INSTITUT
PERKHIDMATAN
AWAM

LEARNING AND DEVELOPMENT PROGRAMS

April 2024 - March 2025

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INSTITUT
PERKHIDMATAN
AWAM

VISION

Centre of Excellence in Learning and Development
Towards Public Service Excellence

MISSION

To equip the workforce with the skills and competencies set needed towards achieving organisational and service delivery excellence

CORE VALUES

WISDOM

taq**W**a
kepent**I**ngan in**S**an (People-Centric)
Dinamik (Dynamic)
keb**O**leharapan (Reliable)
ko**M**itmen (Commitment)

STRATEGIC THEMES

Developing Human Capital
Organisational Performance
Excellence

2024 | 2025 PROGRAMS

CODE	PROFESSIONAL CERTIFICATION
	Pensijilan Perkeranian
MC07101-1	Bengkel Perkeranian Asas
MC07111-2	Bengkel Pembangunan Diri
MC07121-3	Bengkel Penggunaan ICT
	Project Management Professionals (PMP)® Certification
	CIPD UK Level 3 Foundation Certificate in People Practice (FCPP)
	Assessor Capability Development
	NEBOSH International General Certificate in Occupational Health and Safety
	Defensive Driving
CODE	**GOVERNANCE**
GS01010	Policy Monitoring and Evaluation
GS01020	Introduction to Public Policy
GS03090	Introduction to Cost Benefit Analysis in Policy Making
GE12110	Rukun Akhlak Dan Etika Kerja Perkhidmatan Awam
GE12120	Penerapan Negara Zikir Dalam Perkhidmatan Awam
GE12130	Penerapan Etika Melalui Kepimpinan Organisasi
CODE	**LEADERSHIP**
GS01140	Leading People
GS01150	Leading Change through Strategic Intelligence NEW
GS02010	Memperkasa Kepimpinan Diri NEW
CODE	**INFO-COMMUNICATION TECHNOLOGY (ICT)**
IS05020	Data Analytics for Public Sector
IS05220	Data Analytics and Visualisations with Microsoft Power BI
IS05190	Data Analysis and Decision-Making Using SPSS
IS05200	Data Analysis and Decision-Making Using Stata
IS05030	IT Security Awareness for End Users
IS05230	IT Security Awareness for Executive Management
IC06050	Microsoft Project For Project Management
IC07070	Microsoft Excel (Basic)
IC07180	Microsoft Excel (Intermediate)
IC07210	Microsoft Access (Basic)
IC07040	Microsoft Access (Intermediate)
IC07090	Microsoft Word (Basic)
IC07060	MailMerge Menggunakan Microsoft Word (Intermediate)
IC07080	Microsoft PowerPoint (Basic)
IC07240	Digital Literacy
IC07250	Introduction to Basic Programming
IC07260	Introduction to Microsoft SharePoint
IC07270	Infographic for Beginners
IC07280	Mobile Apps Design and Development
IC07300	Creating Diagrams using Microsoft Visio
IS04290	Video Creation using PowToon
CODE	**INNOVATION**
IC07100	Organisational Process Improvement
IC07110	Kumpulan Inovasi Dan Kreatif Perkhidmatan Awam
IO10120	Strategic Organisational Development and Transformation
IO10130	Design Thinking
IO10150	Problem Solving and Decision Making
CODE	**MANAGEMENT**
MS01010	Strategic Management
MC07070	Induksi Perkhidmatan Awam
MC07350	Induksi Perkhidmatan Awam (Refresher)

CODE	MANAGEMENT
MC07080	Persediaan Persaraan
MC06030	Detox Minda
MC07050	Kemahiran Penyeliaan
MC07060	Kemahiran Kesetiausahaan
MC07130	Pembantu Pejabat Cemerlang
MC07140	Menangani Perubahan
MP08340	Asas Kemahiran Kaunseling
CODE	**HUMAN RESOURCE**
MC07040	Performance Management Using KPI
MO11320	Train the Trainer
MO11330	Change Management
CODE	**COMMUNICATION**
MP08170	Pemantapan Komunikasi Efektif
MP08180	Menguasai Penyampaian
MP08190	Tatacara Persuratan Rasmi
MP08210	Penyediaan Laporan dan Kertas Kerja
MP09240	Kerja Berpasukan
CODE	**CUSTOMER SERVICE**
MO10270	Pengurusan Perkhidmatan Berkesan
MO10280	Perkhidmatan Pelanggan Profesional

IPA EXECUTIVE PROGRAMS
Effective Policy Writing NEW
Public Policy Design NEW
Strategic Planning in the Public Sector NEW
Foresight to Strategy NEW
Crisis Intervention NEW
Writing Policy Paper
Public Speaking
Data Analysis for Decision-Making
Data Analytics for Public Sector
REGIONAL
22nd Brunei-Singapore 2nd Echelon Civil Service Exchange Program (CSEP) | November 2024
15th Brunei-Malaysia-Singapore Leadership Development Program (LDP) | October 2024
ACCSM Workshop on Strengthening Government Strategies on Mental Health Towards Achieving Work-Life Balance (WLB) in Public Sector | May 2024
ACCSM Workshop on Developing Framework for Measuring Productivity in Public Sector | November 2024
FLAGSHIP
Executive Development Programme For Senior Government Officers (EDPSGO)
Executive Development Programme For Middle Management Officers (EDPMMO)
Young Executive Program (YEP)
Executive Refresher Course
Program Jati Diri
SIGNATURE
Ramadhan Talk Series
Innovation Bootcamp

PENSIJILAN PERKERANIAN

MC07101 Bengkel Perkeranian Asas
4 - 11 Mei 2024 | 5 - 12 Ogos 2024 | 2 - 9 November 2024
MC07111 Bengkel Pembangunan Diri
11 - 15 Mei 2024 | 25 - 29 Jun 2024 | 15 - 19 Oktober 2024
MC07121 Bengkel Penggunaan ICT
22 April - 1 Mei 2024 | 19 - 29 Jun 2024 | 24 September - 5 Oktober 2024 | 27 November - 7 Disember 2024 | 1 - 11 Februari 2025

Pengenalan
Program bertujuan untuk memantapkan lagi mutu perkhidmatan perkeranian di samping menambah ciri-ciri dan nilai murni dan kesan positif terhadap kerja yang akan dilaksanakan. Menurut Skim Perkhidmatan, peserta adalah dikehendaki melalui dua fasa iaitu Perkeranian Asas dan Perkeranian Lanjutan. Fasa Lanjutan hanya dapat diikuti setelah lulus fasa Asas.

Hasil Pembelajaran
Di akhir kursus, peserta akan dapat:
- meningkatkan pengetahuan bidang perkeranian dan memahami tugas dan tanggungjawab sebagai seorang kerani
- meningkatkan motivasi diri dan menerapkan hasil pembelajaran di tempat kerja
- memahami pengurusan dan keselamatan rekod kerajaan
- mempelajari Tatacara Persuratan Rasmi yang betul
- mempelajari Asas Rekod dan Sistem Fail
- meluaskan rangkai kerja di kalangan kerani-kerani Jabatan/Kementerian

Modul-Modul
1. MC07070 Induksi Perkhidmatan Awam (rujuk Isi Kandungan Induksi)

2. MC07101 Bengkel Perkeranian Asas
   - Peranan dan tanggungjawab Kerani
   - Ciri-ciri Kerani Yang Professional dan Positif
   - Asas Rekod dan Sistem Fail
   - Keselamatan Rekod-Rekod Kerajaan
   - Motivasi Kerja
   - Tatacara Persuratan Rasmi
   - Komunikasi Bersama Pelanggan
   - Basic English at the Workplace
   - Ujian Penilaian

3. MC07121 Bengkel Penggunaan ICT
   - Microsoft Word
   - Penyediaan 'Template' Persuratan Rasmi Melalui Elektronik
   - Penyediaan Dokuman melalui Mailmerge
   - Email Outlook
   - Microsoft Excel
   - Ujian Penilaian

4. MC07111 Bengkel Pembangunan Diri
   - Pengurusan Stres
   - Pengurusan Masa
   - Asas Komunikasi bagi Kerani
   - Ujian Penilaian

Metodologi
Ceramah
Perbincangan
Praktikal
Penilaian

Sasaran Peserta
Bahagian IV

Jangka Masa
18 hari (117 jam) termasuk ujian penilaian

Bahasa
Melayu / Inggeris

Pra-Syarat
Memegang jawatan sebagai Kerani yang berkhidmat di bawah 2 tahun

PROJECT MANAGEMENT PROFESSIONAL (PMP)® CERTIFICATION

Learning Outcome

At the end of the course, participants will:

- gain knowledge and exposure to project management best practices in accordance with PMI's globally recognized Standard
- be equipped with the knowledge on how to create high-performing teams
- be confident in starting the project more effectively
- be able to execute the project to meet objectives
- be able to monitor and control the project's progress and performance according to plans
- be able to align project objectives with business objectives
- be prepared and confident to sit for the PMP® examination

Modules

1. Creating A High-Performing Team
2. Starting the Project
3. Doing the Work
4. Keeping the Team on Track
5. Keeping the Business in Mind

Duration

6 days (39 hours)

Target Level

Division II & III

Pre-Requisite

- Project Managers
- Leading projects
- Participants who want to achieve a thorough grounding in project management best practices in accordance with PMI's global standard the Guide to the Project Management Body of Knowledge (PMBOK® Guide)

Certification

must earn 60 professional development units (PDU) per 3 year cycle to maintain certification
PDU defined as hours spent on accepted development activities
Valid for 3 yrs

CIPD UK LEVEL 3 FOUNDATION CERTIFICATE IN PEOPLE PRACTICE (FCPP)

Learning Outcome and Modules

At the end of the course, participants will be able to:

business, culture and change in context

- develop an understanding of the key external influences that impact on businesses and the context within which they operate, including discussing how and why organisations set goals
- define workplace culture and how people's behaviour shapes it

principles of analytics

- cover how evidence-based practice informs measures and outcomes and how it is applied within your organisation
- explain the importance of using data, the different types of data measurement and how these are used to inform decision making, including interpreting basic financial information using critical thinking skills and common calculations

core behaviours for people professionals

- develop insight into different approaches to customer focus using ethical principles to inform your approach to work
- evaluate ethical values and contextualise them within your work, specifying the ways in which you conform to associated regulation and law

essentials of people practice

- gain skills around effective recruitment, selection, and appointment of individuals through the assessment of employee lifecycles, including where you are placed within this
- learn different recruitment and selection methods and ways of preparing material for job roles and to attract candidates

Duration

15 days (105 hours)

Target Level

Division I & II

ASSESSOR CAPABILITY DEVELOPMENT

Learning Outcome and Modules

At the end of the course, participants will be able to:

- learn the key principles of Assessment Centre's
- identify different types of Assessment Centre Exercises and the competencies typically assessed
- understand the components of a typical Competency and recognize appropriate positive and negative behavioral indicator
- demonstrate their ability to complete the Behavioral Assessment Process effectively for a variety of Exercises
- prepare and present their candidate data in accurate behavioral terms, supported by relevant examples for inclusion in a data integration discussion
- write a candidate report outlining strengths and development needs against individual Competencies and Exercise Types
- Prepare for and run a face to face feedback session

Modules

1. Overview On Assessment Center
2. Competency Mapping
3. Selecting and Evaluating Exercises
4. Assessment Matrix & Evaluation
5. Reporting & Feedback

Duration

5 days

Target Level

Division I & II

NEBOSH INTERNATIONAL GENERAL CERTIFICATE IN OCCUPATIONAL HEALTH AND SAFETY

Learning Outcome

Risk assessment is central to the qualification. Through study and workplace application, successful learners will be able to:

- confidently carry out risk assessments
- develop and implement a detailed action plan
- manage and minimise workplace risks
- support and develop your company's health and safety culture
- manage health and safety effectively
- identify and control common workplace hazards
- measure level of success
- learn relevant key international standards

Assessment

The two-step assessment process consists of:

- an open book examination
- a practical risk assessment

Duration

10 days + 1 day open book exam

Target Participant and Level

Managers, supervisors and anybody with health and safety management responsibilities
Division II, III & IV

DEFENSIVE DRIVING

Learning Outcome

At the end of the course, participants will be able to:

- list the primary principles of Journey Management including fitness to drive
- state the correct use and limitations of safety equipment within a car and principle elements of correct driving position
- state the principle element of basic first aid (DRSABCD)
- demonstrate knowledge of Brunei road traffic regulations and highway signs and a correct driving position
- understand safe stopping distance for a vehicle under different conditions
- identify the primary hazards resulting from driver, passengers, vehicles, 3rd parties and environment
- demonstrate the ability to drive using a recognized “System of Vehicle Control”, comply with the Brunei Road Traffic Code and apply suitable Defensive Driving Techniques

Modules

1. Introduction to Road Safety
2. Journey Management / Driving Fitness / Road Fatalities
3. Vehicle Safety & Recovery System
4. Pre-drive Check and Tyre Safety
5. Basic First Aid / Road Traffic Regulations and Signs
6. Speed Awareness / Stopping Distance / Braking System
7. System of Vehicle Control
8. Defensive Driving

Methodology & Assessment

PowerPoint presentations, Videos, Worksheets, Practical
Written assessment and Practical (Initial and Final Drive) assessment

Duration / Validity

2 days / 3 years

Pre-Requisite

Holding a valid Class 3 Driving License

POLICY MONITORING AND EVALUATION GS01010

1 - 3 July 2024

Introduction
Policy deployment is a process to capture and bolster strategic goals as well as assert the vision of future insights and to develop the means to bring these goals and vision into reality. Excellence in policy deployment can be achieved when it is properly planned and strategically executed. The best practice for the deployment is to model a proper mechanism to align a company's resources to vital tasks for quality policy deployment or strategy deployment. This workshop is implemented based on the approved resource plans of the Government of His Majesty Sultan of Brunei Darussalam where as a basis, the workshop will provide leaders with necessary knowledge on various frameworks, techniques especially in policy deployment and evaluation to achieve distinction aligned to His Majesty's Titah.

Learning Outcome
At the end of the program, participants will be able to:
- discover, understand and utilise the various techniques and strategy in effective policy deployment and ensure the policies align with organisational goals and objectives
- review and amend existing policy to prepare for policy evaluation
- apply monitoring techniques as means of policy evaluation
- apply correct analysis techniques to identify and address new issues

Duration
3 Days (19.5 Hours)

Topics
1. Policy deployment definition and process
2. Key elements of policy deployment
3. The policy deployment steps or process
4. Evaluation/Review

Methodology
- Lecture
- Discussion
- Case Study
- Practical Activities

Target Participant
Group & Division II (ES1 & ES2)

Competency Focus
STRATEGIC DIRECTION – Champion Vision and Values
ES1: This target level will be able to
- engineer changes and spearhead the development of strategies to accomplish organisational goal
- align organisational goals and objectives in line with organisational vision and values

ES2: This target level will be able to
- translate strategic organisational goals, objectives, initiatives into plan of actions
- develop and communicate plan of actions accordingly to the set timeline and priorities

Language
English

INTRODUCTION TO PUBLIC POLICY
GS01020

16 - 17 July 2024

Introduction
"A public policy is a deliberate and carefully studied decision that provides guidance for addressing selected public concerns" (Civicus). Enacting the correct public policies are an integral part of government action towards delivering good governance. The correct policies will have beneficial impacts to the public while minimising unintended consequences. Policies that have not been well thought-out or researched can have negative outcomes that far outweigh the intended benefits. Therefore, it is imperative that civil servants who deal with laws, regulations and decision-making that involves the public, should have the basic knowledge and understanding of how to analyse and formulate policies. This course will help civil servants who are new to the field of public policy to understand what public policy is and introduce tools to help in formulating effective policies.

