

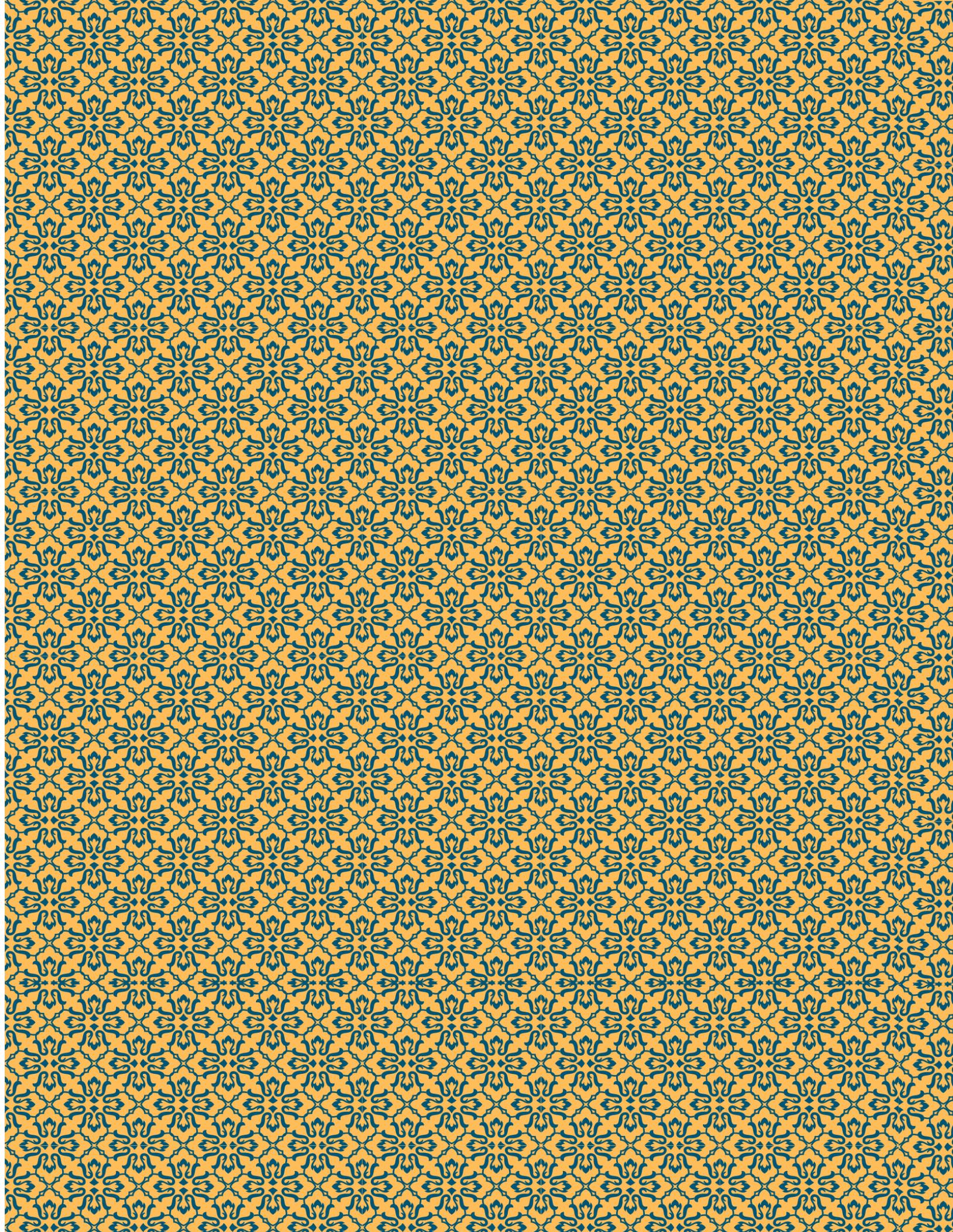


INSTITUT PERKHIDMATAN AWAM



PEMBELAJARAN DAN
PEMBANGUNAN
APRIL 2022 – MAC 2023

Centre of Excellence in Learning and Development Towards Public Service Excellence





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 - taqWa | kepentIngan inSan (People-Centric) | **Dinamik** (Dynamic) | kebOleharapan (Reliable) | koMitmen (Commitment)

Strategic Themes

- Developing Human Capital
- Organisational Performance Excellence

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INTRODUCTION TO PUBLIC POLICY

