



# **TRAINING OUTLINE 2018 (Soft Skills Programme)**

## SELF-MASTERY

<b>Mindset And Employee Motivation</b>	
<b>SSA1</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>Many organizations in the service industry believe customers are very important in their business. However, keeping the employees happy can ensure customers are treated right. How can we ensure employees have the right mind set and motivation at work? All of us have our good days and not so good days. What is the best way to maximize good days and ourselves up when we are in the not-so-good day situation?</p> <p>This two days course will equip participants with the knowledge and skills to maintain positive mind set and be motivated at work. When employees are motivated, performance will improve and organizations will get the result they want.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ Discover energy points to self-motivation</li> <li>✓ Prepare SMART goal setting using ST, MT and LT strategies.</li> <li>✓ Recognize the barriers in delivering exceptional service.</li> <li>✓ Learn techniques of better personal grooming.</li> <li>✓ Recognize and use better time and stress management techniques.</li> <li>✓ Develop practical and usable personal action plan.</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• The Motivation Secret</li> <li>• Goal Setting And Motivation</li> <li>• Personal Grooming And Self Image</li> <li>• The Importance Of Time Management</li> <li>• Stress Management For Better Motivation</li> <li>• Personal Motivation Action Plan.</li> </ul>

<b>Building A Positive Workplace Culture</b>	
<b>SSA2</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>We spend at least a third of our life, and half of our waking hours at work. It is therefore important to understand our individual contribution to create a positive workplace culture and how to get the best from ourselves, staff and work colleagues.</p> <p>This course presents new ideas and strategies from the field of positive psychology and its application in the workplace. The course will enable participants to gain practical skills in positive leadership and in creating a positive climate to boost well-being, performance and employee satisfaction.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ Know yourself, your attitude and your style of interacting with people</li> <li>✓ Identify factors that influence your attitude, your goals at work and in life</li> <li>✓ Recognize the connection between attitude and success in career</li> <li>✓ Practice controlling your aggressiveness and be more positive</li> <li>✓ Learn and apply techniques that will help you change your negative attitude to become more positive so that you can perform better at work</li> <li>✓ Plan your life objectives and goals</li> <li>✓ Gain insight into the core elements of a positive work culture</li> <li>✓ Strategies for building positive teamwork</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• The Tree Of life</li> <li>• The Positive Work Attitude Concept</li> <li>• A Transition from Negative to Positive</li> <li>• Motivation</li> <li>• Communication Skills</li> <li>• Organization Culture</li> </ul>

<b>Mind Set Transformation</b>	
<b>SSA3</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Our mind-set dictates the way we think and therefore the running account that takes place in our head. It governs not only the way we think but also the way we act and behave and how we make our decisions. If we get into an internal monologue that is just focused on self-judgment and criticism, we have unconsciously created a fixed mind-set which can be negative and self-defeating. Fixed mind-set places obstacles and prevent us from achieving our goals and retarding our personal growth. On the other hand, people with growth mind-set are positive and constantly self-encouraging and positive in their outlook in life. Their internal monologues are positive talks that focus on learning and constructive action and forward looking.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Understand own and people's mindsets</li> <li>✓ Understand change at the personal level</li> <li>✓ Recognize the link between mindset and personal change</li> <li>✓ Understand and apply mindset change strategies</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Change is Everywhere</li> <li>• Mindset Change</li> <li>• Positive Mental Attitudes</li> <li>• Success Through Mindset Change</li> </ul>

## TIME & STRESS MANAGEMENT

<b>Time &amp; Stress Management For Personal Effectiveness</b>	
<b>SSB1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Each and every one of us has 86,400 seconds a day and yet some seem to accomplish more than us. We are always busy with daily demands at home and at the workplace that we have no time left to do the important things in life and may cause us to stress ourselves out. How can some people manage their time better than us? Do they have assistant at home and at work? Do they have less work? This 2-days course will equip participants with the knowledge on how to manage time effectively, conquer procrastination, eliminate time wasters, reduce stress, get the most out of 86,400 seconds a day and have greater personal productivity and efficiency.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Identify personal time wasters</li> <li>✓ Adopt strategies to eliminate barriers to successful time management</li> <li>✓ Recognize the cause of procrastination and conquering the habit</li> <li>✓ Set goals using SMART Principles</li> <li>✓ Explain ways to reduce stress with eat right, exercise right method</li> <li>✓ Develop action plan to manage time and stress more effectively</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• The Realities Of Time</li> <li>• Be SMART</li> <li>• Strategies at Work</li> <li>• Time Management Action Plan</li> <li>• Stress And Health Impact</li> <li>• Managing Stress</li> <li>• Practical Tips</li> <li>• Stress Management Action Plan</li> </ul>

