

MANAGING PEOPLE AT WORK



OBJECTIVE

Learning the art of managing people will enhance your performance to strategically position yourself towards career success. This course will focus on developing all staff to become self-directed performers with the right attitude for learning and ultimately deliver high quality work that will make a bottom-line difference in your organization.

BENEFITS

- Be able to understand how staff performance can be evaluated.
- Discover important factors that influence behavior.
- How to become a change agent and role model to staff
- Learning the needs of staff quickly
- How to manage various staff behavior
- How to change negative thoughts to become more positive

COURSE OUTLINE

UNDERSTANDING WHAT BOSSES WANT FROM YOU

- Understanding The Company's Business
- Where Do You Fit In Your Company's Mission
- Identifying Where Your Work Process Fits and Its Impact on the Company's Business.

IDENTIFYING CORE COMPETENCIES

- Understand What Is In Your Performance Evaluation
- Main Contributor In Performance Evaluation
- Core Competencies at Present Level
- Core Competencies For The Next Level

UNDERSTANDING YOUR ATTITUDE AND YOUR IMAGE

- Background Influence
- Age and Life Experiences
- Your Values and Believe In Life
- Morale and Ethics At Work

RECIPE OF “EXCELLENCY”

- What Is Being “Excellent” At Work?
- Difference Between “Good” and “Excellent”
- Criteria For Becoming “Excellent” At Work

CHANGING YOUR THOUGHT PROCESS

- Simple Understanding Of How You Think
- Ability To Think Emotionally and Rationally
- How To Think Outside The Box
- Responding To Issues Effectively

MAKING ATTITUDE WORK FOR YOU

- Analyzing Your Current Work Culture
- Believing In Your Strength
- Secret of Developing Positive Attitudes.

SETTING A PROFESSIONAL IMAGE

- Improve The Way You Speak
- The Right Tone of Voice
- Using Positive Body Language

WORKING AS A GREAT TEAM

- Analyze Your Communication Matrix
- Your Personality Versus Team Members
- Your Personality Versus Bosses
- Learning To Accept Differences

METHODOLOGY

- Group Discussion
- Role Play
- Case-Study
- Self-Analyzing
- Experiential Learning
- Presentation and Lecture.

DURATION

2 DAYS

TRAINER-CONSULTANT

MS. ANANTHY SANKARAN

TRAINING FEE

RM 4800.00 X 2 Days = RM 9600.00*

** Price inclusive of notes and prints.*