GS01020



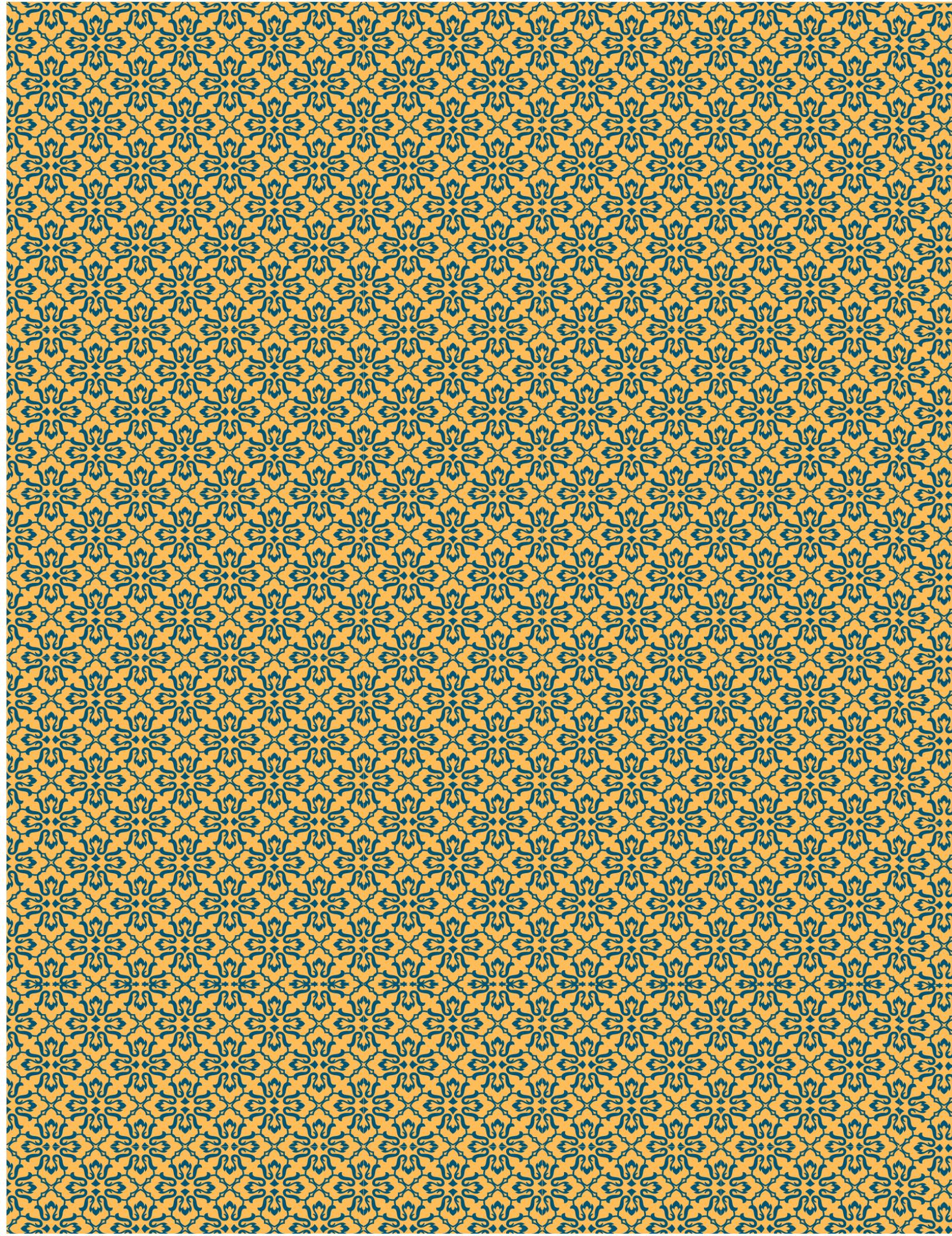
Overview:

"A public policy is a deliberate and careful guidance for addressing selected public problems. Public policies are an integral part of government and politics."

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POLICY MONITORING AND EVALUATION

GS01010

Overview:

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.

Key Objective:

By the end of this program, participants will be able to:

- Discover, understand and utilise the various techniques & strategy in effective policy deployment and ensure the policies align with organizational goals and objectives
- Able to review and amend existing policy to prepare for policy evaluation
- Apply Monitoring techniques as means of policy evaluation
- Apply correct analysis techniques to identify & address new issues

Duration:

4 Days (26 Hours)

Modules:

- Workshop's purpose?
- Policy Deployment Definition
- Policy Deployment Process
- Key Elements of policy deployment
- Benefits of policy deployment
- The Policy Deployment steps or process:
 - Establish the Vision
 - Developing the Plan
 - Setting Objectives
 - Deploying to the relevant Units
 - Implementing the Plan
 - Reviewing the Progress
 - Annualising the Review
- Evaluation/ Review
 - Analysing whether existing policy is still relevant, accurate, and legal.