<b>Managing Priorities, Managing Self-Effective Time And Stress Management</b>	
<b>SSB2</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>In today less structured and information-driven workplace, our daily dilemma is that we have too much to do and not enough time to do it. With critical deadlines, competing and/or changing priorities and an avalanche of information to digest, individuals often feel overwhelmed if not stressed. Being able to manage time effectively is basic to managing individual and organizational performance.</p> <p>This course will provide a practical examination of time management issues facing the participants and help participants to: understand their own time management problems; establish and maintain a system for prioritising; plan their time, identify and change their poor work habits.</p> <p>With effective time management skills, participants will be able to better manage the daily challenge of their professional and personal responsibilities to enjoy life outside of work.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ To balance the conflicting demands of time for leisure, earning money and other.</li> <li>✓ To have some skills for effective time management</li> <li>✓ To know how to organizing time by Identify areas of life where wasting time.</li> <li>✓ To set meaningful goals and objectives</li> <li>✓ To empathize and relate well to people especially in group projects</li> <li>✓ To prioritize, manage and plan more effectively</li> <li>✓ To improve health &amp; social life</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• Key to Effective Time Management.</li> <li>• Mastering Time &amp; Managing Goal-Setting.</li> </ul>

## CUSTOMER SERVICE

<b>Handling Customer Complaints And Difficult Customers</b>	
<b>SSC1</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>Customer is King! Many organizations in the service industry believe customers are very important in their business. Does everyone in the business team realize this? How can we bring the service level from good to great? What is the best way to handle difficult customers and maintain long-term relationship with your customers? What is the best way to communicate the importance of excellent service to all staff in your organization? This 2-days training will equip participants with the knowledge and skills to maintain excellent customer service in the organization, as well as ways to handle complaints satisfactorily.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ Discover causes of difficult customers</li> <li>✓ Explain the benefits of great customer service.</li> <li>✓ Recognize the barriers in delivering exceptional service.</li> <li>✓ Manage own emotions when dealing with difficult customers or complaints.</li> <li>✓ Learn techniques of dealing with difficult customer.</li> <li>✓ Recognize and adapt to customer's style preference.</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• The beginning of Excellent Service</li> <li>• Know Your Customer</li> <li>• Know Your product</li> <li>• Service Encounter</li> <li>• The Service Edge</li> <li>• Customer For Life</li> <li>• Excellent Service Action Plan</li> </ul>

## COMMUNICATION & INTERPERSONAL

Interpersonal Communication	
<b>SSD1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Most people spend about twelve hours a day communicating or interpreting communications. We cannot 'not' communicate. Even silence is a form of communication. Therefore, the ability to communicate effectively in today's highly competitive world is no longer an option, but a necessity. For some, this ability seems to come naturally, yet for the rest, this skill is something that has to be worked on with extra effort. This 2-days course will equip participants with knowledge of successful communication techniques to develop interpersonal skills to ultimately become a better communicator at home and at workplace.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Identify 4 communication styles and match them with your own styles</li> <li>✓ Identify the filters and roadblocks that undermine the ability to communicate effectively</li> <li>✓ Practice effective communication skills and techniques to get understanding and commitment</li> <li>✓ Apply assertive communication skills – differentiating assertiveness from aggression.</li> <li>✓ Express one's inner-self honestly and openly to enable others to better understand the person.</li> <li>✓ Resolve conflicts through proper communication.</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Introduction to Communication</li> <li>• Communication Gap</li> <li>• Communication Style</li> <li>• The Service Edge</li> <li>• Winning Communication Techniques</li> <li>• Case Study and Role play</li> </ul>

Public Speaking	
<b>SSD2</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Some people have eloquent oratory skills that captivate the audience and envied by everyone. Using proper techniques of speech preparation; self, stage and audience management; as well as proper visual aids; anyone can mimic successful speakers in delivering impactful speeches. This 2-days course will provide the tips and techniques to prepare a compelling speech and to engage with audience during public speaking.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Explain the purpose of public speaking</li> <li>✓ Develop speech to meet the purpose using MMS technique</li> <li>✓ Identify and apply key skills of speaking with presence</li> <li>✓ Employ effective visual aids that support a compelling speech</li> <li>✓ Describe ways to connect with the audience</li> <li>✓ Sharpen public speaking skills by preparing, rehearsing and integrating personalized feedback</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Purpose of Public Speaking</li> <li>• Developing Impactful Speech</li> <li>• Communication Style</li> <li>• Visual Aids</li> <li>• Connecting with The Audience</li> </ul>

<b>The Art Of Effective Communication &amp; Rapport Building</b>	
<b>SSD3</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> The bloodline of an organization lies on communication. People are constantly communicating information, ideas, strategies, presenting new products to someone or everyone. Thus, organization has come to an understanding that cultivating good communication at workplace is a pre requisite for all employees in an organization. Good communication can have a positive and mobilizing effect on employees. Presenting good communication skills and organizational success are directly related. Barriers of communications such as misinterpretation, lack of confidence, ignorance, and disinterest can affect productivity. As such the need to equip oneself with effective communication and Rapport building is critical to an organization. This workshop is designed to help you improve your communication skills and confidence with other people in your workplace as well as at home. It gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages and understand that presentation plays a major role in communication It will also help participants to learn all elements of communication and get a handle on how to better manage themselves professionally with different audience both internally and externally	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Describe the importance of communication and how it affects business results.</li> <li>✓ Learn how to use communication strategies to enhance self-esteem of employees and motivate them to take on new challenges and manage change effectively.</li> <li>✓ Acquire the skills on how to ask the right questions to gather information and to check whether your message has been understood.</li> <li>✓ Engaging and motivate self and others</li> <li>✓ Create a win-win situation by applying human relationship principles when dealing with customers, staff, colleagues and supervisors.</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• The Power Of Communication</li> <li>• Seek TO Understand &amp; Ask The Right Questions</li> <li>• Communication Techniques to Sustain and Improve Results</li> <li>• Seek to Understand &amp; Ask The Right Questions</li> </ul>