Learning Outcome
At the end of the program, participants will be able to:
- define what is an effective public policy
- understand the steps in analysing and formulating effective public policies
- align policies to the need of clients and stakeholders

Duration
2 Days (13 Hours)

Topics
1. Environmental Scanning
2. Construct of Public Policy
3. Policy Life-cycle

Methodology
- Lecture
- Discussion
- Case Study
- Practical Activities

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION – Champion Vision and Values
ES2: This target level will be able to
- translate strategic organisational goals, objectives, initiatives into plan of actions
- develop and communicate plan of actions accordingly to the set timeline and priorities

ES3: This target level will be able to
- identify organisational goals and objectives and how they are relevant to their work
- execute actions and deliver results to achieve organisational goals and mission

Language
English

NTRODUCTION TO COST BENEFIT ANALYSIS IN POLICY MAKING GS0309

9 - 11 July 2024

Introduction
Any decision, whether it is a government policy that involves the public or a business decision on a new product, a Cost Benefit Analysis (CBA) can help provide a structured approach to quantify the positive and negative impacts as well as how to account for financial risks. CBA also provides a methodology to list out assumptions, risks and potential benefits to help make a final resolution on a complex policy or decision. This course is designed for individuals who want to understand and apply cost-benefit analysis to support decision-making in their organisations.

Learning Outcome
At the end of the program, participants will be able to:
- describe the purpose of Cost Benefit Analysis (CBA) and how it can be applied in decision making
- discuss the perspectives of different stakeholders that could be affected
- apply different methods for measuring and quantifying monetary and non-monetary costs and benefits, including intangible benefits
- examine the concepts of non-market valuation, sensitivity and risk analysis, and how they can improve the comprehensiveness of the Cost Benefit Analysis (CBA)

Duration
3 days (19.5 hours)

Topics
1. Definition of Cost-Benefit Analysis
2. Basic steps in CBA
3. Concepts of CBA
4. Identifying costs and benefits: valuation, direct vs. indirect, internal vs. external
5. Investment decision criteria: future value & present value, calculating the net present value NPV
6. Discount rate
7. Sensitivity analysis
8. Uncertainty and risk

Methodology
- Lecture
- Discussion
- Case Study
- Practical Activities

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION – Business Acumen, Business Development and Knowledge Capital
ES2: This target level will be able to
- manage resources and transitions between project stages through information sharing, communication and collaboration across the organisation
- analyse and synthesise information using relevant methodology and techniques accurately
- collate and analyse data to explore range of possibilities and create effective alternatives actions during the implementation process

ES3: This target level will be able to
- collate information and respond under direction to changes in system improvement initiatives and build effective collaboration between teams
- collate information on contextual issues from stakeholders and generate a report
- synthesise data and feedback and generate reliable and accurate information capital

Language
English

Pre-Requisite
- Basic knowledge on using MS Excel
- Bring own laptop

RUKUN AKHLAK DAN ETIKA KERJA PERKHIDMATAN AWAM
GE12110

14 - 16 Mei 2024 | 4 - 6 Jun 2024 | 2 - 4 Julai 2024 | 5 - 7 Ogos 2024 | 3 - 5 September 2024 | 21 - 23 Januari 2025

Pengenalan
Warga Perkhidmatan Awam memainkan peranan utama dalam merealisasikan aspirasi dan Wawasan Brunei 2035. Ke arah tujuan itu, sebagai warga Perkhidmatan Awam adalah penting bagi setiap individu mempunyai serta menerapkan nilai-nilai murni dan positif dalam melaksanakan tugas dan tanggungjawab seharian. Oleh yang demikian, mempunyai akhlak mulia dan etika kerja yang betul akan dapat mendokong ke arah pencapaian sebuah organisasi dan sumber tenaga manusia yang cemerlang dan terbilang.

Hasil Pembelajaran
Di akhir kursus, para peserta akan dapat:
- meningkatkan kesedaran akan kepentingan berakhlak mulia dan etika kerja positif dalam melaksanakan tugas dan tanggungjawab harian
- memahami hubungkait Rukun Akhlak dan Etika Kerja dalam pemberian perkhidmatan yang cemerlang
- mengetahui dan memahami ciri-ciri Rukun Akhlak dan Etika Kerja sebagai contoh nilai-nilai seorang pemimpin yang cemerlang, keutamaan ilmu dalam melaksanakan tugas dan sebagainya
- memberi kesan dan pengetahuan akan kepentingan bekerja secara berpasukan dalam meningkatkan produktiviti Perkhidmatan Awam

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-Tajuk
1. Pengertian dan Peranan Etika dan Etika Kerja
2. Kedudukan RAEK dalam pentadbiran dan pengurusan perkhidmatan awam
3. Rangka kerja RAEK bagi pemimpin: Kepimpinan Diri, Pembangunan Organisasi, Membuat Keputusan dan Proses Kerja

Metodologi
- Ceramah
- Demonstrasi
- Perbincangan
- Latihan Amali
- Kajian Kes

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV dan V

Fokus Kompetensi
HALA TUJU STRATEGIK – Memandu Perubahan
ES2: Tahap Sasaran boleh
- membentuk dan mewujudkan sistem untuk mengukur akauntabiliti dan kesannya
- menetapkan tanggungjawab untuk fungsi susulan berterusan bagi mengekalkan momentum

ES3: Tahap Sasaran boleh
- mengatur dan mengutamakan tugas dan penggunaan sumber sumber dengan cekap
- melaksanakan pelan tindakan dengan rasa tanggungjawab dan patuh

Bahasa
Melayu

PENERAPAN NEGARA ZIKIR DALAM PERKHIDMATAN AWAM GE12120

7 - 9 Mei 2024 | 26 - 28 Ogos 2024 | 14 - 16 Januari 2025

Pengenalan
Dalam usaha membentuk dan menjana warga perkhidmatan awam ke arah kecemerlangan diri dengan mengekalkan Negara Brunei Darussalam sebagai sebuah "Negara Zikir" sebagaimana hasrat Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam, warga perkhidmatan awam adalah nadi jentera penggerak yang mendukung hasrat tersebut dengan mengamalkan dan menghayati ciri-ciri zikir sewaktu melaksanakan tugas dan kewajipan di dalam perkhidmatan awam.

Hasil Pembelajaran
Di akhir kursus ini, para peserta akan dapat:
- meningkatkan penghayatan"Negara Zikir"
- memupuk peningkatan pemahaman terhadap pengajaran Al-Qur'an dalam menguruskan pekerjaan
- menyerapkan pengajaran-pengajaran yang diperolehi daripada Al-Qur'an dan Sunnah ke dalam pekerjaan seharian
- meningkatkan penghayatan itqan dan pemantapan diri dengan aqidah Ahli Sunnah Waljama'ah

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-Tajuk
1. Pengenalan kepada Pengurusan Mengikut Al-Qur'an (Ciri-Ciri Zikir Dalam Perkhidmatan Awam)
2. Penghayatan Ahli Sunnah Waljama'ah dalam Pengurusan dan Pentadbiran
3. Pengenalan kepada Ummul Kitab & Klinik Surah Al-Fatihah
4. Memimpin diri dan organisasi dengan lunas-lunas Al Qur'an serta Sunnah (Konsep Adil, Syura dan Menjaga kualiti)
5. Kepentingan Solat Dhuha dan Surah Al-Waqi'ah
6. Pembudayaan Membaca Al-Qur'an (PMQ) & Bimbingan Amalan Doa, Zikir & Selawat- selawat pilihan

Metodologi
- Tasmiq
- Ceramah
- Perbincangan dan Amali
- Kerja Kumpulan

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV dan V

Fokus Kompetensi
HALA TUJU STRATEGIK – Memandu Perubahan
ES2: Tahap Sasaran boleh
- membentuk dan mewujudkan sistem untuk mengukur akauntabiliti dan kesannya
- menetapkan tanggungjawab untuk fungsi susulan berterusan bagi mengekalkan momentum

ES3: Tahap Sasaran boleh
- mengatur dan mengutamakan tugas dan penggunaan sumber sumber dengan cekap
- melaksanakan pelan tindakan dengan rasa tanggungjawab dan patuh

Bahasa
Melayu

PENERAPAN ETIKA MELALUI KEPIMPINAN ORGANISASI GE12130

8 - 9 Oktober 2024 | 3 - 4 Disember 2024

Pengenalan
Rukun Akhlak dan Etika Kerja Perkhidmatan Awam (RAEK) mula diperkenalkan pada 1996 dan huraian 11 ciri dibukukan menjadi satu panduan akhlak dan tingkah laku bagi Warga Perkhidmatan Awam. Program ini akan memberikan tumpuan kepada para pemimpin dalam menerapkan ciri-ciri RAEK berkenaan ke dalam diri sendiri dan juga ke dalam pegawai dan kakitangan di bawah pimpinan mereka. Pemimpin akan didedahkan kepada rangka kerja yang merumuskan 11 ciri RAEK dalam mengukuhkan lagi integriti serta etika kerja di organisasi masing-masing.

Hasil Pembelajaran
Di akhir kursus, para peserta akan dapat:
- meningkatkan kefahaman akan keutamaan memartabatkan dan melestarikan Rukun Akhlak dan Etika Kerja (RAEK) dalam kepimpinan dan sistem pengurusan serta pentadbiran dalam Perkhidmatan Awam
- menekankan kepentingan RAEK di kalangan pemimpin
- mengetengahkan ilmu dan kaedah kepimpinan selaras dengan RAEK dalam menerapkan ciri-ciri di dalam organisasi

Jangkamasa
2 Hari (13 Jam)

Tajuk-Tajuk
1. Pengertian dan Peranan Etika dan Etika Kerja
2. Kedudukan RAEK dalam pentadbiran dan pengurusan perkhidmatan awam
3. Rangka kerja RAEK bagi pemimpin: Kepimpinan Diri, Pembangunan Organisasi, Membuat Keputusan dan Proses Kerja

Metodologi
- Ceramah
- Perbincangan
- Kerja Kumpulan

Sasaran Peserta
Bahagian I & II (ES1 & ES2)

Fokus Kompetensi
HALA TUJU STRATEGIK – Memandu Perubahan
ES 1: Tahap Sasaran boleh
- menyemak dan mengesahkan sistem yang berkesan dan projek penting bagi pengukuran akauntabiliti
- mengamalkan amalan tadbir urus yang baik dalam melaksanakan hasrat strategik

ES 2: Tahap Sasaran boleh
- membentuk dan mewujudkan sistem untuk mengukur akauntabiliti dan kesannya
- menetapkan tanggungjawab untuk fungsi susulan berterusan bagi mengekalkan momentum

Bahasa
Melayu

LEADING PEOPLE
GS01140

15 - 16 May 2024 | 18 - 19 December 2024 |

Overview
Effective management is an important skill for a leader. However, leading and managing people are vastly different. Managing requires specific skills and knowledge to manage resources including finance, equipment and people in order to achieve an objective. Leading on the other hand involves inspiring and motivating others to perform at their optimum level. Therefore, the major difference is control and power versus encouraging and influencing. This program will highlight the importance of setting goals and visions, as well as empowering others to be at their best. By aligning the goals of the organisations to the teams' expectations, a leader can maintain the team's effectiveness.

Learning Outcome
By the end of this program, participants will be able to:
- effectively communicate organisation's vision and goals
- identify and utilise leadership styles appropriate for the context
- utilise motivational approaches such as giving praise, listening, encouraging open communication and providing opportunities for growth
- promote a healthy working environment

Duration
2 Days (13 Hours)

Topics
1. Contingency Leadership Theory
2. Motivational Leadership Theory
3. Coaching through GROW

Methodology
- Lecture
- Discussion
- Role Play

Target Participant
Group & Division II (ES1 & ES2)

Competency Focus
STRATEGIC DIRECTION – Champion Vision and Values
ES1: This target level will be able to
- engineer changes and spearhead the development of strategies to accomplish organisational goal
- align organisational goals and objectives in line with organisational vision and values

ES2: This target level will be able to
- translate strategic organisational goals, objectives, initiatives into plan of actions
- develop and communicate plan of actions accordingly to the set timeline and priorities

Language
English

LEADING CHANGE THROUGH STRATEGIC INTELLIGENCE
GS01150

3 - 5 June 2024

Introduction
Strategic Intelligence is important information required to precisely formulate future policies and plans. Strategic Intelligence leverages the collection and analysis of relevant data sources in order for leaders to make informed decision. The next challenge is then to communicate and 'sell' the policy in ensuring that it is successfully accepted and implemented by stakeholders, strategic partners and users. Consequently, an element of change management is required to cascade the policy or initiative in terms of planning and strategy for agencies involved.

Learning Outcome
By the end of this program, participants will be able to:
- demonstrate skills to help defining strategy, strategic intelligence and strategic analysis
- understand the current strategic operating environment
- effectively use strategic planning tools such as scenario planning, SWOT analysis
- understand mobility and career strategies to help develop strategic capabilities
- re-align vision and mission of the organisation in response to the change made
- assess current organisational culture in identifying potential barriers or challenges
- anticipate organisational needs through employee engagement such as training and knowledge transfer

Duration
3 Days (19.5 Hours)

Topics
1. Definition of change and change management
2. Strategy and strategic thinking process
3. Strategic planning tools (scenario planning, SWOT analysis)
4. Strategic thinking tools – system thinking, analogical thinking, enquiry, dialogue, framing and reflection
5. Strategic intelligence and capabilities
6. Case studies of strategic and non-strategic behaviour

Methodology
- Lecture
- Discussion
- Case Study
- Group Activity
- Pre-reading Materials

Target Participant
Group & Division II (ES1 & ES2)

Competency Focus
STRATEGIC DIRECTION – Champion Vision and Values
ES1: This target level will be able to
- engineer changes and spearhead the development of strategies to accomplish organisational goal
- align organisational goals and objectives in line with organisational vision and values

ES2: This target level will be able to
- translate strategic organisational goals, objectives, initiatives into plan of actions
- develop and communicate plan of actions accordingly to the set timeline and priorities

Language
English

MEMPERKASA KEPIMPINAN DIRI
GS02010

23 - 25 April 2024 | 17 - 19 September 2024

Pengenalan
Kepimpinan diri boleh ditakrifkan sebagai "proses" mempengaruhi diri sendiri untuk menetapkan arah dan motivasi diri yang diperlukan untuk berprestasi. Kepimpinan diri merangkumi keupayaan untuk "memimpin diri sendiri" melalui penggunaan teknik tingkah laku dan mental.

Ini termasuk pemerhatian diri, penetapan matlamat diri dan pengurusan tingkah laku. Kepercayaan dan anggapan, imaginasi mental, serta kebiasaan berfikir seseorang yang akhirnya membawa kepada kepimpinan sebenarnya iaitu mempengaruhi dengan tindakan bukan jawatan semata-mata.