- Identify if any laws and regulations has changed since the policy was created. If so, what are the implications?
- Taking account into technologies and processes changed since the policy was created and its implications they have on risk.
- Identifying new risks that policies should address.

Methodology:

- Lecture
- Discussion
- Case Study
- Practical Activities

Target Level:

Group & Division II (ES.1 & ES.2)

Competency Focus:

STRATEGIC DIRECTION - Champion Vision and Values

- ES.1 - Engineer changes and spearhead the development of strategies to accomplish organisational goal.
- Align organisational goals and objectives in linw with organisational vision and values
- ES.2 - 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

Overview:

“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 minimizing 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.

Key Objective:

By the end of this program, the target level 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)

Modules:

- Understanding Wawasan 2035 (Presented by Wawasan Brunei Standing Secretariat)
- What is Public Policy?
- Policy Lifecycle: Comparing how public policies are enacted around the World
- Sources of Public Policy in Brunei Darussalam
- The Eightfold Path to Policy Analysis (Eugene Bardach)

Methodology:

- Lecture
- Discussion
- Case Study
- Practical Activities

Target Level:

Group & Division II (ES.1 and ES.2)

Competency Focus:

This programme will focus on developing Strategic Direction, emphasising on Champion Vision and Values competency, which refers to the ability to champion vision and values by living the vision and values while measuring every action against both through consistent focus and direction.

ES.1 - This target level will be able to engineer changes and spearhead the development of strategies to accomplish organisational goal;

- And will be able to align organisational goals and objectives in line with organisational vision and values

ES.2 - This target level will be able to translate strategic organisational goals, objectives, initiatives into plan of actions;

- And will be able to develop and communicate plan of actions accordingly to the set timeline and priorities.

Language:

English

INTRODUCTION TO COST BENEFIT ANALYSIS IN POLICY MAKING

GS03090

Overview:

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.

Key Objective:

By the end of this program, participants will be able to:

- Describe the purpose of 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 CBA

Duration:

3 Days (19.5 Hours)

Modules:

- Cost-Benefit Analysis Defined
- Basic steps in CBA
- Concepts of CBA
- Identifying Costs and Benefits: Valuation, Direct Vs. Indirect, Internal Vs. External
- Investment Decision Criteria: Future Value & Present Value, Calculating the Net Present Value (NPV)
- Discount Rate
- Sensitivity Analysis
- Uncertainty and risk

Methodology:

- Lecture
- Discussions
- Case Studies
- Practical

Target Level:

Division I & II (ES1 & ES2)

Competency Focus:

STRATEGIC DIRECTION - Business Acumen, Business Development and Knowledge Capital

ES.1 - Assess current trends and remedy variances from project plans or frameworks by monitoring (Group) 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 leads to effective policy making and business processes

ES.2 - Manage resources and transitions between project stages through information sharing, communication and collaboration across the organisation

- Analyse and synthesize 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

Language:

Malay & English

Pre-Requisite:

- Basic knowledge on using MS Excel
- Participants are required to bring their own laptops

FORESIGHT AND HORIZON SCANNING

GS04100

Overview:

The world is experiencing great uncertainties about the recent unfolding economic crisis and its aftershocks. Many countries, industries and public services face challenging futures ahead where the quest for opportunities is increasingly competitive. Economic discontent combined with existing political stresses has caught many institutions – and countries - unaware. Meanwhile, globalisation, migration, environmental, political and technological trends are reshaping the rules of the game. This calls for critical reflections on existing assumptions, plans and strategies for the long-term future.

The course explores ways in which decision-makers can address such uncertainties and how to produce sound and forward-looking outcomes. The course covers three broad areas of focus:

- I. Perspective: Framing and Scanning for emergent trends and issues in business and society;
- II. Foresight: Trend Analysis and Forecasting to define expected and plausible alternative future scenarios; and
- III. Insight: Implications Assessment to identify emerging opportunities and threats and devise plans to create preferable outcomes.

Key Objective:

By the end of this course, participants will be able to:

- Identify the foresight tools and techniques to help them direct and oversee the execution of strategic decision making, planning and forecasting to achieve organizational vision and values.
- Demonstrate an awareness of important issues, trends and uncertainties affecting business.
- Sharpen strategic thinking skills in addressing complex problems.
- Recognize and interpret possible future changes involving social, technological and environmental and their interdependencies.
- Engineer changes by generating creative solutions from the application of foresight methodologies to spearhead the development of strategies to accomplish organizational goal.
- Apply foresight to navigate the challenges of change and plan for alternative and suggest solutions leading to preferred futures which aligns organizational goals and objectives.

