

23-24 Jan. 2019

Date: 8-9 July 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSA1

# MINDSET AND EMPLOYEE MOTIVATION

## OVERVIEW

Many organisations 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 mindset and motivation at work? All of us have our good days and not so good days. What is the best way to miximise good days and ourselves up when we are in the not-so-good day situation?

This course equip participants with knowledge and skills to maintain positive mindset and be motivated at work. When employees are motivated, performance will improve and organisations will get the result they want.

## OBJECTIVE

- Discover energy points to self-motivation.
- Prepare SMART goal setting using ST, MT and LT strategies.
- Recognise the barriers in delivering exceptional service.
- Learn techniques of better personal grooming.
- Recognise and use better time and stress management techniques.
- Develop practical and usable personal action plan.

## TARGET

- Organisations who want positive and motivated employees at work and in their life.

## COURSE CONTENT

- The Motivation Secret
- Goal Setting and Motivation
- Personal Grooming and Self Image
- The Importance for Better Motivation
- Personal Motivation Action Plan

## METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

## LEARNING OUTCOME

At the end of the training, participant will be able to:

- Improve their personal effectiveness by discover energy points to self-motivation.
- Prepare SMART goal setting using ST, MT and LT strategies to improve their performance in any aspect of their life.
- Recognise the barriers by remove things which stand in the way in delivering exceptional service.
- Know techniques of better personal grooming that can have significant impact on quality of living.
- Recognise and use better time and stress management techniques that can have long lasting benefits for the organisation.
- Develop practical and usable personal action plant to improve their job performance.

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**RM1,750 Per Pax**

\*closing date : 16 Jan. 2019  
1 July 2019

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**RM1,550 Per Pax**

\*before : 11 Jan. 2019  
1 June 2019

### GROUP PRICE

**RM1,450 Per Pax**

\*min three (3) pax



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