## LEADERSHIP & SUPERVISION

<b>Essential Leadership Skills For Supervisor &amp; Managers</b>	
<b>SSE1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Managers, in most organizations, have a dual responsibility. They are responsible both to the organization and to the people in the organization. The common question that arises is how do managers deal with this dual role? Leadership is the ability to empower others to create new management or human systems to efficiently achieve change through organizational goals and decision making. Likewise, management is the use of various means to carry on business functions. In other words, management is the skill of dealing with things, while leadership is the art of dealing with people	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Apply the concept, process, functions and review leader's roles and responsibilities in line with today's organization challenges.</li> <li>✓ Analyze and learn the tools to identify performance gap by using proven tools and device strategies to improve it.</li> <li>✓ What it takes to lead in a white water world and learn the various leadership style to become an effective leader to create and lead change.</li> <li>✓ Develop effective planning and control skills to achieve value added results and acquire basic skills on how to set workable and measurable goals to achieve organizational objective</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Overview Of Leadership And Management</li> <li>• Being An Effective Leader</li> <li>• Strategies To Improve Performance Of Employees</li> <li>• Communication &amp; Building Effective Team</li> <li>• Get Results – In The Face Of Resistance</li> </ul>

<b>Leadership Coaching @ The Situational Leadership Model</b>	
<b>SSE2</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>Does your organization lack passion, energy, self-reliance and drive? If so, here's your chance to create a motivating and engaging workplace where people develop and live up to their potential. To be successful in today's work environment, a leader must learn to appropriately balance his/her task direction with proper relationship behaviour, leading to high levels of consistent performance across team members. Many managers are failing this challenge to positively impact an employee's individual perceptions, self-awareness and relationship management, and ways of approaching people, problems and situations differently than in the past.</p> <p>As such, this program is specially developed for leaders using @ the Situational Leadership grid that will help you apply the most comprehensive, tangible and useful model of leadership available. Get ready to know exactly what effective leaders do and practice the concrete tools you need to leap ahead.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ Understand the theory and language of Situation Leadership Model</li> <li>✓ Maintain an acute awareness of their innate leadership-related strengths and areas for development – critical skill sets in working in high-performing organizations</li> <li>✓ Conduct highly effective coaching conversations by understanding when a particular leadership style has a high probability of success and when it does not</li> <li>✓ Create more productive teams/organizations by accelerating the development of individuals that are new to their role and/or are learning a new task</li> <li>✓ Effectively drive behavior change and business results by communicating through a common, practical language of leadership.</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• The Need And Value Of Situational Leadership</li> <li>• Matching - Third Skill Of A Situational Leader</li> <li>• Goal Setting - The First Skill Of A Situational Leader</li> <li>• Plan For Development</li> <li>• Diagnosing – The Second Skill of a Situational Leader</li> </ul>

<b>Leadership Skills For Supervisors</b>	
<b>SSE3</b>	<b>2 DAYS</b>
<p><b>OVERVIEW</b></p> <p>It takes more than business savvy to get ahead at the workplace. Successful supervisors combine their professional and management expertise with strong interpersonal skills to lead people and achieve results. Supervisors are also often seen as problem solver and the leader that directs the team towards success. The behaviour of the supervisors affects the actions of their team.</p> <p>This 2-days course will equip participants with the knowledge of effective leadership skills and influential communication techniques to become better supervisors. Learn the importance of team dynamics and how an understanding of others - their goals and values needs and wants - can lead to more effective supervision, delegation, conflict resolution and overall team performance.</p>	
<p><b>COURSE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>✓ Describe functions, roles and responsibilities as supervisors</li> <li>✓ Explain and match 4 leadership styles as well as subordinate styles</li> <li>✓ Activate subordinates' performance using 3-steps method</li> <li>✓ Communicate instructions clearly and effectively using the right delegation technique.</li> <li>✓ Analyze the different stages of your team dynamics</li> <li>✓ Apply better conflict management style as supervisors</li> </ul>	<p><b>TRAINING CONTENTS</b></p> <ul style="list-style-type: none"> <li>• The Effective Supervisors</li> <li>• What's Your Style</li> <li>• Get Things Done</li> <li>• Conflict Management</li> <li>• Team Dynamics</li> <li>• Team Dynamics Personal Effective Supervisors Action Plan</li> </ul>

