PERFORMANCE IMRPOVEMENT AND MOTIVATION

DATE: 16-17 July / 12-13 November 2024
10-11 March 2025
FEE: RM900

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

Many people go to work but do not find satisfaction at work.　　Others　go to work, feel good, but may not be performing to their best abilities. The reasons vary......yet one fact remains: we need to　work. So, if we have to do something, then let us do it willingly, happily, and be good at our tasks. We first need to learn what is our job, how to do it better, and constantly innovate. We then need to know why we must do the job well, and develop the willingness and self-motivation to want to do well.

LEARNING OUTCOMES　　Upon completion of this program, participants will be able to:

- Develop an objective, awareness and understanding of their responsibilities in respect of themselves and their organizations;
- Discover excellence and pride in their jobs through a realization of their roles, tasks, procedures, rules;
- Prioritize work and be effective and efficient in producing excellent results;
- Establish assertive communication in the interactions with their peers;
- Develop positive attitudes and mindsets to be receptive to change;
- Be a proactive support to their superiors for team results;
- Take ownership for excellence.

METHODOLOGY

- Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.
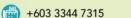
WHO SHOULD ATTEND

- First Level Manager
- Executive/ Supervisory
- Non-Executive

FACILITATOR

Amy Wan-Ratos

She has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. She founded Pinnacle Performance in 1993. Amy also is a certified EQ trainer by 6 Seconds (USA) and a certified NLP Practitioner from ISNS (USA). She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT.

PROGRAM CONTENT

Module 1
Self-Management
- The first step in self-motivation
  - Why is self-management important?
  - What influences self-management?
  - "I" philosophy
- Self-management techniques
  - Self-talk
  - Visualisation

Workshop : Developing your own self-talk

Module 2
Setting Work Goals
- Why important?
  - Growth & Opportunities
  - 5 Steps to SMART goals

Workshop : Setting work goals and targets for excellent results

Module 3
Corporate Culture
- What is corporate culture?
  - Relationship between employees and the company
  - Procedures and rules
  - Decisions of excellence
  - The norms and practices of a company
- Understanding Corporate Culture
  - A company is formed to make profits
  - Loyalty, contribution and commitment
  - Knowledge, Attitude, Skills, Habits (K.A.S.H.)
- Key principles of corporate culture

Workshop: Contribution in terms of K.A.S.H

Module 4
Prioritizing Your Work
- Being productive
  - Be effective and efficient
- Job description
  - Key results area
  - Pareto Principles
- "Superman" or "Super-employee"?
  - Doing your best

Workshop : Prioritizing your work

Module 5
Supporting Your Superiors & Department
- Why is supporting your boss, superiors & colleagues important
  - important to your job satisfaction
- The 4 ways not to manage your boss & superiors
- Strategies for working well with your superiors and peers
  - Know your boss & colleagues
  - Work well with your boss & peers
  - Be assertive, not aggressive or passive

Workshop: Role play - communication with boss

Module 6
Time Management
- Key principles
  - The 4 keys to time management
  - How not to manage your time
- Focus and prioritise responsibilities

Workshop : Practising excellent time management

Module 7
Personal Responsibility
- Taking personal responsibility
  - "I, Me, Myself"
  - Action plans
- Success Agreement System (SAS) for excellence
  - With superior
  - With colleagues

Workshop : Decision for excellence

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		End of the day

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Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 5 (*continue*)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		End of the day

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