Duration:

3 Days (19.5 Hours)

Modules:

Module 1: Perspective: Emergent trends and issues in business and society

- Introduction to Foresight
- Environmental Scanning
- Trend Awareness
- Global Challenges
- Dynamics of Change
- Foresight Intelligence Gathering

Module 2: Foresight - Trend Analysis, Forecasting & Alternative Future Scenarios

- Evidence-Based Foresight
- Trend Analysis and Forecasting Methods and tools
- Introduction to Scenarios
- Scenario Development Methods

Module 3: Insight: Implication assessment, Response Strategies and Planning

- Implication assessment
- Innovation Based Response
- Strategic Response
- Visioning
- Roadmapping

Methodology:

- Lecture
- Discussion
- Case Study
- Role Play

Target Level:

Superscale, Div. I & II (SES, ES.1, ES.2)

Competency Focus:

STRATEGIC DIRECTION – Champion Vision and Values

- SES
- Provide the structure and systems to achieve the desired goals and create a shared sense of purpose.
 - Direct and oversee the execution of strategic plans to achieve organizational vision and values.
- ES.1
- Engineer changes and spearhead the development of strategies to accomplish organizational goal.
 - Align organizational goals and objectives in line with organizational vision and values
- ES.2
- Design and establish systems to measure accountability and consequences
 - Assign responsibilities for follow-up and follow through functions to sustain momentum

Language:
English & Malay

Pre-Requisite:
N/A

RUKUN AKHLAK ETIKA KERJA PERKHIDMATAN AWAM

GE12110

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.

Objektif Kursus:

Di akhir kursus, peserta akan dapat:

- Meningkatkan kesedaran akan kepentingan berakhlek 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)

Modul:

- Ciri-ciri Rukun Akhlak dan Etika Kerja
- Keberkesanan Perkhidmatan
- Membina Pasukan Cemerlang
- Prinsip Komunikasi Berkesan
- Halangan dan Cabaran Perkhidmatan Awam Cemerlang
- Nilai-nilai Pemimpin Cemerlang

Metodologi:

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

Kumpulan Sasaran:

Bahagian II, III, IV & V

Fokus Kompetensi:

Program ini mendokong kluster ‘Public Service Ethos’ iaitu merupakan prinsip dan nilai utama yang membimbing keupayaan perkhidmatan awam. Kluster ini ialah ‘crux’ atau titik penentu/element paling penting bagi menjayakan pembangunan keempat kluster keupayaan (Strategic Direction, People Engagement, Performance Culture and Organisation Capability) dengan kompetensi masing-masing.

Bahasa:

Melayu

BIMBINGAN PENGERAK NEGARA ZIKIR

GE12120

Pengenalan:

Dalam usaha membentuk dan menjana warga perkhidmatan awam ke arah kecemerlangan diri dengan menjadikan 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.

Objektif Kursus:

Di akhir kursus ini, 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 sehari-hari.

Jangkama

3 Hari (19.5 Jam)

Modul:

- Pengenalan kepada Ummul Kitab
- Bimbingan bacaan Ummul Kitab
- Bimbingan bacaan ayat-ayat Al-Qur'an Pilihan
- Pengenalan kepada pengurusan mengikut Al-Qur'an
- Memimpin diri dan organisasi dengan lunas-lunas Al-Qur'an dan Sunnah
- Teori Pengurusan Islam dan Kepimpinan Diri
- Pembudayaan Membaca Al-Qur'an
- Bimbingan Amalan Doa dan Zikir Pilihan
- Bimbingan Selawat Pilihan

Metodologi:

- Tasmiq
- Ceramah
- Perbincangan dan Amali
- Kerja Kumpulan

Kumpulan Sasaran:

Bahagian II, III, IV & V

Fokus Kompetensi:

Program ini mendokong kluster ‘Public Service Ethos’ iaitu merupakan prinsip dan nilai utama yang membimbing keupayaan perkhidmatan awam. Kluster ini ialah ‘crux’ atau titik penentu/element paling penting bagi menjayakan pembangunan keempat kluster keupayaan (Strategic Direction, People Engagement, Performance Culture and Organisation Capability) dengan kompetensi masing-masing.

Bahasa:

Melayu

LEADING CHANGE MANAGEMENT [NEW]

GSo2080

Overview:

Leaders at every level of an organisation constantly face change. The changes may be both internally or externally but in the end, it is up to leaders to manage the change and ensure a quick transition into the new process or culture. This program will deal with not only the types of changes that organisations have to face, but will discuss the tools that help leaders to manage and implement change.