<b>The Effective Supervisory Skills</b>	
<b>SSE4</b>	<b>2 DAYS</b>
<b>OVERVIEW</b>	
<p>Supervisors are the vital link between Manager and Workers. Ineffective supervision could lead to high turnover and absenteeism, employee conflicts and disciplinary problems. Ultimately, the organization will have a lower productivity and poor employee's morale. Supervisors must be trained and must develop essential Leadership and Supervisory skills to enable them to deal with day-to-day problems and situations.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ Identify their roles and functions and thus prepare them for greater responsibilities</li> <li>✓ Development communication and interpersonal skills in order to build up good supervisory-employee relationship and gain support from workforce.</li> <li>✓ Identify their supervisory leadership role and exercise effective delegation for higher and productivity.</li> <li>✓ Attain a systematic, simple, step-by-step approach to building a cohesive, high morale, peak performance team.</li> </ul>	<ul style="list-style-type: none"> <li>• The Role and Functions of a Supervisor</li> <li>• Supervisory and Leadership</li> <li>• Human Relations and Communication</li> <li>• Team Building</li> <li>• Motivation</li> <li>• Problem Identification and Decision Making</li> </ul>

<b>Supervisory Leadership</b>	
<b>SSE5</b>	<b>2 DAYS</b>
<b>OVERVIEW</b>	
<p>Leaders are the vital link between Manager and Workers. Ineffective supervision could lead to high turnover and absenteeism, employee conflicts and disciplinary problems. Ultimately, the organization will have a lower productivity and poor employee's moral. Leader must be trained and must develop essential Leadership and Supervisory skills to enable them to deal with day-to-day problems and situations.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ Identify their roles and functions and thus prepare them for greater responsibilities.</li> <li>✓ Acquire skills needed to direct, coach and motivate the workforce toward higher performance and productivity with improved staff morale.</li> <li>✓ Handle different types of employee problem, in the most effective manner</li> <li>✓ Develop communication and inter-personal skills in order to build up good supervisor-employee relationship and gain support from the workforce</li> <li>✓ Understand the concept of quality and how it is related to the leader daily job</li> </ul>	<ul style="list-style-type: none"> <li>• The Role and Functions of the Leader</li> <li>• Attitude of A Leader</li> <li>• Leader as a Communicator</li> <li>• Leader as Motivator</li> <li>• Leader as a Problem Solver</li> <li>• Leader as a Team</li> <li>• The Leader and Quality</li> </ul>

<b>Succession Planning</b>	
<b>SSE6</b>	<b>2 DAYS</b>
<b>OVERVIEW</b>	
<p>In today's highly competitive global environment, human capital is an organization's most important asset, often differentiating highly successful businesses from those that struggle. Yet, in the ongoing effort to develop a strong and capable workforce, many organizations focus almost entirely on hiring and training. They neglect succession planning - perhaps the most essential ingredient in building an organization that is capable of achieving its strategic goals. From recruiting the right candidate to developing new leadership from within, succession planning is essential for an organization to meet its strategic goals.</p> <p>Today, succession planning requires more than just an organizational chart showing who holds what job within the enterprise. It is essential to know which employees have the particular skills and competencies required to assume positions higher on the corporate ladder, what talents will be required for the future, and how best to train employees for management positions, or hire from the outside. The key issue for corporations and public sector organizations is to be able to identify, develop and retain talented leaders who understand and exemplify the organization's unique culture, values and business vision. Best practice organizations use succession planning to develop and maintain strong leadership and to ensure that they address all the skills and competencies required for today's business environment. A well-structured succession-planning program will not only locate talent and prepare the organization for growth; it will also become an integral part of its strategic business plan. Succession planning can also be an extremely powerful tool in motivating and retaining top leadership.</p> <p>Succession planning is an ongoing, dynamic process that helps an organization to align its business goals and its human capital needs. It also ensures that an enterprise can keep pace with changes to the business, industry, and overall marketplace. To achieve outstanding results using succession planning, an organization must develop an effective and highly focused strategy that centres on organizational excellence.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ To identify its existing competencies, related to both its leadership needs and the industry it competes in.               <ul style="list-style-type: none"> <li>• Identifies key (including new) positions and required competencies</li> <li>• Identifies future leadership capabilities and promotion potentials.</li> </ul> </li> <li>✓ To evaluate and assess current employees to determine how they match up to organizational needs.</li> <li>✓ To introduce training and development methods and programs that match personnel requirements - and future needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction To Succession Requirement Planning</li> <li>• Candidate Assessment</li> <li>• Replacement Planning</li> <li>• Individual Development Plans</li> <li>• Success Measures</li> </ul>

## ADMINISTRATIVE

<b>Administrators Development Programme</b>	
<b>SSF1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b>	
<p>Most clerical staff, receptionist and junior secretaries are being left behind and often they are assumed as less important members of the team. Their positions are as backup teams, which help the organization machinery, move daily. Management usually does not realize the vital part these groups play in the growth of the organizational. Their work might seem less significant compare to manage task, but do you know the company's bottom line.</p> <p>This 2-days course has been specially designed to equip your support staff with the necessary skills to tackle their daily task with interest, vigour and enthusiasm. In additional this training will help them to plan and execute their work in a more organized way.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ To improve the professionalism of the staff and enhance their image in the organization.</li> <li>✓ To build a working relationship with other.</li> <li>✓ To learn how communicate better with peers, subordinates, and superiors.</li> <li>✓ Learn how to handle visitors professionally.</li> <li>✓ To manage unproductive time and work.</li> <li>✓ To enhance telephone communication skills.</li> <li>✓ Learn basic of an efficient filing system.</li> <li>✓ Improve self-confidence and build a personality.</li> <li>✓ Be assertive when the need arises.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage Roles, Responsibilities and Team work</li> <li>• Manage Relationships and Communication</li> <li>• Communication Techniques to Sustain and Improve Results</li> <li>• Manage Time And Priorities</li> <li>• Manage Change</li> </ul>