Hasil Pembelajaran
Pada akhir kursus ini, para peserta akan dapat:
- memahami nilai dan tingkah laku diri dan individu dalam kepemimpin
- menggunakan teknik kepimpinan diri serta mengatur, mengutamakan, dan menggunakan sumber daya secara cekap dalam persekitaran kerja
- menyumbang kepada keupayaan yang lebih baik dengan kecemerlangan diri dan organisasi di tempat kerja

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-Tajuk
1. Individu Sebagai Pemimpin
2. Keseimbangan Peribadi Kepimpinan
3. Paradigma Dalam Kepimpinan

Sasaran Peserta
Bahagian II & III (ES2 & ES3)

Fokus Kompetensi
HALA TUJU STRATEGIK – Memandu Perubahan
ES2: Tahap Sasaran boleh
- membentuk dan mewujudkan sistem untuk mengukur akauntabiliti dan kesannya
- menetapkan tanggungjawab untuk fungsi susulan berterusan bagi mengekalkan momentum

ES3: Tahap Sasaran boleh
- mengatur dan mengutamakan tugas dan penggunaan sumber sumber dengan cekap
- melaksanakan pelan tindakan dengan rasa tanggungjawab dan patuh

Bahasa
Melayu

DATA ANALYTICS FOR PUBLIC SECTOR
IS05020

15 - 16 May 2024

Introduction
Information has become an important commodity in making critical decisions. In the digital era, information can be quickly collected and stored digitally. However, the amount of data is often quite large and can be quite overwhelming. It requires computers and sophisticated algorithms to help convert the data into useful information. Most policymakers are not equipped to understand the complexity of 'Big Data' let alone make sense of the data. To aid policymakers to make informed decisions, they must first be accustomed to the process and technology involved in data analytics. This course will introduce participants to the various jargon and procedures involved in Big Data as well as cover the basic principles of Data Analytics.

Learning Outcome
At the end of the program, participants will be able to:
- understand the important relationship between data analysis and decision-making
- differentiate between traditional analytics and Big Data analytics
- understand how data visualisation can help influence stakeholders
- recognise the processes involved in data analytics
- utilise information gathered and analysed to make informed decisions

Duration
2 Days (13 Hours)

Topics
1. Introduction to Big Data Analytics
2. Knowledge/data management
3. What are Data Analytics and how it can be used in Public Management?
4. The rise of Data-Driven Organisations
5. Types of Data
6. Common programs used in Data Analytics
7. Identifying a problem and pinpointing the necessary data to collect
8. The importance of data visualisation in getting stakeholder engagement and agreement
9. Data analysis and interpretation for informed decisions in Public Policy
10. Theories and elements of decision analysis

Methodology
- Lectures
- Case Studies
- Group Discussions

Target Participant
Division I, II & III (ES1, ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION - Business Acumen, Business Development and Knowledge Capital

ES1: This target level will be able to
- assess current trends and remedy variances from project plans or frameworks by monitoring project performance
- recognise and assess several likely causes or ways of interpreting available information
- build on information and knowledge of financial principles and academic models/concepts that lead to effective policymaking and business processes

ES2: This target level will be able to
- manage resources and transitions between project stages through information sharing, communication, and collaboration across the organisation
- analyse and synthesise information using relevant methodology and techniques accurately
- collate and analyse data to explore a range of possibilities and create effective alternatives actions during the implementation process

ES3: This target level will be able to
- collate information and respond under direction to changes in system improvement initiatives and build effective collaboration between teams
- collate information on contextual issues from stakeholders and generate a report
- synthesise data and feedback and generate reliable and accurate information capital

Language
English

DATA ANALYTICS AND VISUALISATIONS WITH MICROSOFT POWER BI
IS05220

13 - 15 May 2024

Introduction
Data analytics and visualisation through Microsoft Power BI can assist organisations to make informed decisions for complex problems (such as on products or services) through data insights produced by the tool. Data insights can be obtained from the data patterns generated through data analysis and visualisation processes. Participants will be able to extract, examine, experiment, and present data attractively with ease and speed.

Learning Outcome
At the end of the program, participants will be able to:
- import data to Microsoft Power BI
- transform data using Query Editor
- manage Table Relationships
- utilise Data Analysis Expressions (DAX)
- create Data Visualisations

Duration
3 Days (19.5 hours)

Topics
1. Setting up the data
2. Designing Data Model
3. Creating Measures using DAX
4. Working with Visualisation
5. Creating Story Reports

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION - Business Development and Knowledge Capital
ES2: This target level will be able to
- analyse and synthesise information using relevant methodology and techniques accurately
- collate and analyse data to explore a range of possibilities and create effective alternative actions during the implementation process

ES3: This target level will be able to
- select tools or techniques tailored to the scope or the needs of problem-solving
- maintain effective tools and procedures to assist in the decision-making process

Language
English

DATA ANALYSIS AND DECISION-MAKING USING SPSS
IIS05190

7-9 May 2024

Introduction
SPSS is a leading statistical software used to solve a variety of research problems. It provides a range of techniques including ad-hoc analysis, hypothesis testing, and reporting making it easier to manage data, select and perform analyses and share your results. It is a fast, powerful statistical package designed for researchers of all disciplines. SPSS makes it easy to conduct data cleaning and management, distinctly styled graphs, and descriptive and advanced analysis.

The objective of this course is to introduce participants to SPSS and SPSS files. Participants will learn to use SPSS for data cleaning, management, and statistical analysis including importing other types of data files such as Excel into SPSS. The theory behind the statistics will be explained.

Learning Outcome
At the end of the program, participants will be able to:
- utilise raw data collected in the settings, clean, summarise and analyse data to take appropriate actions
- achieve an understanding of descriptive statistics confidence intervals, p-values, and bi-variate inferential statistics (hypothesis testing)
- interpret statistical outputs
- critically review / analyse research reports and papers
- use SPSS in practical professional work to produce neat and reproducible analysis outputs

Duration
3 Days (19.5 hours)

Topics
1. Learn to use SPSS
2. Data Analysis: Descriptive Statistics and Subgroup Analysis
3. Hypothesis Testing and Inferential Statistics

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION - Business Development and Knowledge Capital
ES2: This target level will be able to
- analyse and synthesise information using relevant methodology and techniques accurately
- collate and analyse data to explore a range of possibilities and create effective alternative actions during the implementation process

ES3: This target level will be able to
- select tools or techniques tailored to the scope or the needs of problem-solving
- maintain effective tools and procedures to assist in the decision-making process

Language
English

DATA ANALYSIS AND DECISION MAKING USING STATA
IS05200

10 - 12 June 2024

Introduction
Stata is a statistical software that enables users to analyse, manage, and produce graphical visualisations of data. It is designed for participants without or with very limited experience using Stata, but it requires basic knowledge of descriptive statistics. Participants will learn to import data, construct workflow, and deal with missing data, and data manipulation.

Learning Outcome
At the end of the program, participants will be able to:
- use the basic features in Stata
- understand basic data description
- run basic statistical routines, combine datasets, and programming, create communicative graphics, run regression models, and present statistical results
- analyse data using a series of commands
- import data from other applications and the internet
- independently create a working dataset from raw data, conduct statistical analyses, utilise loops and local or global variables and create informative graphics

Duration
3 Days (19.5 hours)

Topics
1. Sample Session & Main Stata window
2. Data Editor, Viewer dan Do-File Editor
3. Graph window and Editor
4. Current working directory
5. Working with data, Loading and saving data
6. Keeping logs and safe computing
7. Basic data reporting & data manipulation
8. Making strings into numerical categorical variables
9. Observation subscripts _n and _N
10. Memory management
11. Obtaining data
12. Import and export Excel and Text data
13. Other commands to import and export data
14. Reading dates and times
15. Appending and Merging data
16. Wide versus long data
17. How to think about variables and their contents

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
STRATEGIC DIRECTION - Business Development and Knowledge Capital
ES2: This target level will be able to
- analyse and synthesise information using relevant methodology and techniques accurately
- collate and analyse data to explore a range of possibilities and create effective alternative actions during the implementation process

ES3: This target level will be able to
- select tools or techniques tailored to the scope or the needs of problem-solving
- maintain effective tools and procedures to assist in the decision-making process

Language
English

INFO-COMMUNICATION TECHNOLOGY (ICT)

IT SECURITY AWARENESS FOR END USERS
IS05030

1 May 2024 | 10 July 2024 | 8 August 2024 | 17 September 2024

Introduction
This course can enable an organisation to improve its security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security-conscious behaviour. Any supporting staff must be aware and literate in the core component of the Information Security Strategy.

Learning Outcome
At the end of the program, participants will be able to:
- learn fundamentals of Information Security, ensure secure emails and safe Internet Surfing
- stay ahead of today's cyber threats
- learn how to protect your computer and your account by Password Construction and Management
- understand Digital Rights Management (DRM) including piracy
- differentiate what exactly computer viruses and worms are
- identify a phisher, hacker, shoulder surfer, and dumpster diver
- know what you should do when a security incident happens

Duration
1 Day (6.5 hours)

Topics
1. Information Security Basics
2. Online Security Threats and its Countermeasures
3. General Security Threats and its Countermeasures
4. Incident Handling

Methodology
- Lecture
- Discussions
- Demonstrations
- Case Studies
- Hands-On Practicals

Target Participant
Division II & III (ES2 & ES3), Division IV & V

Competency Focus
STRATEGIC DIRECTION – Knowledge Capital
ES2: This target level will be able to
- collate and analyse data to explore a range of possibilities and create effective alternatives actions during the implementation process
- analyse the implications of a wide range of complex issues and capitalise on expert knowledge and attributes of others that contribute to achieving the outcome of business units
- implement new policies and business processes effectively

ES3: This target level will be able to
- maintain effective tools and procedures to assist in the decision-making process
- synthesise data and feedback and generate reliable and accurate information capital

Language
English / Malay

IT SECURITY AWARENESS FOR EXECUTIVE MANAGEMENT
IS05230

15 May 2024

Introduction
This course is designed to focus management's attention on security. They need to know the 'why security' to make a good management choice as they are ultimately responsible for the security of their ministry/department. They are also responsible for daily decision-making and the infusion of values and culture throughout the organisation through their actions.

In this environment, it's not surprising we frequently see breaches make headlines, therefore, the executives need to recognise that compliance does not equal security and checking the box is no longer sufficient. The organisation must be able to quickly detect and respond to security incidents should they occur. It's not enough to just focus on prevention as a truly motivated, resourceful attacker will find a way in.

Learning Outcome
At the end of the program, participants will be able to:
- understand what is Information Security, Security Policy, and ISO/IEC 27001 Controls in Brief
- mitigate and manage risk as a result of security threats
- understand the definition and activities of social engineering
- protect the Information Asset
- respond to Incidents
- tackle various legal issues related to IT Security

Duration
1 Day (6.5 hours)

Topics
1. General Information Security
2. Introduction to ISO 27001/27002
3. General Security Threats and their countermeasures

Methodology
- Lecture
- Discussions
- Demonstrations

Target Participant
Division I & II (ES1 & ES2)

Competency Focus
STRATEGIC DIRECTION – Knowledge Capital
ES1: This target level will be able to
- guide and align the development of a planned and rational approach toward achieving organisational effectiveness
- rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies

ES2: This target level will be able to
- collate and analyse data to explore a range of possibilities and create effective alternatives actions during the implementation process
- analyse the implications of a wide range of complex issues and capitalise on expert knowledge and attributes of others that contribute to achieving the outcome of business units
- implement new policies and business processes effectively

Language
English / Malay

MICROSOFT PROJECT FOR PROJECT MANAGEMENT
IC06050

2 - 7 September 2024

Introduction
This course covers Project Management Concepts and Applications using Microsoft Project. Microsoft Project helps users to manage projects more effectively. It enables users to plan, schedule, and allocate resources, collaborate on projects, analyse project information and manage project teams.

Learning Outcome
At the end of the program, participants will be able to:
- understand the Project Management Fundamentals
- manage the project resources and the schedule
- create reports based on the project
- monitor the project
- customise the project environment

Duration
5 Days (32.5 Hours)

Topics
1. Understanding The Project Management Fundamentals
2. Introduction and Overview of Microsoft Project
3. Creating A Project
4. Managing Resources
5. Managing The Schedule
6. Reporting
7. Customising Project Environment
8. Team Project Management

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
Performance Culture - Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/unit goals, strategies, and plans

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify budgets, timeframes, and standards

Language
English / Malay

MICROSOFT EXCEL (BASIC)
IC07070

13 - 14 May 2024 | 17 - 18 July 2024 | 10 - 11 September 2024 | 2 - 3 December 2024

Introduction
Microsoft Excel is a spreadsheet program used to record and analyse numerical and statistical data. It is a powerful tool that can help organise, calculate, analyse, revise, update, and present data much easier. An Excel spreadsheet can be understood as a collection of columns and rows that form a table. This course will provide participants with the knowledge to utilise various basic functions within Microsoft Excel such as creating charts, entering and deleting data, basic formulas and so on. This course is very suitable for participants who have zero knowledge of Microsoft Excel.

Learning Outcome
At the end of the program, participants will be able to:
- understand the use of a spreadsheet and its benefits
- utilise spreadsheet software in a day-to-day business environment effectively
- indicate the names and functions of the Excel interface components
- enter, edit, and format data and cells
- construct formulas, including the use of built-in functions, and relative and absolute references
- create and modify charts
- preview and print worksheets

Duration
2 days (13 Hours)

Topics
1. Exploring Spreadsheet
2. Working with Excel
3. Basic Excel Features
4. Moving the Data
5. Modifying Cells and Data
6. Cell Formatting
7. Enhancing a Worksheet's appearance
8. Working with Charts
9. Using the View Tab
10. Printing the Workbook

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3), Division IV & V

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/units' goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

MICROSOFT EXCEL (INTERMEDIATE)
IC07180

4 - 5 June 2024 | 4 - 5 November 2024

Introduction
The Microsoft Excel Intermediate training is for participants who have basic Excel skills and are looking to enhance their knowledge in composing formulas and applying them to manipulate data. MS Excel can be a powerful analytical tool in assisting decision-makers to come to an informed result.

Learning Outcome
At the end of the program, participants will be able to:
- create formulas
- audit and Correct formula errors
- apply advanced Excel Functions such as Conditional Formatting
- create effective spreadsheets - Work with many worksheets- and large worksheets
- create more advanced charts and pivot table
- use an electronic spreadsheet to make useful alternatives to support in making decisions
- interpret raw data into useful data for decision-makers

Duration
2 days (13 Hours)

Topics
1. Creating and Auditing Formulas
2. Creating a Formula Using the Named Range
3. Time and Date Functions
4. Logical Functions
5. Statistical Functions
6. Lookup Functions
7. Formatting Data in Excel
8. Working with Many Worksheets
9. Working with Large Worksheets
10. Paste Special Options
11. Charts & Pivot Table
12. Analyse Data For Decision Making

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/units' goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome.

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards.

Language
English / Malay

Pre-Requisite
Basic knowledge of Microsoft Excel

MICROSOFT ACCESS (BASIC)
IC07210

9 - 12 September 2024 | 2 - 5 December 2024

Introduction
Microsoft Access is a well-known database management system that enables users to manage data and analyse massive amounts of information efficiently. MS Access provides a combination of database functionality and programming capabilities for creating easy-to-navigate forms.