Key Objective:

By the end of the program, participants will be able to:

- Align vision and mission of the organisation in response to the change made
- Assess current organisational culture in identifying potential barriers or challenges
- Maximise employee engagement and adoption through coaching and communication (feedback)
- Anticipating organisational needs such as training and knowledge transfer

Duration:

2 Days (13 Hours)

Modules:

- Definition of change and what causes change within the organisation
- What is involved in change management?
- Role of the leader, key contributors and personnel
- Managing resistance to change
- Identifying key stakeholders and resources needed in implementing change effectively
- Setting up a communications and feedback channel
- Organisational change from an Islamic Perspective

Methodology:

- Flipped-Classroom
- Lecture
- Discussion
- Case Study
- Role Play

Target Level:

Division I & II (ES.1 & ES.2)

Competency Focus:

STRATEGIC DIRECTION – Drive Change

ES.1 - Review and validate the effective systems for the measurement of accountability

(Div I) - Monitor and assess changing trends and development

ES.2 - Design and establish systems to measure accountability and consequences

(Div II) - Assign responsibilities for follow-up and follow through functions to sustain momentum

Language

English / Malay

WOMEN IN LEADERSHIP

GS02030

Overview:

While there is no one formula for being an effective leader, regardless of gender, leadership potential for women can be additionally complicated by the infamous glass ceiling.

Research conducted by Center for Creative Leadership, prove that men and women are equally capable of effective leadership but also strikingly different in how they promote their unique strengths and talents. To be successful, organizations need to leverage this diversity of leadership: to improve the quality of decision-making, provide inspiration and role modeling, and tap into diverse points of view.

This program provides participant with the insights needed to make purposeful choices to expand their individual impact on the organisation. Participants will be guided through contemporary ideas on leadership, career planning, negotiation and management and are encouraged to develop a greater understanding of themselves and their impact on others. They will explore the choices and trade-offs that they face to juggle their personal and professional lives and equip them with the skills and knowledge and support they need to succeed and contribute added value in their roles with confidence as corporate leaders.

This program also focuses on the specific needs and capabilities of women to overcome barriers that can exist in the workplace that may hinder professional growth.

Key Objective:

By the end of this course, participants will be able to:

- Understand their personal strengths and barriers for being a successful and authentic leader
- Learn how to lead with authenticity
- Develop behaviours that align with and support leadership brand and career direction
- Exert greater influence over the choices you make
- Navigate complex relationships
- Increase ability to negotiate their own success and create value for the organization.
- Build and leverage networks in which you engage authentically
- Implement your personal leadership strategy
- Recognise woman's role in Islamic perspectives

Duration:

2.5 Days (17 Hours)

Modules:

- Develop self-awareness and authenticity
- Women's role in Islamic Perspectives
- High level communication, influence and negotiation skills

- Develop self and others with “reflective leadership”
- Strategic career progression
 - Career management practices and creating a personal leadership plan
 - Maximise existing relationships and networks and building new ones for professional opportunities
- Transactional and Transformational leadership strategies to accelerate team performance
- Drive change and innovation as a female leader
- Remain productive in a crisis
 - Build resilience to thrive under pressure
 - Support your team and engage others to deliver
 - Debrief after crisis - Provide and accept feedback
- Action planning for leadership
 - Develop short and long-term approach:
 - Understand challenges
 - Share approaches for career forward

Methodology

- Lecture
- Discussion
- Case Studies
- Forum

Designed exclusively for Div II (B3 & B2)

- Who want to have more impact and influence on the health and success of their organisation
- Challenges women to understand and capitalise on their most powerful resource: the whole truth of who they are, what they value, and where they want to go

Competency Focus:

STRATEGIC DIRECTION – Champion Vision and Values

- ES.2 - Translate strategic organisational goals, objectives, initiatives into plan of actions
 (Division II) - Develop and communicate plan of actions accordingly to the set timeline and priorities

Language:

English / Malay

ENHANCING SELF-LEADERSHIP

GSo2040

Overview:

Self-leadership can be defined as "the process" of influencing oneself to establish the self-direction and self-motivation needed to perform. Self-Leadership encompasses the capability to "leading oneself" via the utilization of both behavioural and mental techniques. These include self-observation, self-goal-setting, management of past's behaviour, modification of consequents to behaviour and the finding of natural rewards in tasks performed. These techniques also involve the examination and alteration of self-dialogue, beliefs and assumptions, mental imagery, and habits in one's thinking.

Key Objective:

Key Objective of the program is for the participants to:

- Understand their own work values and behaviours.
- Design and establish their own system in self direction and self-motivation to measure their accountability and consequences in their everyday life.
- Enable them to apply self-leadership techniques, organise, prioritise and efficiently use resources in their work setting.
- Contribute better capability in executing plan of actions responsibly and dutifully.