## CREATIVE THINKING & PROBLEM SOLVING

Effective Problem Solving & Decision Making	
<b>SSG1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> In any team, there will be decisions to be made and problems to be solved. Learn a “how-to” process for solving compelling problems within and outside your team! This unique seminar invites you to bring at least one in-depth problem or decision you are grappling with and map out an implementation plan that meets your objectives. You will learn how to creatively brainstorm solutions, face obstacles from a whole new perspective and discover how to effectively use a step-by-step process to achieve greater results.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Solve problems and implement solutions.</li> <li>✓ Define problems clearly and set unambiguous standards for solutions.</li> <li>✓ Identify underlying causes for problems.</li> <li>✓ Evaluate feasibility of solutions in terms of business merit.</li> <li>✓ Choose the best solution from available alternatives.</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Overview of Workshop and Problem Solving And Decision Making Model</li> <li>• Selecting and Defining Your Problem</li> <li>• Determining Cause</li> <li>• Creativity TO Generate Better Solutions</li> <li>• Blinders And Brainstorming</li> <li>• Selecting And Implementing The Best Solution</li> </ul>

Creative Thinking & Innovation	
<b>SSG2</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Discover new ways to break through mental barriers, ho-hum thinking and roadblocks. Do you wish you could apply creative thinking at work to try new things? Do you doubt your own capacity for creativity and innovation? Do you have trouble getting creative thinking and solutions from your team? Use your other side of logical thinking by Lateral and Critical Thinking. Relying on yesterday’s ideas, products and assumptions can spell failure and be a detriment. Now you can learn proven creative thinking techniques to generate new ideas and get a blueprint for establishing a climate of innovation in this lively, interactive and hands-on seminar. You will discover new ways to break through mental barriers, ho-hum thinking and roadblocks—in order to improve performance, stimulate critical thinking, creative thinking and unleash the creative potential in yourself and your team.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Practice creative thinking methods to generate ideas and solutions.</li> <li>✓ Turns existing problems into opportunities for growth.</li> <li>✓ Discover new techniques for securing enthusiasm for new initiatives.</li> <li>✓ Encourage out of the box thinking.</li> <li>✓ Apply creative thinking technique to overcome daily problem.</li> <li>✓ Enhance morale, group performance and collaboration</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• The Messy Nature Of innovation</li> <li>• Nurturing New Ideas And Solutions</li> <li>• Recommended Practices Review</li> <li>• Real World Practice</li> </ul>

<b>Managing Innovation &amp; Change</b>	
<b>SSG3</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> The term innovation and managing change has become the management buzz word over the last few years many leaders have urged the organizations to cultivate innovation and change but have been having constant dilemma of the results. Change is inevitable and adapting and constantly innovating idea can be exhaustive. Now, once your teams start generating new business ideas, new quality initiatives or adding more value in the ways that they do their job, you'll need talented managers to encourage and manage innovation in processes, services and products.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Able to communicate change and create a positive attitude</li> <li>✓ Able to manage peoples' reaction to change</li> <li>✓ Innovating and Understanding leadership styles and their personal effectiveness</li> <li>✓ Able to motivate people in times of change</li> <li>✓ Able to innovate and build up trust and involve others in an innovation culture</li> <li>✓ Understanding why organizations change</li> <li>✓ Able to confront resistance and deal with difficult situations effectively</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Introduction Of Change Management</li> <li>• Understanding the Need For Change</li> <li>• Innovating Resistance To Change</li> <li>• Innovating Change Initiatives</li> <li>• Innovating a Change Management Plan</li> <li>• Innovating And Managing Change</li> </ul>

## TRAINING METHODOLOGY

<b>Teaching Methodology For Adult Learners</b>	
<b>SSH1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Part of being an effective trainer / teacher / lecturer / facilitator involves understanding how adults learn best. Compared to children and teens, adults have special needs and requirements as learners. They have different motivation and goals in learning, and have own experience that they would like to relate to learning. At present, there are many studies on methodologies and principles of adult learning to ensure learning takes place effectively and efficiently. This 2-days course will provide participants with a variety of teaching methodologies to cater for adult learners with varied level of intelligences and learning styles.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Explain the principles of pedagogy and andragogy.</li> <li>✓ Identify 6 adult learning motivation factors.</li> <li>✓ Elaborate teaching strategies in detail and be able to demonstrate how it is used.</li> <li>✓ Use Gagne's 9-step technique for giving instruction.</li> <li>✓ List down learning and teaching styles.</li> <li>✓ Provide more effective teaching methodology for differing learning styles.</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Pedagogy vs Andragogy</li> <li>• Teaching strategies</li> <li>• The teaching structure</li> <li>• Management skills</li> <li>• Practice multiple teaching methodologies</li> </ul>

