



THE QUEST FOR EXCELLENCE & ATTITUDE CHANGE

COURSE OVERVIEW

Everything changes whether you like it or not. It is however, a question of how we change or more importantly, why we must change – that must be addressed. One can change for the better or for the worse.

- ✓ An organization may lose out if employees are not assisted to become excellent.
- ✓ Changes of employees' attitude are important for a management in order to successfully realise its vision and plans, objectives and direction.
- ✓ Attitudinal changes for the better and the acquisition of necessary experience and know-how enables a management to have a ready source of capable man-power for promotions in line with expansions.
- ✓ There are barriers and tensions existing in an organization. Most of them are psychological in nature and they prevent the individual from giving his or her best.

WHO SHOULD ATTEND

All levels of employees

For Further Enquiries, please contact:

Mr Thillai / Mr Jeremy Lai

PESDC Training Complex
Jalan Johan 2/2, Kaw Perindustrian Pengkalan 2
31550 Pusing, Perak

Tel: 05 3668869

Fax: 05 3668870

Email: thillai@pesdc.edu.my

jeremyvell@yahoo.com

h/p: 016 5137368

COURSE OUTLINE

Module 1: Introduction to Change. Ice-breaker

- a) What is Change? What is the starting point of change?
- b) Why Change?
- c) The process of change

Module 2: Concept of Excellence

- a) Definition of excellence
- b) Are you a dynamic or static employee?
- c) Characteristics of an excellent organization.
- d) Excellent performance and its impact on self, others and the organization.

Module 3: Identifying the Type of Performer

- a) Understanding the concept of performance
- b) Identifying four types of performers
- c) Difference between excellent performers and others
- d) Setting excellent performance standards for my duties

Module 4: Understanding and Managing Frustrations

- a) Understanding frustration
- b) Sources of frustration
- c) Effects of frustration
- d) My frustrations in the organization
- e) Managing and coping with frustration

Module 5: Behavioural and Attitudinal Formation

- a) How behaviours and attitudes are formed
- b) The jewel in the mud
- c) My milestone
- d) The 3 levels of consciousness. Why do we react? Obstacles are being logical.
- e) Barriers to change
- f) Johari's Window – open, close, blind and hidden-self. Knowing yourself through others. Accepting criticisms.
- g) Building team.

Module 6: Discovering My Goodself, Lesser Self

- a) Functional and dysfunctional activities
- b) Discovering my self-concept. Am I the self-actualizing self.
- c) Defreezing my lesser self
- d) Identifying my lesser self – casting the self-garbage in me
- e) The psychological phases of self-renewal

Module 7: From the Jewel in the Mud to a Shining Gemstone - The Paradigm Shift

- a) Externalize v. Internalize
- b) Performance and on-going improvement
- c) Being and action
- d) Humanism, morality, conscience
- e) The power of choice is yours

TRAINER

PESDC has a panel of professionally qualified, well-trained and industrially experienced technical trainers.

COURSE FEE (SSK-P07)

RM3,500.00 per day (max. 20 participants)

or

RM300.00 per pax (member)

RM400.00 per pax (non-member)

(Inclusive of course materials, lunch and refreshment)

Certificate of Achievement will be awarded upon successful completion of the course.

*SBL
claimable*

COURSE DETAILS

Duration : 2 Days (16 hours)

Date : Refer to training calendar

Time : 9.00am to 5.00pm

Venue : PESDC Training Complex