

LEADERSHIP TRANSFORMATION SERIES:

Winning Tools for Leaders

Building Empowered
Supervisory Team

CUSTOMER SERVICE PROGRAMS:

The Service Image

Service from the Heart

HIGH PERFORMANCE CULTURE PROGRAMS:

Building Self-Confidence

Success Begins With Me

Developing Winning Attitude

My Job My Pride

BUSINESS SKILLS/OTHERS PROGRAMS:

Winning Tools for Effective
Communication

Managing Expectation,
Tasks, and Time

7 Innovation Tools

Problem Solving and Decision
Making

Young Executive
Development Program

Harnessing Excellent Individuals
(Teambuilding)



SUCCESS BEGINS WITH ME

TRANSFORM THE MINDSET OF YOUR STAFF TO SUCCEED IN ALL
SITUATIONS AND CIRCUMSTANCES.

INTRODUCTION

Today's demanding business environment needs employees who possess initiative and who are eager to take action. This program aims to develop a change in mindset among employees so that they become more adaptable to face today's competitive environment and look forward to taking action to forge ahead. Instead of waiting to be driven to achieve success, participants will become more positive, pro-active, and assertive to initiate the direction for their own progress. They will learn how to apply simple, effective tools and techniques in working for their own success as well as for the organizational success.

TARGET GROUP

A. NON EXECUTIVES B. EXECUTIVES

This program is open to all types of employees.

PROGRAM OUTCOMES

- Staff that better understand and relate to the challenges of the company
- Proactive staff
- Improving mental strength of staff
- Empowering team that can produce results

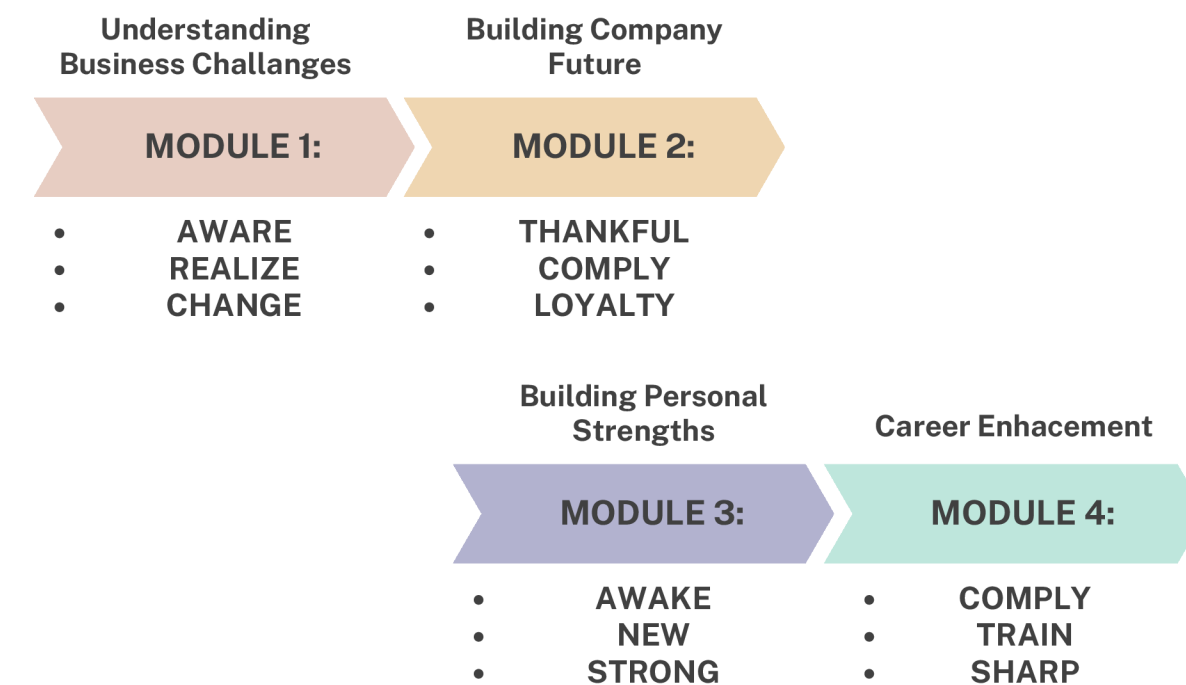
OBJECTIVES

At the end of the session, participants will be able to achieve the following objectives (as per module):

- Understand the world economic slowdown and the impact on the industry
- Play more positive roles by understanding and supporting new strategies, policies, and plans introduced by the Company to overcome the present economic situation
- Maintain high motivation levels during turbulent.
- Take pro-active measures in anticipating the adverse impact of the economy on the company and on personal life by charting out personal / family back-up plans
- Enhance current competencies and skills as well as learning and mastering new responsibilities

MODULES AND ANCHORS:

Each module is "anchored" by tools in acronym form.



DOCUMENTATION

A combination of the following documents and folders will be given to program participants to engage them in their learning. Using these documents helps participants retain knowledge and apply the techniques learnt.

1. PROGRAM FOLDER & NOTES

- Notes on tools & techniques
- Guide to tools & techniques

2. CERTIFICATE

- Program certificate

3. PROGRAM JOURNAL

- Record personal notes on the individual journey of change and progress

4. TOOLCARD

- Handy card on techniques & tools
- Brief outline for easy recall

5. TOOLBOX

- Handy booklet on notes
- A simple guide to the tools & techniques