<b>Training Needs Analysis</b>	
<b>SSH2</b>	<b>2 DAYS</b>
<b>OVERVIEW</b>	
<p>Training presents a prime opportunity to expand the knowledge base of all employees, but many employers find the development opportunities expensive. Employees also miss out on work time while attending training sessions, which may delay the completion of projects. Despite the potential drawbacks, training and development provides both the company as a whole and the individual employees with benefits that make the cost and time a worthwhile investment.</p> <p>Most employees have some weaknesses in their workplace skills. A training program allows you to strengthen those skills that each employee needs to improve. A development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic work tasks. Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others.</p> <p>An employee who receives the necessary training is better able to perform her job. She becomes more aware of safety practices and proper procedures for basic tasks. The training may also build the employee's confidence because she has a stronger understanding of the industry and the responsibilities of her job. This confidence may push her to perform even better and think of new ideas that help her excel. Continuous training also keeps your employees on the cutting edge of industry developments. Employees who are competent and on top of changing industry standards help your company hold a position as a leader and strong competitor within the industry.</p> <p>A structured training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the company's basic policies and procedures. All employees need to be aware of the expectations and procedures within the company. This includes safety, discrimination and administrative tasks. Putting all employees through regular training in these areas ensures that all staff members at least have exposure to the information.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ Understand the systematic approach to training and development</li> <li>✓ Learn the process of training needs analysis</li> <li>✓ Identify the right methods and techniques in conducting the training needs analysis</li> <li>✓ Analyze the data collected accordingly</li> <li>✓ Recommend appropriate training solution in fulfillment of the requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• An Overview of a Systematic Approach to Training and Development</li> <li>• An Introduction to Training Needs Analysis</li> <li>• Method used in Gathering Data for Analysis of Training Needs</li> <li>• Analysis of Training Needs Identifications Data</li> <li>• Recommending Action and Presenting Persuasive Presentation</li> </ul>

## **EMPLOYMENT LAW**

<b>Sexual Harassment</b>	
<b>SSJ1</b>	<b>1 DAY</b>
<b>OVERVIEW</b>	
<p>Surveys carried out in a number of industrialized countries showed that the proportions of female employees who had been subjected to sexual harassment in those countries ranged from 42 to 70 percent. There may be no conclusive research findings on the incidence of sexual harassment in this country, but we are very sure that the problem does exist at least in certain work places especially those with large female workforce, and we are convinced that the situation already warrants due attention and remedial action so that it does not get worse. Therefore The Ministry of Human Resources will prepare and issue a Code of Practice On the Prevention and Eradication of Sexual Harassment In the Workplace which contained guidelines on the establishment and implementation on in-house preventive and redress mechanism for dealing with sexual harassment at the organization level.</p>	
<b>COURSE OBJECTIVES</b>	<b>TRAINING CONTENTS</b>
<ul style="list-style-type: none"> <li>✓ Identify practical guidance on the protection of the dignity of men and women at work.</li> <li>✓ Understand the Code of Practice on the Prevention and Eradication of Sexual Harassment in the Workplace.</li> <li>✓ Set up adequate procedures to deal with the sexual harassment problem and prevent its recurrence.</li> <li>✓ Take preventive measure in assuring a workplace that is free of sexual harassment, sexual assault and sexual blackmail.</li> </ul>	<ul style="list-style-type: none"> <li>• Definition of Sexual harassment</li> <li>• Sexual Harassment</li> <li>• Sexual Assault</li> <li>• Sexual Blackmail</li> <li>• Employer's and Employee's Obligation</li> <li>• Sexual Misconduct</li> </ul>

<b>Managing Absenteeism</b>	
<b>SSJ2</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> Poor attendance and absenteeism at the workplace is a very serious problem especially in the manufacturing environment which needs to be addressed in accordance with accepted practices as the expense of the company's productivity. High absenteeism if not managed properly will result in higher production cost due to increased overtime payments for other employees to cover the absent employee's duties. Head of Department and Production Executives as well as Supervisor are the ones who spend the most time working with the workers, who form the bulk of the workforce. Sometimes they may find themselves in a situation when they are required to discipline their subordinates due to absenteeism but failed to do so. Unless they are trained to manage their subordinates absenteeism in accordance with accepted practices, their actions would likely have detrimental effects on the company and the management or may even result in very expensive legal actions by employees.	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Train the participants to effectively manage and deal with absenteeism at the workplace.</li> <li>✓ Expose wrong methods and practices of disciplining employees due to absenteeism.</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• Definition of absenteeism defined</li> <li>• Managing Medical Leave</li> <li>• Managing Absence</li> <li>• Remedies for Handling Absence</li> <li>• Measuring Absenteeism Levels</li> <li>• Disciplinary Procedures to Address Absenteeism</li> </ul>