Duration:

3 Days (19.5 Hours)

Modules:

- What is self-leadership?
- Understanding one's own work values and behaviors
- What is your own purpose of work?
- Self-Leadership techniques
 - Utilisation of mental techniques
 - Self-observation
 - Self-goal setting
 - Self-modification
- Values of an inspiring leader
- How resilience, stress and pressure relate to each other
- Resilience vs Resistance
- Internal and external loci of control
- The importance of resilience for managers and their teams
- The basic resilience skills

Methodology:

- Lecture
- Discussion
- Case Study
- Role Play
- Forum

Target Level:

Division II & III (ES.2 & ES.3(C3))

Competency Focus:

STRATEGIC DIRECTION – Drive Change

- | | |
|-------------------|--|
| ES.2 | - Design and establish systems to measure accountability and consequences |
| (Division II) | - Assign responsibilities for follow-up and follow through functions to sustain momentum |
| ES.3 | - Organise and prioritise task and effectively use resources |
| (Division III:C3) | - Execute plans of actions, responsibly and dutifully |

Language:

English & Malay

Pre-Requisite:

N/A

STRATEGIC LEADERSHIP

GS02050

Overview:

Organisations need to be prepared in order to succeed in delivering their objectives in these very volatile, uncertain, complex and ambiguous times (VUCA). A strategic leader has to set Vision, Mission, Values and Strategic Objectives in order for the organisation to both grow and thrive in these difficult times. This workshop will highlight 5 key tasks in preparing an organisation towards fulfilling its long-term goal. The workshop will be followed by a forum with guest speakers from both government and private sectors.

Key Objective:

By the end of this course, participants will be able to:

- Prepare strategic Vision and Mission statements as well as set Strategic Goals
- Cascade strategic direction to everyone within the organisation
- Develop and implement strategic action plans
- Monitor and evaluate an organisation's performance

Duration:

1.5 Days (10 Hours)

Modules:

- Developing Vision and Mission that is Strategic to the long-term direction of the organisation that is cascaded down to every employee
- Setting objectives towards the accomplishment of strategic goals
- Developing action plans in achieving set strategic goals
- Implementing action plans
- Monitoring and Evaluating Organisational Performance (KPI, reports, customer and employee satisfaction)

Methodology:

- Lecture
- Discussion
- Case Studies
- Forum

Target Level:

Div. I & II (E.S1 & E.S2)

Competency Focus:

STRATEGIC DIRECTION – Drive Change

E.S1 - Review and validate the effective systems for the measurement of accountability

(Div I) - Monitor and assess changing trends and development

E.S2 - Design and establish systems to measure accountability and consequences

(Div II) - Assign responsibilities for follow-up and follow through functions to sustain momentum

Language:

English & Malay

Pre-Requisite:

N/A

FRONTLINE LEADERSHIP

GS02060

Overview

The Frontline Leadership program provides an introduction to people leadership in the context of frontline teams. Exploring critical success factors in establishing credibility as a frontline leader, it will assist you to identify and develop your unique leadership style. The program is designed so that leaders may reduce conflict, improve employee performance, enhance team effectiveness to create work environments that foster employee engagement, and increase employee satisfaction. Leaders will learn to deliver clear direction, coach employees, and provide effective feedback.

Key Objective:

By the end of this course, participants will be able to:

- Identify your leadership style and adapt your approach to suit different situations and team needs
- Use your strengths for advantage in leading the team
- Apply leadership behaviours that motivate and inspire
- Translate organisational vision into meaningful team goals
- Promote teamwork to manage conflicts to embrace change
- Collaborate with team members in the decision-making process

Duration:

2 Days (13 Hours)

Modules:

- Role of the Leader
 - Exploring Prophet Muhammad's Leadership
 - Leadership Style
- Managing Different Personalities
- Developing teams, motivating & Engaging Employees
- Promoting Teamwork & Collaboration
- Communication for Leaders
- Managing Performance
- Coaching for Commitment
 - Implementing effective workplace relationships
- Managing Conflict & Embracing Change

Methodology:

- Flipped Classroom
- Lecture
- Discussion
- Case Study

- Group Activity

Target Level:

Div II (B3 & B2) & III

Managers, Assistant Managers and supervisors

Competency Focus:

STRATEGIC DIRECTION - Drive Change

- E.S2 - Design and establish systems to measure accountability and consequences
(Div II) - Assign responsibilities to follow-up and follow through functions to sustain momentum
- E.S3 - Organise and prioritise tasks and efficiently use resources
(Div III) - Execute plans of actions, responsibly and dutifully

Language

English & Malay

Pre-requisite

N/A

LEADING WITH STRATEGIC INTELLIGENCE

GS02070

Overview:

The program is built around the concept of Strategic Intelligence (SI) and argues that strategic thinking and behavior play a far greater role in our individual success and effectiveness. It also includes communicating and 'selling' the strategy and ensuring that it is successfully implemented.