A database is a set of related data that are stored for easy and quick retrieval. Data stored in a database transforms into structured and meaningful information to fit users' needs. A database is also portable which means that the data can be easily transferred from one computer to another. Using a database makes it easier to share information and provide access to data according to specific requirements and needs at any time.

In addition, MS Access is simple to install and easy to understand with the help of its graphical user interface (GUI). It lets users create tables, forms, queries, and reports and connect with the aid of Macros.

Learning Outcome
At the end of the program, participants will be able to:
- understand the concept of a database
- apply basic knowledge of using functions in Microsoft Access
- structure data and information using tables
- make a simple query and create a form
- generate a simple report

Duration
4 days (26 hours)

Topics
1. Introduction to Database
2. Database Design
3. Create and Modify Tables
4. Manage Database
5. Create & Modify Query
6. Modify Forms in Layout View
7. Modify Reports in Layout View

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/units' goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

MICROSOFT ACCESS (INTERMEDIATE)
IC07040

17 - 20 February 2025

Introduction
Microsoft Access has emerged as a rapid application development tool providing sophisticated database capabilities for quickly retrieving and manipulating enterprise data. This course provides a thorough working knowledge of Access programming techniques.

Learning Outcome
At the end of the program, participants will be able to:
- create a database with Database Wizard
- create and customise simple applications with Visual Basic
- develop an application using built-in Macros to automate applications
- customise reports using Visual Basic

Duration
4 days (26 hours)

Topics
1. Introduction to Database
2. Database Design
3. Create and Modify Tables
4. Manage Database
5. Create & Modify Query
6. Modify Forms in Layout View
7. Modify Reports in Layout View

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division II & III (ES2 & ES3))

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/units' goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

Pre-Requisite
Working knowledge of the Microsoft Access application / Microsoft Access (Basic)

MICROSOFT WORD (BASIC)
IC07090

1-2 May 2024 | 17 - 18 July 2024 | 18 - 19 September 2024 | 11 - 12 November 2024

Introduction
Microsoft Word is the most common Word Processing software used in organisations to make professional-quality documents such as letters, memoranda and reports. MS Word has features that allow users to format, and save it to view or edit later in the best possible way. In addition, MS Word also allows users to share documents among colleagues, and make changes and comments asynchronously. This course will provide participants with the knowledge to utilise functions in MS Word to make documents more organised and structured.

Learning Outcome
At the end of the program, the participants will be able to:
- understand the basic functions of Microsoft Word
- learn basic knowledge in applying and using functions in Microsoft Word
- structure documents using tables, lists, paragraphs, and columns
- insert graphics into a document

Duration
2 Days (13 Hours)

Topics
1. Introduction to Microsoft Word
2. Open and Create a document
3. Basic operation, text, and paragraph format
4. Manage tables & lists
5. Basic formatting
6. Insert and format graphic elements

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study

Target Participant
Division IV & V

Language
Malay

MAILMERGE MENGGUNAKAN MICROSOFT WORD (INTERMEDIATE)
IC07060

12 - 13 Jun 2024 | 13 - 14 Ogos 2024 | 16 - 17 Oktober 2024 | 22 - 23 Januari 2025

Pengenalan
Kemudahan-kemudahan I.T. disediakan di pejabat-pejabat bagi memudahkan pegawai dan kakitangan dalam mengendalikan tugas-tugas seharian. Sebahagian besar tugas yang dilakukan menggunakan komputer ialah mengendali dan mengurus persuratan. Ramai yang menggunakan I.T. untuk tujuan tersebut, tetapi tidak ramai yang dapat menguasai pengendalian persuratan dengan cara yang lebih efisien dan efektif serta dapat meningkatkan produktiviti dan mutu kerja.

Melalui kursus ini, pegawai dan kakitangan yang bertanggungjawab dalam pengendalian persuratan akan diberi pendedahan tentang perbezaan di antara data dengan maklumat dan pengolahannya untuk digunakan secara jangka panjang. Selain dari itu, pengguna akan diketengahkan dengan satu kaedah praktikal yang dipanggil 'Mail Merge' yang terdapat dalam perisian Microsoft Word. Kaedah ini memberi kemudahan cara yang paling efisien untuk mengendalikan persuratan.

Hasil Pembelajaran
Di akhir kursus ini, peserta akan dapat:
- mengetahui peranan dan perbezaan antara "Data" dan "Maklumat"
- memahami ciri-ciri Pangkalan Data dalam Mail Merge
- menghasilkan pelbagai jenis maklumat melalui pangkalan data bagi tujuan perkongsian maklumat
- meningkatkan pengetahuan yang terbit dari data dan maklumat
- meningkatkan mutu kerja secara amnya

Jangka masa
2 Hari (13 Jam)

Tajuk-Tajuk
1. Pengenalan
2. Mail Merge
3. Proses pengubahsuaian sumber data dan dokumen utama

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Latihan Praktikal
- Kajian Kes

Sasaran Peserta
Bahagian III (ES 3), IV & V

Fokus Kompetensi
BUDAYA PRESTASI – Keputusan Berorientasikan Hasil
ES3: Tahap Sasaran boleh
- membantu di dalam melaksanakan pembaikan berterusan dan mengambil bahagian dan memberi sumbangan di dalam usaha pembaikan beterusan

Bahasa
Melayu

MICROSOFT POWERPOINT (BASIC)
IC07080

13-14 May 2024 | 13 - 14 November 2024 | 8 - 9 January 2025

Introduction
Presentation quality or interesting method of communication via electronic media is indispensable for any organisation or individual who served as an academic, presenter of information, communication or training operators or operation of the project.

Microsoft PowerPoint is a presentation graphics complete package. It provides all the necessities for producing professional performances. Through this course, the show will be formed by producing the first slide to the last slide to reveal additional features performances such as background format, drawing, colour, transitions and animations, drawing tools and the characteristics of the control, which makes it easier to become a professional presentation operator.

Learning Outcome
At the end of the program, the participants will be able to:
- understand the role, features, and benefits of Microsoft PowerPoint
- create suitable and attractive presentations
- use Microsoft PowerPoint features to customise your slides
- manage and control the slides and presentations
- understand slide designs and format for an effective presentation

Duration
2 Days (13 Hours)

Topics
1. Introduction and Managing Slides
2. Inserting Elements into Slides
3. Applying Transitions and Animations

Methodology
- Lecture
- Discussion
- Demonstration
- Practical
- Case studies

Target Participant
Division II & III (ES2 & ES3), Division IV & V

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/unit goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

DIGITAL LITERACY
IC07240

3 - 4 June 2024 | 5 - 6 November 2024 | 4 - 5 February 2025

Introduction
This program is to provide participants with basic computing skills to utilise various basic functions of digital literacy. It demonstrates the foundation use of computer hardware, software, and the Internet which are nowadays prerequisites for virtually every placement opportunity.

Learning Outcome
At the end of the program, participants will be able to:
- use the computer to find, manipulate, and communicate information
- use digital tools and information ethically and safely

Duration
2 Days (13 Hours)

Topics
1. Technology basics
2. Digital citizenship
3. Manage Digital Identity
4. Safety and Security
5. Information on the Internet
6. Content creation
7. Create basic documents and presentations
8. Communication and Collaboration

Methodology
- Lecture
- Discussions
- Demonstrations
- Case Studies
- Hands-On Practicals

Target Participant
Division II, III (ES2 & ES3), Division IV & V

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/units' goals, strategies, and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

INFO-COMMUNICATION TECHNOLOGY (ICT)

INTRODUCTION TO BASIC PROGRAMMING
IC07250

11 - 12 November 2024

Introduction
This course covers the basics of programming languages. You will learn what programming is, what programming languages are available out there, and what developer tools to use.

Learning Outcome
At the end of the program, participants will be able to:
- explore the concept of programming
- understand what high-level and low-level programming languages are
- learn about the basic elements of a programming
- learn about the software and tools used by professional developers

Duration
2 Days (13 Hours)

Topics
1. Concept of basic programming
2. Level of Programming
3. Basic elements of programming
4. Tools of programming

Methodology
- Lecture
- Discussions
- Demonstrations
- Case Studies
- Hands-On Practicals

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE – Outcome-Oriented Results
ES2: This target level will be able to
- develop priorities, team/unit goals, strategies, and plans

ES3: This target level will be able to:
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify budgets, timeframes, and standards

Language
English / Malay

INTRODUCTION TO MICROSOFT SHAREPOINT
IC07260

2 May 2024

Introduction
Microsoft SharePoint is a network-based collaborative platform readily integrated with Microsoft Office that allows users or organisations to create a site as well as to store, share, access and even work together on files from any device. This program will introduce participants to SharePoint navigation and features such as file libraries, and team sites.

Learning Outcome
At the end of the program, participants will be able to:
- know the basic fundamental features of Microsoft SharePoint
- learn how to utilise Microsoft SharePoint file storage, sharing and collaboration
- create team sites with various features

Duration
1 Day (6.5 hours)

Topics
1. What is SharePoint?
2. Understanding SharePoint Sites
3. Using Information in Lists
4. Using Documents in Libraries
5. Finding and Sharing Information on a Site
6. Integrating SharePoint and Office
7. Social Features

Methodology
- Lecture
- Demonstrations
- Hands-On Practicals

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Continuous Improvement
ES2: This target level will be able to
- execute continuous improvement plan or work tasks to agreed budgets timeframe
- challenge others appropriately where they see room for improvement and continually improve work processes

ES3: This target level will be able to
- assist in the improvement of work tasks within set budgets, timeframes and standards
- participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness

Language
English / Malay

INFOGRAPHIC FOR BEGINNERS
IC07270

6 - 8 August 2024 | 13 - 15 January 2025

Introduction
The term “infographic” itself is shorthand for the phrase “information graphic”. An Infographic aims to present and communicate information in a compact, attractive and impactful way that is easily digestible to the audience/viewer. People learn and remember more effectively through the use of text and visuals than through text alone. Infographics can dissect a complex subject and the ability to sustain the attention of the audience/viewer while doing so. In this course, participants will learn the basic concepts of infographics, what makes a good Infographic and how to design an Infographic for maximum impact. Additionally, participants will also get to practice creating an Infographic using a chosen design tool.

Learning Outcome
At the end of the program, participants will be able to:
- understand the definition and concepts of infographics
- understand the purpose and use of infographics
- learn the concept of good and bad infographics design
- apply the techniques in creating basic infographics

Duration
3 Days (19.5 hours)

Topics
1. Introduction to Infographics (Definition, types)
2. Uses of Infographics (Purpose)
3. Design concepts (Pros and Cons, Do’s and Don’ts)
4. Elements of Infographics (Dimensions, Positions, Shapes, Colours, Texts, Formats)
5. Tools for Infographics

Methodology
- Lecture
- Demonstrations
- Case Studies
- Hands-On Practicals

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Outcome-Oriented Results
ES2 : This target level will be able to
- develop priorities, team/units’ goals, strategies and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

MOBILE APPS DESIGN AND DEVELOPMENT
IC07280

13 - 15 August 2024

Introduction
Internet usage has increased tremendously and rapidly in the past decade and so has the usage of the webpage and mobile apps. There are more designers required to design mobile apps to meet the current demand. Projects of mobile app design would be almost impossible without the right tools therefore, it is vital to select the right tool depending on the size of the project, team, and preference.

In this course, participants will dive into the world of app design and discover how to create a great user experience for the target audience. Understanding how to create a great user experience for the audience is crucial to creating customer satisfaction. This is why learning about User Experience (UX) is a key skill for designers and marketing professionals alike. Participants must understand what influences app design. Firstly, participants must examine how a smartphone works and how its features contribute to a great user experience of an app. To apply what you've learned, participants will need to identify a problem that an app could solve and then go on to design.

Learning Outcome
At the end of the program, participants will be able to:
- understand mobile design principles
- identify the types of Mobile App Development Technologies and the need and opportunities in the markets
- work effectively as part of a team to develop and deliver quality software artifacts
- evaluate and use appropriate methods and professional standards in computing practice
- analyse, design, implement and evaluate a computer-based system, process, component or program to meet desired needs
- able to produce basic mobile app

Duration
3 Days (19.5 hours)

Topics
1. Introduction
2. Types of Mobile App Development Technologies
3. Design Principles for Mobile App Design
4. Eight Essential Mobile App Design Elements
5. Steps in Designing App before publishing
6. Developing the App

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Case-Study
- Group Discussion

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Outcome-Oriented Results
ES2 : This target level will be able to
- develop priorities, team/units' goals, strategies and plans

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather data and statistics needed to complete the task
- assist and identify data, time frames, and standards

Language
English

CREATING DIAGRAMS USING MICROSOFT VISIO
IC07300

19 - 21 November 2024

Introduction
Templates in Microsoft Visio come with shapes and diagrams that can be used to show many kinds of processes. It is easy to create because the shapes are simple and visual.

Learning Outcome
At the end of the program, participants will be able to:
- understand the basic features using Microsoft Visio
- create a basic flowchart
- create basic business processes
- create diagrams

Duration
3 Days (19.5 hours)

Topics
1. Concept of flowchart
2. Steps of process documenting
3. Types of Diagram
4. Create and edit diagrams with Visio

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration

Target Participant
Division II & III (ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Outcome-Oriented Results
ES2 : This target level will be able to
- develop priorities, team/units' goals, strategies and plans
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify time frames and standards

Language
English / Malay

VIDEO CREATION USING POWTOON
IS04290

19 - 20 February 2025

Introduction
This course covers all the creative aspects of planning, shooting, and editing an incredible video. If you are a beginner in video creation, tasked as a multimedia creator, YouTuber, or filmmaker looking to successfully create awesome videos, then this course is made for you.

However, for beginners, video making can quickly become overwhelming to learn, considering the availability of various types of video-creating software and hundreds of video editing tools to use. With Powtoon, video making for those with no prior experience can finally be a thing that can be achieved and its friendly interface which uses an easy drag and drop features can help aspiring video makers produce quality and useful videos whether to be used for work or inspiring others with meaningful messages through a well-made video.