## ACHIEVER'S MIND SET

<b>Achiever's Mindset</b>	
<b>SSK1</b>	<b>2 DAYS</b>
<b>OVERVIEW</b> A newly graduated student or graduating student must have the essential skills to promote self as capable person to be hired by an organization. You must be able to sell your skills and know what and how you can contribute to the organization. In a win-win situation, whatever you learn on the job will add to your experience for a fulfilling career in future. At work, the way you manage yourself defines your personal effectiveness and is a requirement to exceptional performance. In this 2-days highly experiential training, participants learn how to create a positive impression with exceptional communication skills and fine personal grooming; create saleable resume and plan for a lifetime career. Bring your existing resume for a more effective session!	
<b>COURSE OBJECTIVES</b> <ul style="list-style-type: none"> <li>✓ Develop the right mental attitude to approach job seeking</li> <li>✓ Prepare a marketable resume and cover letter</li> <li>✓ Apply simple, yet effective interpersonal communication skills during job interview</li> <li>✓ Present the best answer to common interview questions</li> <li>✓ Select appropriate grooming approaches for a professional image</li> </ul>	<b>TRAINING CONTENTS</b> <ul style="list-style-type: none"> <li>• The Job Market</li> <li>• Preparing YOU</li> <li>• The Great Resume</li> <li>• Dress For Success</li> <li>• The Interview</li> </ul>



## TRAINER PROFILE MANAGEMENT

### Leelavathi Subramaniam



Leelavathi holds a Degree of Business from (HRM / INTL BUSS) University of Tasmania, Australia and Master of Business Administrator from Southern Pacific University (USA). Leela, an Energetic and Vibrant International Consultant, Motivational Speaker and Creative Trainer has gained her popularity both in the local and international circle. Leela is DC Certified Trainer-Coach in Directive Communication™ Psychology at Directive Communication International (DCI) Asia, in accreditation with the American Institute Of Business Psychology (AIOBP). Her audiences are overwhelmed with her lively and fun filled presentation. Leela methodology is tapping on the psychology of people by sharing real life examples from organization in an interactive way that internalize the learning in an easy way. Specialising from the rank and file position, Leela has a special way of engaging her audience towards seeking towards improvement.

A certified trainer with Pembangunan Sumber Manusia Berhad (HRDF - TTT Certification Number : TTT/0245), Corporate Business Action Coach (ICF), NLP practitioner and Neuro Semantic and Hypnosis and Time Lines (Dr Micheal Hall), Sales Trainer - NLP FC in SALES ( Dr Willian Houton), TESOL (Teaching English for Speakers of Other Language) and Leadership Development Consultant by ILGE (Institute of Leadership and Global Education.USA).

Leela enhances her training with exposure to organizational changes, Talent Management and Human Resources Capital development and performance towards productivity. Her training is very much of humanizing the processes. Her experience from the Banking industry in Human Resources findings towards Improving Business Strategy and "Leadership" gives her the extra edge in creating pathways to Change. Creating Competency and Leadership development work experience includes Time Management, Coaching, Mentoring and Counseling, New business development in Creating Improvement in Customer Focus and service lead-time, Creativity and Innovation, Motivation and Change, leadership, and Performance Management. She uses the Method Acting and Colored Brain process to change situations. A trainer who has been fully endorsed by her participants for her experience and creativity in engaging all levels of employees. She solely believes that every individual has the capability to do something special given the right tool.

### Mazdurah Mohd Zin



Mazdurah Mohd Zin holds a Degree in Business Administration majoring in Finance and Management from Temple University, Philadelphia, USA. Mazdurah started her first career in Philadelphia as an Assistant Business Manager at The Wilma Theater. Her role in the organization is managing finance for administration and performance department. Mazdurah then jumped to banking sector where she gained experience in Credit Control Division of DCB Bank Bhd (now known as RHB Bank Bhd). Mazdurah has been appointed as the head unit of Analysis and Credit Risk Rating System, the unit which analysing the quality of companies applying for loan.

Mazdurah then spread her wings to investment industry and obtained a Dealer's Representative License from the Ministry of Finance of Malaysia. Mazdurah started her job as a Remisier at Rashid Hussain Securities Sdn Bhd. Mazdurah is responsible in buying and selling shares, also giving advice about the market directions within and outside the country to the investors. Mazdurah is now the Chief Operating Officer of Clearpath Orthodontics, the sole distributor of Clearpath Aligners in Asia Pacific. Clearpath Aligners is a clear solution to the correction of malocclusion without having to wear brackets and wires. Mazdurah has successfully opened the market and placed the Clearpath Aligner brand in the markets of Malaysia, Indonesia, Singapore and Thailand.

Mazdurah is also a Corporate Consultant and Director of Dayafasih Sdn Bhd. Mazdurah has been with Dayafasih Sdn Bhd since 1995 and a certified trainer for Perbadanan Usahawan Nasional Berhad (PUNB) since 1995. Mazdurah is a certified member of "American Board of NLP and Timeline Therapy" and also a certified trainer from PSMB and MPC.

For 20 years of involvement in the field of training, Mazdurah is involved in extensive training whereby most of her training programmes were include support staff, supervisors and management personnel throughout Malaysia and Brunei. Mazdurah programmes include organizing and training workshops such as Team Building, Strategic Management and Planning, Communication Skills, Positive Work Attitudes, Motivational Programs, Clerical Development Courses, Supervision, Executive and Management Programs, Customer Service, Train the Trainer etc. The training modules used were Accelerated Training and Experiential Learning Concept and are geared towards maximizing the participants' abilities.

Mazdurah training scope includes:

- Management & Organization Development
- Human resource development
- Entrepreneur
- Self Development & Motivation.

