction, responding, taking messages, closing, responding to business SMS, conference calls)
- 1.4 Etiquette in the e-environment (including; sending and receiving e-mails, making and receiving calls, communication via social media)
- 1.5 Personal image building via:
 - Physical image
 - Online image
 - Social image
 - Positive attitudes (personally and professionally), values, thinking, speaking, and interacting

Unit 2 : Service Skills for Accountants (15%)

- 2.1 Understanding service orientation (both internal and external to the organization), customer centricity, building a customer centric / service oriented culture, and becoming an effective member within such a culture
- 2.2 Importance of networking, techniques of building better business relationships among colleagues, supervisors, clients, professionals and other multiple stakeholders
- 2.3 Evaluate information from a variety of sources and perspectives
- 2.4 Apply Professional Skepticism

Unit 3 : Presentation Skills for Accountants (20%)

- 3.1 Techniques on building an effective presentation (including; planning , organizing the content, preparation, audience analyzing techniques)
- 3.2 Effective verbal communication techniques (including ; pitch, volume, tone, pauses)
- 3.3 Effective non-verbal communication techniques (including ; facial expressions, eye contact, gestures, postures, body language)
- 3.4 Effective delivery techniques (including; starting and closure, techniques for grabbing the attention, building rapport, audience engagement techniques)
- 3.5 Tips for effectively presenting financial accounting data / information at a meeting.

Unit 4 : Team Working Skills for Accountants (20%)

- 4.1 Accept and appreciating diversity at work place (including ; awareness of barriers such as stereotypes and biases, overcoming barriers, techniques on dealing with diversity)

- 4.2 Team dynamics (including; different types of teams, personality types, team member relationships, stages in team building, team roles, responsibilities)
- 4.3 Team conflicts (including; listening problems, communication problems, factors influencing team effectiveness, achieving results)
- 4.4 Team collaboration and management (including; motivating others, encouraging, Communicating, negotiating for conflict resolution)

Unit 5 Leadership Skills for Accountants (30%)

- 5.1 Distinct between leading and managing
- 5.2 Leadership - role, skills and styles (including; situational leadership and action centered leadership)
- 5.3 Leadership and Problem-Solving (including; identifying a problem, developing alternatives, getting ideas and consensus)
- 5.4 Leadership and decision making (including; barriers to decision making, steps in decision making, decision making tools such as analytical / brainstorming / devil's advocate)
- 5.5 Leadership and delegation, motivation, inspiration, direction, coaching and training
- 5.6 Leadership challenges in an accounting firm (including; ethical dilemmas)
- 5.7 Leading with Emotional Intelligence (EI) (including; understanding the concept of EI and its' applications, measurement continuous improvement towards a better leader)