Learning outcome
At the end of the program, participants will be able to:
- create and design their video
- understand the designs for creating an engaging and impactful video
- create a storyboard for video production
- utilise the most important features/tools in Powtoon to produce an effective video

Duration
2 Days (13 hours)

Topics
1. Introduction to Powtoon
2. Powtoon Interface
3. Planning & Brainstorm
4. Storyboarding
5. Powtoon Video creation

Methodology
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration
- Practical exercises and activities

Target Participant
Division II & III (ES 2 & ES 3)

Competency Focus
STRATEGIC DIRECTION - Business Development
ES2: This target level will be able to
- analyse and synthesise information using relevant methodology and techniques accurately
- apply effective tools to identify underlying issues
- manage internal and external contextual issues such as extended clients and provide new approaches to improve results

ES3: This target level will be able to
- select tools or techniques tailored to the scope or the needs to problem-solving
- participate and draw knowledge from a variety of sources on projects
- collate information on contextual issues from stakeholders and generate reports
- assist and identify time frames and standards

Language
English / Malay

Pre-requisite
- An aspiring creative wanting to create incredible videos
- Possess a beginning or moderate understanding of computer video tools
- Acquire literacy/skills in basic computer use
- An established e-mail address to sign-up for the Powtoon online software

ORGANISATIONAL PROCESS IMPROVEMENT
IC07100

6 - 8 May 2024

Introduction
How many times do we hear complaints from the public concerning the government's slow processes? Bureaucracy everywhere? There are many factors contributing to the issues and one major contributor would be the complexities of the process itself. This course will enhance the knowledge and skills of the participant in identifying, analysing, and redesigning the business workflow and process to increase operational efficiency

Learning Outcome
At the end of the program, the participants will be able to:
- improve the effectiveness of service delivery and challenge the status quo
- focus on the analysis and design of workflows and business processes within an organisation
- help to restructure the organisation by focusing on the ground-up design of their business processes

Duration
3 Days (26 Hours)

Topics
1. Understanding transformational and public services reformation needs
2. Introduction to Business Process Reengineering (BPR), Business Process Management (BPM), and Business Process Improvement (BPI)
3. BPR Framework
4. Setting goals and vision
5. Identify, analyse and improve the current process
6. Redesign process
7. Change management and implementation
8. Case study
9. Action Plan

Methodology
- Lecture
- Discussion
- Case-Study

Target Participant
Division I, II & III (ES1, ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE- Continuous Improvement
ES1: This target level will be able to
- oversee continuous improvement in service delivery or work processes
- facilitate investigation and critical evaluation of issues for continuous improvement

ES2: This target level will be able to
- execute continuous improvement plan or work tasks to agreed budgets and timeframe
- challenge others appropriately where they see room for improvement and continually improve work processes

ES3: This target level will be able to
- assist in the improvement of work tasks within set budgets, timeframes, and standards
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language
English

KUMPULAN INOVASI DAN KREATIF PERKHIDMATAN AWAM IC07110

10 - 13 Jun 2024 | 2 - 5 September 2024 | 7 - 10 Oktober 2024

Pengenalan
Kursus ini akan mengetengahkan beberapa kaedah inovasi dan kreatif yang boleh digunakan di perkhidmatan awam. Inovasi di perkhidmatan awam akan dapat membantu dalam apa jua bentuk pembaharuan dan penambahbaikan di tempat kerja.

Hasil Pembelajaran
Di akhir kursus ini, peserta akan dapat:
- menambah kemahiran dalam melaksanakan tugas-tugas di dalam membentuk, melatih, membimbing ahli-ahli kumpulan inovasi dan kreatif melalui pendedahan kepada teknik metodologi latihan
- mengetahui konsep, struktur, prinsip-prinsip dan amalan yang terdapat di dalam KKC atau penggunaan kaedah inovasi dan kreatif yang lain
- memupuk sikap bekerja secara kumpulan dan juga memahami serta mempelajari alat-alat dan teknik-teknik menyelesaikan masalah

Jangka masa
4 Hari (26 Jam)

Tajuk-Tajuk
1. Definisi Inovasi & Kreatif
2. Pengurusan Secara Penyertaan
3. Perancangan dan Pelaksanaan Kumpulan Inovatif dan Kreatif
4. Alat, Teknik dan Kaedah Inovatif & Kreatif
5. Putaran Rancang-Laksana-Semak-Tindak (RLST) dalam penyelesaian masalah
6. Percambahan Fikiran (Brainstorming)
7. Pemilihan Masalah
8. Analisis Sebab Akibat
9. Analisis Proses Kerja
10. Pengumpulan Data Analisis
11. Lembaran Semak
12. Rajah Pareto
13. Analisis keputusan
14. Penyediaan Pelan Tindakan

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes

Sasaran Peserta
Bahagian I, II, III (ES1, ES2, ES3), IV & V

Fokus Kompetensi
BUDAYA PRESTASI - Penambahbaikan Berterusan

ES1: Tahap Sasaran boleh
- melihat secara menyeluruh pembaikan berterusan di dalam memberikan perkhidmatan dan memudahcara di dalam penyelidikan dan penilaian kritikal di dalam pembaikan berterusan.

ES2: Tahap Sasaran boleh
- melaksanakan pembaikan berterusan dan menggalakkan dan memberi sokongan di dalam melaksanakan pembaikan secara beterusan.

ES3: Tahap Sasaran boleh
- membantu di dalam melaksanakan pembaikan berterusan dan mengambil bahagian dan memberi sumbangan di dalam usaha pembaikan beterusan.

Bahasa
Melayu

Pra-Syarat
Penyertaan terdiri daripada satu kumpulan yang merancang untuk melaksanakan projek inovasi & kreatif

STRATEGIC ORGANISATIONAL DEVELOPMENT AND TRANSFORMATION IO10120

2 - 4 July 2024

Introduction
Organisational Development (OD) is a long-range effort to improve an organisation, its problem-solving, and renewal processes, particularly through more effective and collaborative management of organisational culture. OD differs from other planned change efforts, such as technological intervention, training, and development, or new product/services development, in that the focus is on building the agency's ability to access its current functioning and achieve its goals.

Learning Outcome
At the end of the program, the participants will be able to:
- develop a holistic understanding of OD and transformation and its practices
- understand factors affecting OD and transformation
- enhance congruence among organisational structure, process, strategy, people, and culture
- develop new and creative organisational solutions
- manage planned OD and transformation interventions and institutionalise change
- develop a structured OD and transformation intervention plan

Duration
3 Days (19.5 Hours)

Topics
1. What is OD and transformation?
2. What are the characteristics of an OD Practitioner?
3. Process of OD and transformation (Diagnose the problem, Collect and Analyse, Designing Intervention such as Human Process intervention, Techno-Structural intervention, Human Resource Management intervention and Strategic intervention)
4. Managing planned change
5. Evaluating and Institutionalise intervention
6. Organisational Development Strategy and Key Challenges
7. Transformation and Strategic Change Management
8. Performance Management, Creativity and Innovation
9. Relationship between OD and Human Resource
10. Talent Management, Succession Planning and Organisational Development
11. Transparency, Social Responsibility, and Compliance
12. Putting OD into practice
13. Develop OD and transformation action plan

Methodology
- Lecture
- Discussion
- Demonstration
- Case Study

Target Participant
Division I, II & III (ES1, ES2 & ES3)

Competency Focus
ORGANISATION CAPABILITY (OC) - Organisation Development
ES1: This target level will be able to
- guide and align the development of a planned and rational approach towards achieving organisational effectiveness
- rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies

ES2: This target level will be able to
- develop and execute a well-planned and systematic approach to achieve organisational effectiveness
- diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies

ES3: This target level will be able to
- apply initiatives through high-quality programs and services
- acquire a conceptual understanding of organisational developmental requirements

Language
English

DESIGN THINKING
IO10130

2 - 4 July 2024 | 1 - 3 October 2024

Introduction
Focused on listening, empathy, whole-brain thinking, collaboration, and experimentation, design thinking can be applied in any field - from architecture and design to healthcare and product development to urban planning and beyond. As you put your knowledge to work in several design challenges, you'll learn how to harness the power of design thinking to create a path to innovation, unveil new possibilities, and make a greater contribution to your organisation's future success.

Learning Outcome
At the end of the program, the participants will be able to:
- learn the fundamentals of design thinking to improve organisational performance
- solve complex challenges through the process of structured design thinking
- drive better results by combining design thinking with analytical decision making
- establish a framework for building an environment that fosters creativity
- develop new ways to collaborate across all functions of the organisation

Duration
3 Days (19.5 Hours)

Topics
1. Implementing design thinking processes and tools to drive innovation
2. Understanding the role of people in successful design thinking
3. Transitioning through the phases of inspiration, ideation, and implementation
4. Using tools like visualisation, mapping, and storytelling to create solutions
5. Applying the design thinking methodology to your specific challenges
6. Testing, refining, and improving new ideas, business models, and processes

Methodology
- Lecture
- Interactive Activities
- Team Activities
- Group Discussion

Target Participant
Division I, II & III (ES1, ES2 & ES3)

Competency Focus
ORGANISATIONAL DEVELOPMENT - Organisational Capability
ES1: This target level will be able to
- guide and align the development of a planned and rational approach towards achieving organisational effectiveness
- rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies

ES2: This target level will be able to
- develop and execute a well-planned and systematic approach to achieve organisational effectiveness
- giagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies

ES3: This target level will be able to
- apply initiatives through high-quality programs and services
- acquire a conceptual understanding of organisational developmental requirements

Language
English / Malay

PROBLEM SOLVING AND DECISION MAKING
IO10150

4 - 6 June 2024 | 9 - 11 July 2024

Introduction
Problem-solving and decision-making belong together. You cannot solve a problem without thinking critically and making a decision. It is critical to have these skills to work professionally, yet most people learn these skills through trial and error and receive minimal formal training in these disciplines. This course will explore a structured way to approach and dismantle problems with a view toward optimum outcomes. It aims for the participants to be inventive, logical decision-makers by understanding the principles behind critical thinking and the tools used to consistently identify and select the best decision among multiple alternatives.

Learning Outcome
At the end of the program, the participants will be able to:
- dismantle complex problems
- understand the inputs and implications of your thought processes
- apply the techniques of critical thinking in problem-solving and decision making
- develop positions and arrive at decisions that are logical and explicable to others
- approach a problem systematically
- identify alternate solutions to problems at work
- generate a wider variety of quality solutions
- recognise and avoid common pitfalls

Duration
3 Days (19.5 Hours)

Topics
1. Introduction to Decision Making
2. Barriers to Brilliant Decisions
3. Critical Thinking
4. Problem Analysis Guidelines
5. Non-evidence based decision making

Methodology
- Lecture
- Instructor-Led Training
- Group Discussion
- Case-Study

Target Participant
Division I, II & III (ES1, ES2 & ES3)

Competency Focus
PERFORMANCE CULTURE - Outcome-Oriented Results
ES1: This target level will be able to
- translate priorities and ensure business plan goals are aligned with organisational objectives and outcomes through innovation and creativity
- facilitate critical analysis to identify causal factors, and the symptoms of the problems and recommend effective, creative, and innovative solutions
- oversee the delivery of the intended outcome or solutions

ES2: This target level will be able to
- develop priorities, team/units goals, strategies, and plans for creativity and innovation
- conduct research and analyse information
- execute the delivery of the intended outcome

ES3: This target level will be able to
- understand the team/unit objectives and align operational activities accordingly
- gather resources needed to complete tasks
- assist and identify budgets, time frames and standards

Language
English

STRATEGIC MANAGEMENT
MS01010

21 - 22 August 2024

Introduction
Strategic Management starts with methods such as planning and budgeting before transitioning into the more advanced management disciplines and approaches to performance measurement in use today such as score carding and dashboards. It includes practical exercises that can be used as a performance improvement template in your organisation.

Learning Outcome
At the end of the program, the participants will be able to:
- gain key insights to strategic performance management
- identify measures of importance to the department
- evaluate overall performance of the department
- integrate measures across departments
- highlight measures that are truly important which contribute to overall strategic performance

Duration
2 days (13 hours)

Topics
1. Overview on Strategic Management
2. Strategic and Performance
3. Strategic Objectives and Measures
4. Key Performance Indicators as strategic performance measures
5. Using Balanced Scorecards and Dashboards to monitor Strategic Performance

Methodology
- Lecture
- Discussion
- Demonstration
- Case study
- Team Activities

Target Participant
Division I & II (ES1 & ES2 (B3))

Competency Focus
STRATEGIC DIRECTION – Champion Vision and Values
ES1: This target level will be able to
- engineer changes and spearhead the development of strategies to accomplish organisational goal
- align organisational goals and objectives in line with organisational vision and values

ES2: This target level will be able to
- translate strategic organisational goals, objectives, initiatives into plan of actions
- develop and communicate plan of actions accordingly to the set timeline and priorities

Language
English

INDUKSI PERKHIDMATAN AWAM MC07070

13 - 18 Mei 2024 | 9 - 14 September 2024

Pengenalan
Program Induksi Perkhidmatan Awam adalah pengenalan bagi Pegawai dan Kakitangan yang baru berkhidmat dengan Kerajaan Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam.

Hasil Pembelajaran
Di akhir kursus, peserta-peserta akan dilengkapkan dengan pengetahuan, kefahaman serta kesedaran mengenai:
- struktur dan hal ehwal pentadbiran, dasar-dasar, peraturan-peraturan dan undang-undang Kerajaan
- peranan selaku warga Perkhidmatan Awam yang berintegriti dan beretika
- tanggungjawab warga Perkhidmatan Awam selaku agen reformasi

Jangkamasa
5 Hari (32.5 Jam)

Tajuk-Tajuk
1.Introduction & Group Synergy
- Orientasi

2.Prosedur & Peraturan Kerajaan
- Sistem Pentadbiran Kerajaan
- Wawasan Brunei Darussalam 2035
- Perintah Kanun Hukuman Jenayah Syariah
- Akta Suruhanjaya Perkhidmatan Awam Penggal A & B (Tatatertib)
- Peranan Sebagai Seorang Warga Perkhidmatan Awam : Peraturan Am / Syarat-Syarat Perkhidmatan/ Kemudahan / SSM / Penilaian Prestasi
- Peraturan Kewangan
- Kerahsiaan & Keselamatan Kerajaan

3.Membina Perkhidmatan Awam yang Cemerlang
- Wawasan Perkhidmatan Awam Abad 21
- Kumpulan Kerja Cemerlang (KKC)
- Manual Prosedur Kerja (MPK)
- Tekad Pemedulian Orang Ramai (TPOR)
- Penjimatan Tenaga
- Program Pembangunan Kapasiti Untuk Perkhidmatan Awam
- Anugerah Cemerlang Perkhidmatan Awam (ACPA)
- Adat Istiadat ; Terasul

4.Etika & Integriti
- Rukun Akhlak Etika Kerja Perkhidmatan Awam (RAEK)
- Akta Pencegahan Rasuah & Integriti Dalam Perkhidmatan Awam
- Akta Penyalahgunaan Dadah

5.Mengurus Kewangan Dengan Bijak
- Skim Persaraan Kebangsaan (SPK)
- Taklimat 4CS – Character, Capacity, Conditions & Capital

Metodologi
- Ceramah
- Demonstrasi
- Aktiviti Latihan
- Perbincangan

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV & V

INDUKSI PERKHIDMATAN AWAM MC07070

Fokus Kompetensi

HALA TUJU STRATEGIK – Modal Pengetahuan

ES2: Tahap Sasaran boleh

- mengumpul dan menganalisa data untuk menerokai pelbagai kemungkinan dan mewujudkan tindakan alternatif yang berkesan semasa proses pelaksanaan
- menganalisis implikasi pelbagai isu kompleks dan memanfaatkan pengetahuan pakar dan sifat orang lain yang menyumbang untuk mencapai hasil unit perniagaan
- melaksanakan dasar baharu dan proses organisasi dengan berkesan

ES3: Tahap Sasaran boleh

- menjangkakan perubahan dan menguruskan kemajuan ke arah sasaran atau hasil
- mengekalkan alat dan prosedur yang berkesan untuk membantu proses membuat keputusan
- menggabungkan data dan maklum balas dan menjana modal maklumat yang boleh dipercayai dan tepat

PENGLIBATAN ORANG – Bekerjasama Dan Penglibatan

ES2: Tahap Sasaran boleh

- melaksanakan kolaborasi merentasi bidang-bidang kerja berkaitan
- melibatkan orang lain untuk memastikan pendekatan kolaboratif dan mengakui usaha dan pencapaian orang lain

ES3: Tahap Sasaran boleh

- menggalakkan untuk bekerja dan berkolaborasi dengan rakan sekerja dan pelanggan
- mempamerkan sebagai ahli rakan sekerja yang produktif dan mendukung

BUDAYA PRESTASI – Penambahbaikan Berterusan

ES2: Tahap Sasaran boleh

- melaksanakan pelan penambahbaikan secara berterusan atau tugas kerja mengikut tempoh masa dan piawaian yang dipersetujui
- bersaing dengan orang lain mengikut kesesuaian di mana mereka melihat ruang untuk penambahbaikan dan terus meningkatkan proses kerja

ES3: Tahap Sasaran boleh

- membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
- mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan

KEUPAYAAN ORGANISASI – Membangun Keupayaan

ES2: Tahap Sasaran boleh

- melaksanakan perancangan sumber manusia mengikut prosedur

ES3: Tahap Sasaran boleh

- menyusun data untuk menghasilkan laporan sumber manusia dengan tepat

Bahasa

Melayu

Pra Syarat

- Baru berkhidmat dengan Kerajaan KDYMM kurang dari satu tahun
- Peserta yang belum pernah mengikuti program Induksi Perkhidmatan Awam anjuran Institut Perkhidmatan Awam (IPA)

INDUKSI PERKHIDMATAN AWAM (REFRESHER) MC07350

3 - 4 Julai 2024 | 16 - 17 Oktober 2024

Pengenalan
Program Induksi Perkhidmatan Awam adalah program bagi Pegawai dan Kakitangan yang sudah berkhidmat dengan Kerajaan Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam dalam tempoh lebih dari sepuluh tahun.