## Mazibah Mohd Zin



Mazibah Mohd Zin is Chief Executive Officer (CEO) and main consultant of Synergy Active Training Sdn Bhd. Mazibah is a certified Master Trainer in Certificate in Training Practice (CITP) with a broad knowledge in corporate and public trainings. Mazibah holds a Degree of Management and Organisational Behaviour from Oregon State University, USA, Master of Business Administration and Advance Certificate of Personnel Management and Decision Support System from New Hampshire College, Manchester, USA. Mazibah is currently further her PHD in DBA programme hosted by Universiti Utara Malaysia.

Mazibah used to work at Co-Operative College of Malaysia (CCM) as a lecturer. Back then, she was responsible to maintain CCM's computer centre, at the same time involve in designing and conducting courses for computer application packages, cooperative computing systems, leadership, supervisory skills and co-operative legislation. Mazibah left CCM and joined manufacturing sector, Canon Camera (M) Sdn Bhd. After 2 years,

Mazibah moved to Mattel (KL) Sdn Bhd and handled its Human Resource Development. Mazibah has vast experience in Labour Relations, Workers Welfare, Recruitment, Training and Human Resource Development. While leading the Training and Recruiting Division at Mattel (KL) Sdn Bhd, Mazibah conducted several mid-level training and supervisory training programmes in Human Resource Development, Supervisory and Management Development, Domestic Inquiry and Grievances Handling and Quality Improvement Training Process.

Mazibah is a consultant for several training centres such as Quest Consulting Sdn. Bhd., Institut Pembangunan Pengurusan Johor (IPPJ), Institut Pembangunan Penyeliaan and Perbadanan Usahawan Nasional Berhad (PUNB). As the frontline of Corporate Trainers and Consultants, Mazibah has managed several training programmes such as the Management Development Programme, Positive Work Attitude, Training Needs Analysis (TNA), Design and Planning of Training Programmes, Train the Trainer, Effective Assessment of Training, The Effective Way to Hire the Suitable Staff, Personnel Management, Management Skills Improvement, Entrepreneurship Programme, Time Management, Counseling at Workplace and other management programmes.

Mazibah is the leading consultant in Certificate in Training Practice; a collaboration programme between Quest Consulting and Personnel Institute, UK. Some of the clients are Bank Bumiputera Malaysia Berhad (BBMB), Kuala Lumpur City Center (KLCC), Sindora (M) Sdn Bhd., Johor State Economic Development Corporation (JSEDC), Sunrise Sdn Bhd., Permodalan Nasional Berhad (PNB), Ministry of Entrepreneur and Co-Operative Development, Ministry of Works, Women Institute of Management (WIM), KEMUDA Brunei, Civil Service Institute Brunei, Institut Perdagangan Mara Kota Bharu, Minolta (M) Sdn Bhd, Dewan Usahawan Bumiputera Sarawak (DUBS), Lion Clubs International, Sarawak etc..

## Suhaina Sulaiman



Suhaina holds a Degree in Business Administration and Masters in Organizational Psychology from International Islamic University Malaysia. She has 20-years' working experience in private and corporate sector. She has been involved in Train-the-Trainer's program, Business Communication, Time and Stress Management, Sales, Customer Service, Professional Work Ethics, Goal Setting, Self-Motivation, Graduate Employability Training and Computer Skills training throughout her training stint. As a trainer who spent many years in a local financial institution, Suhaina trained senior managers, managers, executives and support staff in the areas of sales, customer service and information technology. Prior to that, she has been working closely with Bank Negara Malaysia's Legal Department, MAS Flight Operations Division, Institution of Engineers Malaysia and Sabah DID Water Resource Management, developing solutions

that uses Knowledge Management to meet their business strategic needs. A certified trainer with Pembangunan Sumber Manusia Berhad (HRDF - TTT Certification Number : TTT/12964) and Malaysian Institute of Management (MIM), she brought in more than 10 years of experience in conducting training nationwide. She is known for her dynamic delivery and utilization of multiple training methodologies to appeal to participants various learning capabilities. She brings into her workshops the experience in motivating, planning, problem solving, human interactions and resourcefulness through her consulting experience.

## HRDF Scheme

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DreamEDGE Sdn Bhd (DESB) is registered as **Training Provider** (Serial No: 1597) with Human Resources Development Fund (HRDF). DESB is allowed to conduct soft skill and hard skill training under SBL and SBL-Khas Schemes.

## ISO Certified

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DreamEDGE Training Services is certified under **MS ISO 9001:2015 Quality Management System**. In this category, DESB Training services has meet with the requirement in ISO9001 and has been audit to improve our service meet with standard, expectations and satisfaction to our clients.

## SLDN Certified

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DreamEDGE Sdn Bhd is accredited training provider for National Dual Training System (SLDN) programme under Department of Skills Development, Ministry of Human Resources.

## Location

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**Onsite** : Client's Workplace

**Offsite** : DreamEDGE Training Centre

▽ **DreamEDGE Sdn Bhd, Research & Development Centre**

- ✓ Address  
C-16-01, Level 16, iTech Tower,  
Jalan Impact, Cyber 6, 63000,  
Cyberjaya, Selangor.
- ✓ Capacity  
15 seats per training
- ✓ Why i-Tech  
Avoid traffic jam, urban-city.



## Contact

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