The capacity to think, plan and act strategically is a core capability for public sector managers. The challenge is to gain the ability to move from the specifics of day to day public service operational service delivery and policy work to the much bigger picture overview required in the strategic dimension of our work. This wider ability to think, communicate and implement strategy is what we term Strategic Intelligence.

Key Objective:

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

- Demonstrate skills to help defining strategy and strategic thinking
- Understand the current strategic operating environment
- Have the ability to demonstrate nous, common sense and political awareness
- Understand how to effectively use traditional strategic planning tools, such as scenario planning, SWOT analysis, etc
- Understand mobility and career strategies to help develop strategic capabilities

Duration:

2 Days (13 Hours)

Modules:

- Strategy and strategic thinking process
- Strategic thinking tools – system thinking, analogical thinking, enquiry, dialogue, framing and reflection
- Strategic Intelligence and capabilities
- Different types of strategic planning tools (scenario planning, SWOT, etc)
- 360 strategic intelligence profile
- Case studies of strategic and unstrategic behaviour

Methodology:

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

Target Level:

Group & Division II (ES.1 & ES.2)

Competency Focus:

STRATEGIC DIRECTION – Champion Vision and Values

- E.S1
 - (Group) - Engineer changes and spearhead the development of strategies to accomplish organisational goal.
 - Align organisational goals and objectives in line with organisational vision and values
- E.S2
 - (Division II) - 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

PENERAPAN ETIKA MELALUI KEPIMPINAN ORGANISASI
GE12130

Pengenalan:

Rukun Akhlak da 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 tumuan kepada para pemimpin dalam menerapkan ciri-ciri RAEK berkenaan ke dalam diri sendiri dan juga ke dalam pegawai dan kakitangan di bawah kepimpinan mereka. Pemimpin akan didedahkan kepada rangka kerja yang merumuskan 11 ciri RAEK dalam mengukuhkan lagi integriti serta etika kerja di organisasi masing-masing.

Objektif Kursus:

Di akhir kursus, peserta akan dapat:

- Mengongsikan kedudukan RAEK dalam Kerajaan Negara Brunei
- Menekankan kepentingan RAEK di kalangan pemimpin
- Menengahkan ilmu dan kaedah kepimpinan selaras dengan RAEK dalam menerapkan ciri-ciri di dalam organisasi.

Jangkamasa:

2 Hari (13 Jam)

Modul:

- Pengertian Etika Kerja
- Pengenalan terhadap Rukun Akhlak dan Etika Kerja Perkhidmatan Awam (RAEK)
- Kedudukan RAEK dalam pentadbiran dan pengurusan perkhidmatan awam
- Ragka kerja RAEK bagi pemimpin
 - Module 1 : Self Leadership
 - Module 2 : Organisational Development
 - Module 3 : Decision Making
 - Module 4 : Organisational Processes

Metodologi:

- Ceramah
- Perbincangan
- Kerja Kumpulan

Kumpulan Sasaran:

ES1 & ES2

Fokus Kompetensi:

Program ini mendokong kluster ‘Public Service Ethos’ iaitu merupakan prinsip dan nilai utama yang membimbing keupayaan perkhidmatan awam. Kluster ini ialah ‘crux’ atau titik penentu/element paling penting bagi menjayakan pembangunan keempat kluster keupayaan (Strategic Direction, People Engagement, Performance Culture and Organisation Capability) dengan kompetensi masing-masing.

Bahasa:

Melayu

DATA ANALYTICS FOR PUBLIC SECTOR

IS05020

Overview:

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 policy makers are not equipped to understand the complexity of ‘Big Data’ let alone make sense of the data. In order to aid policy makers 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 jargons and procedures involved in ‘Big Data’ as well as cover the basic principles of Data Analytics.

Key Objectives:

- 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
- Recognize the processes involved in data analytics
- Utilise information gathered and analysed to make informed decisions

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction to ‘Big Data’ analytics
- Knowledge/data management
- What is Data Analytic and how it can be used in Public Management?
- The rise of Data Driven Organisations
- Types of Data
- Common programs used in Data Analytics
- Identifying a problem and pinpointing the necessary data to collect
- The importance of Data visualisation in getting stakeholder engagement and agreement
- Data analysis and interpretation for informed decisions in Public Policy
- Theories and elements of decision Analysis

Methodology:

- Lectures
- Case Studies
- Group Discussions

Target Level:

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

Competency Focus:

This program will focus on enhancing Strategic Direction capability cluster, emphasising on Business Acumen, Business Development and **Knowledge Capital** which refers to setting strategies and decision making.