Hasil Pembelajaran
Di akhir kursus, peserta-peserta akan dilengkapkan dengan pengetahuan, kefahaman serta kesedaran mengenai:
- struktur dan hal ehwal pentadbiran, dasar-dasar, peraturan-peraturan dan undang-undang Kerajaan
- peranan selaku warga Perkhidmatan Awam yang berintegriti dan beretika
- tanggungjawab warga Perkhidmatan Awam selaku agen reformasi

Jangkamasa
2 Hari (13 Jam)

Tajuk-Tajuk
1.Introduction & Group Synergy
- Orientasi

2.Prosedur & Peraturan Kerajaan
- Wawasan Brunei 2035
- Akta Suruhanjaya Perkhidmatan Awam Penggal A & B (Tatatertib)
- Peranan Sebagai Seorang Warga Perkhidmatan Awam : Peraturan Am / Syarat-Syarat Perkhidmatan / Kemudahan / SSM / Penilaian Prestasi
- Kerahsiaan & Keselamatan Kerajaan

3.Membina Perkhidmatan Awam yang Cemerlang
- Wawasan Perkhidmatan Awam Abad 210
- Manual Prosedur Kerja (MPK)
- Tekad Pemedulian Orang Ramai (TPOR)
- Anugerah Cemerlang Perkhidmatan Awam (ACPA)

4.Etika & Integriti
- Rukun Akhlak Etika Kerja Perkhidmatan Awam (RAEK)
- Akta Pencegahan Rasuah & Integriti Dalam Perkhidmatan Awam
- Akta Penyalahgunaan Dadah

Metodologi
- Ceramah
- Demonstrasi
- Aktiviti Latihan
- Perbincangan

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV & V

INDUKSI PERKHIDMATAN AWAM (REFRESHER) MC07350

Fokus Kompetensi

HALA TUJU STRATEGIK – Modal Pengetahuan

ES2: Tahap Sasaran boleh

- mengumpul dan menganalisa data untuk menerokai pelbagai kemungkinan dan mewujudkan tindakan alternatif yang berkesan semasa proses pelaksanaan
- menganalisis implikasi pelbagai isu kompleks dan memanfaatkan pengetahuan pakar dan sifat orang lain yang menyumbang untuk mencapai hasil unit perniagaan
- melaksanakan dasar baharu dan proses organisasi dengan berkesan

ES3: Tahap Sasaran boleh

- menjangkakan perubahan dan menguruskan kemajuan ke arah sasaran atau hasil
- mengekalkan alat dan prosedur yang berkesan untuk membantu proses membuat keputusan
- menggabungkan data dan maklum balas dan menjana modal maklumat yang boleh dipercayai dan tepat

PENGLIBATAN ORANG – Bekerjasama Dan Penglibatan

ES2: Tahap Sasaran boleh

- melaksanakan kolaborasi merentasi bidang-bidang kerja berkaitan
- melibatkan orang lain untuk memastikan pendekatan kolaboratif dan mengakui usaha dan pencapaian orang lain

ES3: Tahap Sasaran boleh

- menggalakkan untuk bekerja dan berkolaborasi dengan rakan sekerja dan pelanggan
- mempamerkan sebagai ahli rakan sekerja yang produktif dan mendukung

BUDAYA PRESTASI – Penambahbaikan Berterusan

ES2: Tahap Sasaran boleh

- melaksanakan pelan penambahbaikan secara berterusan atau tugas kerja mengikut tempoh masa dan piawaian yang dipersetujui
- bersaing dengan orang lain mengikut kesesuaian di mana mereka melihat ruang untuk penambahbaikan dan terus meningkatkan proses kerja

ES3: Tahap Sasaran boleh

- membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
- mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan

KEUPAYAAN ORGANISASI – Membangun Keupayaan

ES2: Tahap Sasaran boleh

- melaksanakan perancangan sumber manusia mengikut prosedur

ES3: Tahap Sasaran boleh

- menyusun data untuk menghasilkan laporan sumber manusia dengan tepat

Bahasa

Melayu

Pra Syarat

Telah berkhidmat dengan Kerajaan KDYMM lebih dari sepuluh tahun

PERSEDIAAN PERSARAAN MC07080

6 - 11 Mei 2024 | 18 - 24 Jun 2024 | 12 - 17 Ogos 2024 | 26 - 31 Ogos 2024 | 23 - 28 September 2024 | 7 - 12 Oktober 2024

Pengenalan
Bersara tidak bermakna putusnya sumbangan rakyat kepada negara. Kursus Persediaan Persaraan ini akan memberi pendedahan dan persiapan mental, kerohanian, kemasyarakatan serta peluang-peluang dan bidang-bidang perniagaan yang boleh diceburi oleh pegawai-pegawai dan kakitangan-kakitangan kerajaan yang bakal bersara.

Hasil Pembelajaran
Di akhir kursus, peserta akan memperolehi pengetahuan dan kemahiran mengenai:
- persediaan diri dari segi mental, fizikal dan rohani
- perancangan persaraan
- peluang-peluang penyertaan dalam bidang perniagaan/keusahawanan, kemasyarakatan, keagamaan dan sosial
- pengurusan perniagaan dan keusahawanan

Jangkamasa
5 Hari (32.5 Jam)

Tajuk-Tajuk
1.Persediaan dan perancangan persaraan
- Kehidupan ketika bersara/paradigma persara
- Konsep Kehidupan Seimbang (balanced life)
- Pengurusan kewangan peribadi
- Menangani perubahan, peralihan dan psikologi
- Bijak Kewangan

2.Kerohanian, kesihatan dan kemasyarakatan
- Memantapkan kerohanian
- Keseimbangan kesihatan
- Sosialisasi pesara dan penglibatan dalam masyarakat
- Rekreasi Minda
- Hobi

3.Peluang-peluang keusahawanan
- Menerokai peluang-peluang keusahawanan
- Perniagaan dan pengurusannya
- Membina rangkaian keusahawanan
- Prosedur, undang-undang dan peraturan yang mengawal perniagaan

Metodologi
- Ceramah/Taklimat/Forum
- Perbincangan
- Demonstrasi
- Lawatan Sambil Belajar

Sasaran Peserta
- Pegawai dan kakitangan dari semua divisyen (I – V) yang bakal bersara sebelum 10 - 15 tahun persaraan perkhidmatan 55 atau 60 tahun
- Pegawai dan kakitangan dari semua divisyen (I – V) yang bakal bersara sebelum 10 - 15 tahun persaraan perkhidmatan 50 atau 60 tahun

Bahasa
Melayu

DETOX MINDA
MC06030

30 April - 2 Mei 2024 | 9 - 11 Jun 2024 | 8 - 10 Oktober 2024

Pengenalan
Setiap tekanan atau stres yang berlaku merupakan rahmat dari Allah SWT dan boleh membawa kesan positif atau negatif.Jika stres tidak dapat ditangani dengan baik, ianya akan menjatuhkan semangat, prestasi dan produktiviti seseorang individu dan memberi impak negatif kepada organisasi. Kursus ini boleh membantu melengkapkan individu dengan kemahiran menangani stres dengan berkesan. Kursus ini juga dapat membantu menangani konflik dan memperkenalkan kemahiran untuk mengurangkan dan mengurus konflik dengan kemahiran interpersonal yang baik semasa berkomunikasi dengan pelbagai lapisan perkhidmatan awam.

Hasil Pembelajaran
Di akhir kursus, peserta-peserta akan dapat:
- memahami punca-punca yang menyebabkan stres
- menangani stres di tempat kerja
- meningkatkan kemahiran mengawal stres
- memahami kepentingan kemahiran interpersonal
- bekerja dengan orang yang sukar dalam situasi yang sukar
- mengenal pasti faktor-faktor yang mewujudkan konflik di tempat kerja
- memahami tingkah laku seseorang dan bagaimana ia boleh mempengaruhi orang lain
- menggunakan kemahiran interpersonal yang akan membantu mengendalikan situasi yang sukar

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-Tajuk
1. Definisi stres
2. Stres di tempat kerja
3. Kemahiran menangani stress
4. Tahap mengawal stres
5. Tanda-tanda, punca dan kesan-kesan stres
6. Petua-petua berkesan menangani stres
7. Melindungi diri dari stres
8. Metodologi menangani stres
9. Prinsip asas kemahiran interpersonal
10. Langkah-langkah untuk meningkatkan kemahiran interpersonal
11. Mengenalpasti kemahiran anda dan mengenali pelbagai ego
12. Mencipta perhubungan yang berkesan
13. Mengenal pasti dan menangani konflik

Metodologi
- Ceramah
- Perbincangan
- Latihan Amali
- Demonstrasi

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV dan V

Fokus Kompetensi
BUDAYA PRESTASI – Penambahbaikan Berterusan
ES2: Tahap Sasaran boleh
- melaksanakan pelan penambahbaikan secara berterusan atau tugas kerja mengikut tempoh masa dan piawaian yang dipersetujui
- bersaing dengan orang lain mengikut kesesuaian di mana mereka melihat ruang untuk penambahbaikan dan terus meningkatkan proses kerja

ES3: Tahap Sasaran boleh
- membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
- mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan

Bahasa
Melayu

KEMAHIRAN PENYELIAAN
MC07050

5 - 6 Ogos 2024

Pengenalan
Penyelia merupakan golongan yang amat penting dalam sesebuah organisasi. Mereka adalah penggerak utama perancangan dan jentera operasi organisasi dan mereka juga adalah penghubung di antara para pekerja dengan pihak pengurusan. Kegagalan para penyelia dalam memainkan peranan dan fungsi mereka yang sebenar boleh mengakibatkan kegagalan kepada organisasi secara keseluruhan.

Hasil Pembelajaran
Di akhir kursus, peserta-peserta akan dapat:
- mengenal pasti dan menjelaskan tugas, peranan, tanggungjawab dan sifat-sifat penyelia yang berkesan
- menghubungkan tugas dan tanggungjawab kerja dengan matlamat organisasi
- mengurus proses-proses mereka dan sumber-sumber lain di bawah tanggungjawab mereka
- menyusun dan membahagikan kerja-kerja operasi secara lebih efektif dan produktif
- mengenal pasti cabaran-cabaran penyelia masa kini dan strategi menangani cabaran perubahan

Jangkamasa
2 Hari (13 jam)

Tajuk-Tajuk
1. Pengenalan Kepada Penyeliaan
2. Peranan Penyelia Terhadap Sesuatu Organisasi
3. Penyeliaan Berkemahiran
4. Pengurusan Prestasi Pekerja
5. Cabaran Penyeliaan Masa Kini

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes

Sasaran Peserta
Bahagian III (ES3 (C3))

Fokus Kompetensi
KEUPAYAAN ORGANISASI – Membangun Keupayaan
ES3: Tahap Sasaran boleh
- menyusun data untuk menghasilkan laporan sumber manusia dengan tepat

PENGLIBATAN ORANG – Bekerjasama Dan Penglibatan
ES3: Tahap Sasaran boleh
- menggalakkan untuk bekerja dan berkolaborasi dengan rakan sekerja dan pelanggan
- mempamerkan sebagai ahli rakan sekerja yang produktif dan mendukung

Bahasa
Melayu

KEMAHIRAN KESETIAUSAHAAN
MC07060

10 - 12 Jun 2024 | 5 - 7 Ogos 2024 | 24 - 26 September 2024

Pengenalan
Kursus ini akan dapat membantu meningkatkan kemahiran dalam melakukan tugas rutin dan dalam menghadapi perubahan serta menjalankan peranan peserta yang mencabar demi menyokong organisasi masing-masing.

Hasil Pembelajaran
Di akhir kursus, peserta-peserta akan dapat:
- mengenal pasti dan menjelaskan tugas, peranan, tanggungjawab dan sifat-sifat penyelia yang berkesan
- menghubungkan tugas dan tanggungjawab kerja dengan matlamat organisasi
- mengurus proses-proses mereka dan sumber-sumber lain di bawah tanggungjawab mereka
- menyusun dan membahagikan kerja-kerja operasi secara lebih efektif dan produktif
- mengenal pasti cabaran-cabaran penyelia masa kini dan strategi menangani cabaran perubahan

Jangkamasa
3 hari (19.5 Jam)

Tajuk-Tajuk
1. Peranan, prioriti setiausaha dan ekspektasi ketua
2. Mengenalpasti profil ketua, berurusan dan pengurusan jadual ketua
3. Kemahiran interpersonal dan komunikasi untuk membina perhubungan profesional
4. Teknologi dan aplikasi untuk smart work
5. Pemantapan imej dan keterampilan profesional
6. Penyelesaian masalah kreatif
7. Cabaran setiausaha
8. Penggunaan gelaran untuk merujuk ketua-ketua (lisan dan bukan lisan)
9. Dokumen pejabat dan pemfailan
10. Penyelarasan acara dan mesyuarat

Metodologi
- Ceramah
- Perbincangan
- Kajian Kes
- Role Play
- Kerja Kumpulan

Sasaran Peserta
Bahagian II (B2) & III (C3) (ES2 & ES3)

Fokus Kompetensi
BUDAYA PRESTASI – Keputusan Berorientasikan Hasil
ES2: Tahap Sasaran boleh
- membangunkan keutamaan, matlamat pasukan / unit, strategi dan rancangan dalam pemberian perkhidmatan pelanggan
- menjalankan penyelidikan dan menganalisis maklumat berkaitan pemberian perkhidmatan pelanggan
- melaksanakan proses untuk hasil yang dikehendaki

ES3: Tahap Sasaran boleh
- memahami objektif pasukan / unit dan menyelaraskan aktiviti operasi dengan sewajarnya
- mengumpul sumber yang diperlukan untuk menyelesaikan tugas
- membantu dan mengenalpasti belanjawan, jangka masa dan standard piawaian

Bahasa
Melayu / Inggeris

PEMBANTU PEJABAT CEMERLANG
MC07130

1 - 2 Mei 2024 | 3 - 4 Julai 2024 | 19 - 20 Ogos 2024 | 8 - 9 Januari 2025 | 10 - 11 Mac 2025

Pengenalan
Setiap warga perkhidmatan awam atau pun pekerja swasta mempunyai tanggungjawab dan peranan masing-masing mengikut peringkat jawatan. Tugas sebagai pembantu pejabat adalah nadi bagi sesebuah organisasi atau jabatan. Dengan adanya kursus ini dapat mendedahkan serta memberi kefahaman yang luas tentang peranan penting seorang pembantu pejabat

Hasil Pembelajaran
Di akhir kursus, peserta akan dapat:
- mengetahui peranan dan tanggungjawab pembantu pejabat
- meningkatkan etika dan integriti dalam menjalankan tugas
- meningkatkan motivasi diri dalam bekerja
- meningkatkan pengetahuan mengenai pentingnya komunikasi
- memahami penggunaan sistem despatch
- mempelajari asas pengurusan sistem fail dan rekod

Jangkamasa
2 Hari (13 jam)

Tajuk-Tajuk
1. Peranan dan tanggungjawab Pembantu Pejabat
2. Tujuan dalam pekerjaan
3. Etika dan integriti dalam menjalankan tugas
4. Motivasi diri dan kerja
5. Asas komunikasi
6. Sistem despatch
7. Asas sistem rekod dan fail

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes

Sasaran Peserta
Bahagian V dan sebanding dengannya

Bahasa
Melayu

Pra-Syarat
Memegang jawatan sebagai Pembantu Pejabat dan sebanding dengannya

MENANGANI PERUBAHAN
MC07140

4 - 6 Jun 2024 | 6 - 8 Ogos 2024 | 12 - 14 November 2024 | 11 - 13 Februari 2025

Pengenalan
Di era globalisasi sekarang yang sering berubah mengikut peredaran masa, peserta perlu mengetahui cara untuk menangani perubahan-perubahan agar lebih bersedia dari segi emosi, fizikal dan ketahanan diri.

Hasil Pembelajaran
Di akhir kursus ini, peserta akan dapat:
- mengenali apa dia perubahan
- mengetahui jenis-jenis perubahan yang terancang dan tidak terancang
- mengetahui faktor-faktor yang mengakibatkan perubahan
- bersedia dan berupaya menangani perubahan dengan baik

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-Tajuk
1. Pengenalan mengenai perubahan
2. Persediaan menangani perubahan dari segi 'mind-set', anjakan paradigma, era globalisasi, dunia tanpa sempadan
3. Perubahan dari segi faktor politik, ekonomi, sosio, teknologi, undang-undang dan persekitaran
4. Jenis-jenis perubahan (perubahan terancang dan perubahan tidak terancang)
5. Islam dan perubahan
6. Teori dan proses perubahan
7. Anjakan paradigm: transformasi minda
8. Teknik menangani perubahan
9. Menangani konflik dalam perubahan
10. Menangani Perubahan dalam norma baru

Metodologi
- Ceramah
- Perbincangan kumpulan
- Kes kajian
- Aktiviti

Sasaran Peserta
Bahagian II & III (ES2 & ES3) dan Bahagian IV

Fokus Kompetensi
BUDAYA PRESTASI – Penambahbaikan Berterusan
ES2: Tahap Sasaran boleh
- melaksanakan pelan penambahbaikan secara berterusan atau tugas kerja mengikut tempoh masa dan piawaian yang dipersetujui
- bersaing dengan orang lain mengikut kesesuaian di mana mereka melihat ruang untuk penambahbaikan dan terus meningkatkan proses kerja

ES3: Tahap Sasaran boleh
- membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
- mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan

Bahasa
Melayu

ASAS KEMAHIRAN KAUNSELING
MP08340

10 - 11 Julai 2024 | 18 - 19 September 2024 | 12 - 15 Februari 2025

Pengenalan
Kaunseling di tempat kerja memainkan peranan penting dalam meningkatkan kualiti pekerja. Warga Perkhidmatan Awam yang berkemahiran akan dapat menggunakan pendekatan kaunseling dalam menangani permasalahan atau cabaran pekerja. Ini akan membantu meningkatkan produktiviti sumber manusia di dalam organisasi dan kehidupan.

Hasil Pembelajaran
Di akhir kursus ini, peserta akan dapat:
- meningkatkan kesedaran terhadap isu serta permasalahan pekerja yang memberi kesan kepada prestasi kerja dan pencapaian organisasi
- mengaplikasikan teknik asas kaunseling untuk membantu individu bagi meningkatkan kualiti dan produktiviti kerja serta kehidupan

Jangkamasa
2 hari (13 jam)

Tajuk-Tajuk
1. Pengenalan kaunseling
2. Kemahiran asas kaunseling
3. Asas mendengar dan komunikasi
4. Strategi kaunseling di tempat kerja

Metodologi
- Ceramah
- Praktikal

Sasaran Peserta
Bahagian II & III (ES2 & ES3), Bahagian IV dan V

Fokus Kompetensi
PENGLIBATAN ORANG – Berkomunikasi Dengan Pengaruh
ES2: Tahap Sasaran boleh
- menterjemah data teknikal dan rumit dengan sewajarnya untuk golongan yang dimaksudkan
- mengenalpasti sasaran audiens untuk berkongsi maklumat berdasarkan fakta dalam jangka masa yang ditetapkan

ES3: Tahap Sasaran boleh
- menerangkan maklumat teknikal dan rumit dengan jelas
- mengenalpasti gambaran keseluruhan dan memperakui penyelarasan perspektif yang berbeza

Bahasa
Melayu

PERFORMANCE MANAGEMENT USING KPI
MC07040

26 - 27 June 2024 | 25 - 26 September 2024

Introduction
"If you can't measure it, you can't manage it" is a famous quote by Peter Drucker which still holds true today. Many struggle to develop and manage measures such as Key Performance Indicators (KPIs) to make better decisions. This 2-day program will help participants to identify meaningful KPIs, align measures to strategy, and use measures to drive improvement towards fulfilling objectives.

Learning Outcome
At the end of the program, the participants will be able to:
- define measures, metrics and KPIs and the role they play in measuring organisational and individual performance
- differentiate between objectives and KPIs
- understand KPI selection in different contexts
- apply best practice techniques to KPI selection
- document KPIs in a standardised template
- align KPIs to organisational strategy and cascading objectives

Duration
3 Days (19.5 Hours)

Topics
1. Key Performance Indicators (KPIs)
2. The Importance of Measuring
3. Measures, Metrics and KPIs: The Main Differences
4. Characteristics of Smart KPIs
5. Types of KPIs: Quantitative
6. Categories of KPI: Input, Process, Efficiency, Output and Outcome
7. Align KPIs with the organisation's Strategic Plan
8. Working with targets
9. Data Collection Methods
10. Identifying properly documenting KPIs
11. Identifying KPI ownership
12. Performance feedback through KPIs
13. Cascade KPIs down within organisations

Methodology
- Discussions
- Lectures
- Demonstrations
- Role Play
- Case Studies
- Group Exercises

Target Participant
Division II & III (ES2 & ES3 (C3))

Competency Focus
PERFORMANCE CULTURE - Continuous Improvement
ES2: This target level will be able to
- Execute continuous improvement plan or work tasks to agreed budgets, timeframes and standards
- Challenge others appropriately where they see room for improvement and continually improve work processes.

ES3: This target level will be able to
- Assist in the improvement of work tasks within set budgets, timeframes and standards
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language
English / Malay

Pre-Requisite
- Senior Management
- Middle Management
- Supervisors

TRAIN THE TRAINERS
MO11320

2 - 7 December 2024

Introduction
Training people is not as easy as it seems and a trainer really needs to be absolutely prepared to handle even the minutest queries and provide relevant solutions to their problems. It is necessary for the trainers to keep themselves abreast with the changes or latest developments in their respective genres. In this course, participants would have a chance to further develop their competence as a trainer. It will also provide the new trainers with the background knowledge, skills and practical experience to provide training in their organisation.

Learning Outcome
At the end of the program, the participants will be able to:
- impart the knowledge, skills and behaviour transmitting knowledge by training
- understand and facilitate individual and group learning processes
- design educational programmes
- use effective instructional methods to train people

Duration
5 Days (32.5 Hours)

Topics
1. Theory of Adult Learning
2. The ADDIE Model
3. Analysis
4. Design training programme
5. Setting learning objectives
6. Lesson plan
7. Design and developing training materials
8. Learner engagement & positive environment
9. Training methodology and training aids: Games Trainers Play
10. Effective Presentation Skills
11. Evaluation

Methodology
- Lectures
- Group Discussion
- Presentation
- Demonstration
- Games / Quiz
- Activities
- Practical example
- Video

Target Participant
Division I, II & III (ES1, ES2 & ES3 (C3))

Competency Focus
ORGANISATION CAPABILITY – Building Capacity

ES1: This target level will be able to
- monitor and review role and functional development issues that includes diversity within the organisation, organisational structure and scheme of service
- facilitate the appropriate HR functions in developing the performance management procedures

ES2: This target level will be able to
- Implement HR Planning according to procedures
- Implement and monitor the process of development and talent management practices based on the set development framework

ES3: This target level will be able to
- collate data to produce HR reports accurately
- capture accurate progress data on the development of employees efficiently.

Language
English

CHANGE MANAGEMENT
MO11330

30 September - 1 October 2024 | 7 - 8 October 2024

Introduction
Change management is the people side of business transformation. Change simply does not happen by itself. Change needs to be cohesively and proactively managed. Change management integrates the transition of people, processes and technology from the current "as-is" state to a continually unfolding future state.

Change management deeply engages staff, supervisors, managers and leadership across and at all levels of the organisation, resulting in achieving project objectives and the realisation of desired outcomes. Change management is indeed the X factor in successful and sustainable transformation.

Learning Outcome
At the end of the program, the participants will be able to:
- understand the need for change, and how people respond to it
- master strategic thinking
- establish a corresponding procedure that will help them to make informed decisions
- successfully implement change

Duration
2 Days (13 Hours)

Topics
1. What is change management?
2. Transition vs. transformation
3. Drivers of organisational change
4. Business functions and processes
5. The business value of change management
6. Goals, objectives and success criteria

Methodology
- Lectures
- Group Discussion
- Presentation
- Demonstration
- Games / Quiz
- Activities
- Practical example
- Video

Target Participant
Division I, II & III (ES1, ES2 & ES3 (C3))

Competency Focus
ORGANISATION CAPABILITY – Building Capacity
ES1: This target level will be able to
- monitor and review role and functional development issues that includes diversity within the organisation, organisational structure and scheme of service
- facilitate the appropriate HR functions in developing the performance management procedures

ES2: This target level will be able to
- Implement HR Planning according to procedures
- Implement and monitor the process of development and talent management practices based on the set development framework

ES3: This target level will be able to
- collate data to produce HR reports accurately
- capture accurate progress data on the development of employees efficiently.

Language
English / Malay

PEMANTAPAN KOMUNIKASI EFEKTIF
MP08170

18 - 20 Jun 2024 | 13 - 15 Ogos 2024 | 1 - 3 Oktober 2024 | 5 - 7 November 2024 | 4 - 6 Februari 2025

Pengenalan
Komunikasi merupakan asas kepada perhubungan interpersonal iaitu perhubungan antara seseorang dengan seseorang yang lain. Apabila komunikasi berlaku, ia boleh memberi impak yang besar terhadap perhubungan interpersonal dan begitu juga sebaliknya. Maka untuk mempunyai kemahiran interpersonal yang berkesan memerlukan pengetahuan dan pemahaman beberapa elemen-elemen yang boleh mempengaruhi proses komunikasi.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- meningkatkan kesedaran tentang pentingnya kemahiran berkomunikasi dan interpersonal yang baik untuk kemajuan organisasi
- memahami proses komunikasi dan implikasi terhadap keberkesanan pengurusan
- mendedahkan peserta kepada teknik berkomunikasi di peringkat individu dan kumpulan
- mempraktikkan kemahiran berkomunikasi dengan yakin
- menangani kesukaran dalam berkomunikasi
- meningkatkan komunikasi untuk meningkatkan hubungan kerja

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-tajuk
1. Pentingnya komunikasi dalam pengurusan organisasi
2. Membina kemahiran interpersonal di kalangan kakitangan
3. Proses komunikasi
4. Jenis-jenis komunikasi
5. Rangkaian komunikasi
6. Strategi dalam berkomunikasi
7. Kaedah komunikasi kreatif
8. Halangan-halangan dalam komunikasi
9. Meningkatkan komunikasi di tempat kerja
10. Bagaimana pendapat orang lain tentang gaya komunikasi kita
11. Memberi dan menerima kritikan

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes
- *Role play*

Sasaran Peserta
Bahagian III (ES3), Bahagian IV dan V

Fokus Kompetensi
PENGLIBATAN ORANG – Berkomunikasi Dengan Pengaruh
ES3: Tahap Sasaran boleh
- menerangkan maklumat teknikal dan rumit dengan jelas
- mengenalpasti gambaran keseluruhan dan memperakui penyelarasan perspektif yang berbeza

Bahasa
Melayu

MENGUASAI PENYAMPAIAN
MP08180

9 - 12 September 2024 | 13 - 15 Januari 2025 | 3 - 6 Februari 2025

Pengenalan
Kemahiran berucap boleh dipupuk dan diasah melalui proses pembelajaran, pendedahan dan amalan, dengan panduan dan bimbingan dari penyampai-penyampai yang terlatih dalam bidang ini. Akan tetapi ramai yang berfikiran sebaliknya dan merasakan kemahiran ini adalah semulajadi dan tidak boleh dipelajari. Ringkasnya, setiap individu yang normal boleh menjadi seorang penyampai yang berkesan sekiranya diberi peluang mengendalikan kemahiran-kemahiran yang disampaikan secara lebih terperinci dan sistematik.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- mempelajari teori dan teknik penyampaian berkesan
- meningkatkan kemahiran dan keyakinan diri semasa memberi penyampaian
- meningkatkan kemahiran dalam penggunaan media semasa penyampaian

Jangkamasa
4 Hari (26 Jam)

Tajuk-tajuk
1. Pandangan orang ramai terhadap komunikasi di khalayak ramai
2. Kepentingan kemahiran penyampaian berkesan dalam organisasi
3. Faktor-faktor memberi penyampaian yang berkesan
4. Penggunaan alat bantu pandang dengar (Audio Visual) dengan betul
5. Menggunakan 'Microsoft PowerPoint' dalam membantu menyampaikan data secara berkesan
6. Menangani masalah dalam penyampaian

Metodologi
- Ceramah
- Perbincangan
- Latihan Amali
- Demonstrasi
- Kajian Kes

Sasaran Peserta
Bahagian I, II & III (ES1, ES2 & ES3 (C3))

Fokus Kompetensi
PENGLIBATAN ORANG – Berkomunikasi Dengan Pengaruh

ES1: Tahap Sasaran boleh
- menjelaskan konsep atau idea yang kompleks dengan maklumat, contoh dan demonstrasi yang relevan
- melibatkan audiens dalam komunikasi interaktif dan menjangkakan keperluan / soalan dan memberi maklum balas dengan sewajarnya

ES2: Tahap Sasaran boleh
- menterjemah data teknikal dan rumit dengan sewajarnya untuk golongan yang dimaksudkan
- mengenalpasti sasaran audiens untuk berkongsi maklumat berdasarkan fakta dalam jangka masa yang ditetapkan

ES3: Tahap Sasaran boleh
- menerangkan maklumat teknikal dan rumit dengan jelas
- mengenalpasti gambaran keseluruhan dan memperakui penyelarasan perspektif yang berbeza

Bahasa
Melayu

TATACARA PERSURATAN RASMI
MP08190

25 & 27 April 2024 | 9 & 11 Mei 2024 | 5 - 6 Jun 2024 | 4 & 6 Julai 2024 | 7 - 8 Ogos 2024 | 12 & 14 September 2024 | 19 & 21 November 2024

Pengenalan
Surat-menyurat merupakan proses yang lumrah dalam pengurusan dan pentadbiran seharian perkhidmatan awam kerana persuratan adalah salah satu alat perhubungan utama diantara sebuah Jabatan/Kementerian dengan Jabatan/Kementerian lain; Jabatan /Kementerian dengan orang ramai (awam) dan orang ramai dengan Jabatan/ Kementerian. Penggunaan jenis-jenis persuratan yang betul perlu diselaraskan dan sentiasa diikuti mengikut panduan Tatacara Perhubungan Persuratan Dalam Sistem Berkementerian yang telah ditetapkan melalui Surat-Surat Keliling Jabatan Perdana Menteri Bil. 4/1985 dan Bil. 15/1987. Demikian juga kekeliruan dalam penyediaan beberapa bentuk borang surat rasmi dan kesalahan-kesalahan umum dalam format penulisan termasuk dari segi penggunaan kata-kata dan ungkapan-ungkapan bahasa yang sesuai perlu diatasi. Kesilapan dan kesalahan yang sering dilakukan dalam penulisan surat rasmi boleh menjejaskan imej sesebuah Kementerian atau Jabatan.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- meningkatkan pengetahuan tentang format surat rasmi yang digunakan di dalam perkhidmatan awam
- meningkatkan kemahiran tentang tatacara penggunaan jenis-jenis surat rasmi yang betul
- memperbaiki beberapa kesilapan dan kesilapan umum yang sering dilakukan semasa menulis surat rasmi

Jangkamasa
2 Hari (13 Jam)

Tajuk-tajuk
1. Pengenalan Persuratan Rasmi Kerajaan
2. Ciri-Ciri dalam Format Surat Rasmi
3. Penggunaan ungkapan khusus dalam Surat Rasmi
4. Teknik/Kaedah Penulisan
5. Kesalahan-kesalahan umum
6. Tatacara Perhubungan Persuratan dalam Sistem Berkementerian
7. Gaya dan Tatabahasa yang betul
8. Terasul (Bahasa Pengganti Diri)

Metodologi
- Ceramah
- Perbincangan
- Aktiviti Kumpulan
- Kajian Kes

Sasaran Peserta
Bahagian I, II & III (ES1, ES2 & ES3)

Fokus Kompetensi
PENGLIBATAN ORANG – Berkomunikasi Dengan Pengaruh

ES1: Tahap Sasaran boleh
- menjelaskan konsep atau idea dengan maklumat, contoh dan demonstrasi yang relevan
- memanfaatkan perbincangan dalam komunikasi interaktif

ES2: Tahap Sasaran boleh
- menterjemah data teknikal dan rumit dengan sewajarnya untuk golongan yang dimaksudkan
- mengenalpasti sasaran audiens untuk berkongsi maklumat berdasarkan fakta dalam jangka masa yang ditetapkan

ES3: Tahap Sasaran boleh
- menerangkan maklumat teknikal dan rumit dengan jelas
- mengenalpasti gambaran keseluruhan dan memperakui penyelarasan perspektif yang berbeza

Bahasa
Melayu

PENYEDIAAN LAPORAN DAN KERTAS KERJA
MP08210

18 - 22 Jun 2024 | 2 - 5 September 2024 | 14 - 17 Oktober 2024 | 10 - 13 Februari 2025

Pengenalan
Penyampaian laporan secara lisan dan bertulis sering berlaku di dalam bidang pengurusan dan adalah salah satu cara utama bagi pihak pengurusan atasan untuk mencapai keputusan. Selain itu, kertas kerja cadangan dan dasar yang terperinci boleh mempengaruhi penubuhan dasar dan perancangan yang tepat dalam menyampaikan urus tadbir baik (good governance). Kursus ini boleh membantu peserta meningkatkan kemahiran dalam menyediakan berbagai jenis laporan dan kertas kerja dengan berkesan dan mencapai matlamat yang dihasratkan.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- mengenali format dan struktur laporan yang betul
- menyediakan berbagai jenis laporan dan kertas kerja

Jangkamasa
4 Hari (26 Jam)

Tajuk-tajuk
1. Pengenalan laporan dan kertas kerja
2. Keperluan laporan dan kertas kerja dalam pengurusan
3. Cabaran dalam menulis dan membaca laporan
4. Akibat laporan tidak bersistematik
5. Teknik penyediaan laporan dan kertas kerja
6. Persediaan awal menulis laporan
7. Analisis dan pengumpulan data
8. Kesalahan umum
9. Format laporan dan kertas kerja menggunakan MS Word

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Latihan Amali
- Kajian Kes

Sasaran Peserta
Bahagian I, II & III (ES1, ES2 & ES3)

Fokus Kompetensi
PENGLIBATAN ORANG – Berkomunikasi Dengan Pengaruh
ES1: Tahap Sasaran boleh
- menjelaskan konsep atau idea yang kompleks dengan maklumat, contoh dan demonstrasi yang relevan
- melibatkan audiens dalam komunikasi interaktif dan menjangkakan keperluan / soalan dan memberi maklum balas dengan sewajarnya

ES2: Tahap Sasaran boleh
- menterjemah data teknikal dan rumit dengan sewajarnya untuk golongan yang dimaksudkan
- mengenalpasti sasaran audiens untuk berkongsi maklumat berdasarkan fakta dalam jangka masa yang ditetapkan

ES3: Tahap Sasaran boleh
- menerangkan maklumat teknikal dan rumit dengan jelas
- mengenalpasti gambaran keseluruhan dan memperakui penyelarasan perspektif yang berbeza

Bahasa
Melayu

KERJA BERPASUKAN
MP09240

11 - 13 Jun 2024 | 3 - 5 September 2024 | 26 - 28 November 2024 | 7 - 9 Januari 2025

Pengenalan
Organisasi di tempat kerja terus berkembang. Justeru para pemimpin organisasi sedar bahawa peranan pasukan dalam organisasi masing-masing menjadi begitu penting. Penggabungan tenaga, idea, kemahiran dan pengetahuan secara kolektif diperlukan untuk menangani sebarang masalah organisasi oleh pemimpin. Pasukan memainkan peranan penting di dalam setiap organisasi. Ini adalah kerana pasukan mempunyai banyak kelebihan daripada individu secara perseorangan. Kelebihan begitu ketara dari segi pengalaman, kemahiran, perolehan maklumat, pembahagian kerja dan pengembelengan tenaga.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- menyedari bahawa setiap orang adalah penting dalam mana-mana organisasi
- memahami bagaimana, personaliti, gender dan budaya mempengaruhi pemikiran, emosi dan stail pembelajaran
- membangun Pelan Tindakan Diri untuk memastikan Satu Pasukan Kerja yang berkesan dapat diwujudkan
- mengenalpasti dan mengaplikasi kerja berpasukan yang bersesuaian
- mengenalpasti kebolehan setiap individu di dalam kerja berpasukan bagi meningkatkan keberkesanan dalam pelaksanaan kerja
- mempengaruhi kelakuan/sikap individu dalam pasukan dan mengatasi konflik di dalam kerja berpasukan
- berkomunikasi dengan berkesan untuk mendapat kesepakatan dalam mencapai objektif kumpulan
- menghasilkan pelan tindakan bagi meningkatkan prestasi kerja berkumpulan

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-tajuk
1. Definisi pasukan dan kerja berpasukan
2. Peranan awda dan pasukan
3. Kepentingan kerja berpasukan dalam organisasi
4. Kepelbagaian dalam pasukan
5. Teknik berkomunikasi dan menghadapi konflik
6. Kepimpinan dalam kerja berpasukan dan membentuk kumpulan dinamik
7. Pelan Tindakan Pembangunan Diri (Personal Development Action Plan (PDAP))

Metodologi
- Ceramah
- Perbincangan
- Demonstrasi
- Kerja Kumpulan

Sasaran Peserta
Bahagian I, II & III (ES1, ES2 & ES3), Bahagian IV dan V

Fokus Kompetensi
PENGLIBATAN ORANG – Bekerjasama Dan Penglibatan
ES1: Tahap Sasaran boleh
- bekerjasama dan melibatkan ahli pasukan dengan pelbagai pihak berkepentingan
- mengenalpasti pihak berkepentingan, berhubung dan merujuk merentasi bidang-bidang kerja dengan berkesan

ES2: Tahap Sasaran boleh
- melaksanakan kolaborasi merentasi bidang-bidang kerja berkaitan
- melibatkan orang lain untuk memastikan pendekatan kolaboratif dan mengakui usaha dan pencapaian orang lain

ES3: Tahap Sasaran boleh
- menggalakkan untuk bekerja dan berkolaborasi dengan rakan sekerja dan pelanggan
- mempamerkan sebagai ahli rakan sekerja yang produktif dan mendukung

Bahasa
Melayu

PENGURUSAN PERKHIDMATAN BERKESAN MO10270

7 - 9 Mei 2024 | 10 - 12 September 2024

Pengenalan
Memahami dan memenuhi keperluan pelanggan adalah kemahiran yang penting untuk semua kakitangan dalam organisasi. Anda dan kakitangan anda perlu berfikir seperti pelanggan, bertindak balas terhadap keperluan mereka dan menepati janji. Kursus ini akan membantu mengembangkan kemahiran komunikasi antara orang yang menjadi teras dalam penjagaan pelanggan yang berkualiti. Anda juga akan dapat mewujudkan pertemuan perkhidmatan yang mempesonakan dan menunjukkan tingkah laku perkhidmatan yang memuaskan pelanggan. Ia juga akan membantu anda untuk mengembangkan minda dan sifat perkhidmatan yang memberi impak kepuasan pelanggan yang lebih baik.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- memahami kepentingan perkhidmatan pelanggan
- mempelajari kaedah untuk menggembirakan pelanggan dan berkomunikasi dengan pelanggan dengan berkesan
- mengenalpasti masalah yang timbul dalam rangkaian pelanggan dalaman organisasi
- bekerjasama lebih baik dengan rakan sekerja
- membudayakan khidmat pelanggan dalam organisasi
- mengenali perkhidmatan pelanggan yang berfokuskan pelanggan
- mengukur dan memberi ganjaran kepada perkhidmatan pelanggan yang hebat

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-tajuk
1. Pengenalan mengenai Perkhidmatan Pelanggan
2. Kenapa perkhidmatan pelanggan penting
3. Kesetiaan pelanggan
4. Bagaimana untuk berkomunikasi dengan berkesan dengan pelanggan
5. Mengubah aduan menjadi peluang
6. Memperkasa perkhidmatan pelanggan yang hebat
7. Mengukur perkhidmatan pelanggan

Metodologi
- Ceramah
- Perbincangan
- Kerja Kumpulan
- Main Peranan

Sasaran Peserta
Bahagian II & III (ES2 & ES3)

Fokus Kompetensi
BUDAYA PRESTASI – Keputusan Berorientasikan Hasil
ES2: Tahap Sasaran boleh
- membangunkan keutamaan, matlamat pasukan / unit, strategi dan rancangan dalam pemberian perkhidmatan pelanggan
- menjalankan penyelidikan dan menganalisis maklumat berkaitan pemberian perkhidmatan pelanggan
- melaksanakan proses untuk hasil yang dikehendaki

ES3: Tahap Sasaran boleh
- memahami objektif pasukan / unit dan menyelaraskan aktiviti operasi dengan sewajarnya
- mengumpul sumber yang diperlukan untuk menyelesaikan tugas
- membantu dan mengenalpasti belanjawan, jangka masa dan standard piawaian

Bahasa
Melayu

PERKHIDMATAN PELANGGAN PROFESIONAL MO10280

14 - 16 Mei 2024 | 25 - 27 Jun 2024 | 1 - 3 Julai 2024 | 13 - 15 Ogos 2024 | 1 - 3 Oktober 2024

Pengenalan
Setiap organisasi perlu berpegang teguh kepada prinsip mengutamakan pelanggan dalam semua aspek pengurusannya. Adalah menjadi tanggungjawab kita semua dalam sama-sama meningkatkan imej organisasi dan keterampilan diri masing-masing. Setiap pekerja mestilah sentiasa sensitif kepada kehendak pelanggan dengan membuat perubahan kepada proses, kerja, peraturan, sistem dan prosedur dalam memberi perkhidmatan yang boleh dimanfaatkan oleh kedua-dua pihak.

Hasil Pembelajaran
Di akhir kursus ini, peserta-peserta akan dapat:
- memahami konsep dan memberi kesedaran betapa pentingnya perkhidmatan pelanggan
- mengenalpasti ciri perkhidmatan pelanggan berkualiti dan kehendak dan ekspektasi pelanggan
- memahami dengan lebih mendalam mengenai prinsip-prinsip dan kepentingan perkhidmatan kaunter
- meningkatkan pengetahuan, kemahiran dan membentuk budaya serta sikap yang betul dalam memberikan perkhidmatan kaunter yang berkualiti
- mengamalkan kaedah-kaedah dan cara-cara perkhidmatan kaunter mengikut standard minima perkhidmatan awam di samping mengekalkan imej yang profesional
- meningkatkan pengetahuan mengenai prinsip-prinsip penggunaan dan pengendalian telefon yang berkualiti
- meningkatkan kemahiran komunikasi di samping mengamalkan etika penggunaan telefon yang berkualiti semasa menjalankan tugas
- memberi kesedaran tentang kepentingan pengendalian telefon sebagai pintu masuk maklumat jabatan
- membentuk budaya perhubungan pelanggan yang berkualiti dengan menangani setiap aduan pelanggan secara profesional
- mengamalkan beberapa teknik mengendali aduan dan pelanggan bermasalah

Jangkamasa
3 Hari (19.5 Jam)

Tajuk-tajuk
1. Konsep perkhidmatan pelanggan berkualiti
2. Keterampilan interpersonal
3. Kecerdasan Emosi
4. Teknik Pengendalian Telefon
5. Pengendalian Aduan
6. Refleksi Diri

Metodologi
- Ceramah
- Perbincangan
- Latihan
- Demonstrasi
- Main peranan (role play)
- Kajian Kes
- Aktiviti Interaktif
- Video
- Perkongsian

Sasaran Peserta
Bahagian IV dan V khususnya yang bertugas di Bahagian Perkhidmatan Pelanggan (Kaunter atau Operator) dan mana-mana kakitangan yang selalu berdepan dan berurusan dengan orang awam/pelanggan

Bahasa
Melayu