- ES1: This target level will be able to
 - **Assess** current trends and **remedy** variances from project plans or frameworks by monitoring project performance
 - **Recognize** and **assess** several likely causes or ways of interpreting available information.
 - **Build** on information and knowledge of financial principles and academic models / concepts that leads to effective policy making 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 **synthesize** 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** report
 - **Synthesise** data and feedback and **generate** reliable and accurate information capital

Language:

English

APPLYING 4IR IN ORGANISATION

IO11160

Overview:

Civil servants must embrace and stay relevant in facing the Fourth Industrial Revolution and improve the concept of public service delivery while facing complex challenges in their workplace. Participants of the 4.0 Industrial Revolution programme (4IR) will learn about the 4IR and how the latest technologies in 4IR could provide a welcome boost to government service delivery.

Key Objectives:

By the end of the course, the participants would be able to:

- Understand what the 4IR is and its likely impact.
- Know how you can evolve your role to better suit the changing environment.
- Learn how we can support the government in the 4IR era.

Duration:

2 Days (13 Hours)

Module:

- What is an Industrial Revolution and the history of the 4IR.
- The impact of the 4IR.
- What has changed in service delivery and your role
- An overview of the technologies comprising the 4IR.
 - Skills needed in 4IR.
 - How to embrace 4IR.

Methodology:

- Lectures
- Case Study
- Video

Target Level:

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

Competency Focus:

This programme will focus on developing Organisation Capability (OC) capability cluster, emphasizing on the Building Capacity competency to build role and functional capability through people development strategy in supporting the evolving needs of workforce.

- ES1 (Division 1) This target level will be able to
 - Monitor and review role and functional development issues that includes diversity within the organization, organisational structure and scheme of service.
 - Facilitate the appropriate HR functions in developing the performance management procedures

- ES2 (Division 2) 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 (Division 3) This target level will be able to
 - Collate data to produce an HR reports accurately.
 - Capture accurate progress data on the development of employees efficiently.

Language:

English

DATA ANALYSIS AND DECISION MAKING WITH MICROSOFT EXCEL

IS04010

Overview:

Microsoft (MS) Excel is a common application and learning how to use it is an investment for your professional life. Excel makes it easy to monitor financial performance, such as business profit or loss, calculate payments on large purchases, plan a budget or stay organised with checklists. It is a versatile application used as multiple workbooks, sensitivity analysis and decision support problems. Additionally, it allows data to be imported from other software, analyse data tables and use pivot tables to make a summary of information. However, many do not know that MS Excel can be a powerful analytical tool in assisting decision makers to come to an informed result. This course will provide participants with the knowledge to utilize various functions within MS Excel to organize and manipulate data into visuals and interpretations that can be understood by the end user.

Key Objective:

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

- Use Database features in Excel
- Integrate electronic spreadsheets with other application software
- Working with multiple sets of worksheets and workbooks
- Use an electronic spreadsheet to make useful alternatives to support in making decisions
- Make summaries for data that is too large
- Import data from other applications and the internet
- Sort and filter data using spreadsheet functions
- Represent data visually (Dashboards) using pivot tables and various charts
- Interpret raw data into useful data for decision makers

Duration:

5 Days (32.5 Hours)

Modules:

Module 1: Introduction to Decision Support System

Module 2: Worksheets link in Workbook

Module 3: Various Workbook Links

Module 4: Using Logical and Lookup Functions

Module 5: Using Multiple Files

Module 6: Using Advanced Formats in Worksheets and Charts

Module 7: Using Data List

Module 8: Filtering and Extracting Data Functions

Module 9: Analyse Tools and Pivot Tables

Module 10: Creating a dashboard using pivot tables

Module 11: Creating Toolbar and Menu
Module 12: Using Macros for Assignment Automation
Module 13: Importing, Exporting and Combining Data into another Application
Module 14: Using Templates
Module 15: Using Graphics and Embedded Objects
Module 16: Interpreting data into useful data for decision making
Module 17: Conclusion

Methodology:

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

Participants:

Division II & II (ES2 & ES3)

Competency Focus:

This program will focus on enhancing Strategic Direction capability cluster, emphasising on **Business Development** and Knowledge Capital which refers to setting strategies and decision making.

- ES2 (Division 2): This target level will be able to
 - **Analyse** and **synthesize** 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 (Division 3): This target level will be able to
 - **Select** tools or techniques tailored to the scope or the needs to problem-solving.
 - **Maintain** effective tools and procedures to assist in decision making process

Language:

English / Malay

Pre-requisite:

Basic knowledge in Microsoft Excel

DEVELOPING DATABASE USING MICROSOFT ACCESS WITH VISUAL BASIC

ICo6040

Overview:

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.

Key Objective:

By the end of the course, the participants would be able to:

- Create simple applications using Microsoft Access 2016 VBA
- Develop an application using built in Macros to automate applications hence, it could improve their service delivery and productivity.

Duration:

5 Days (32.5 Hours)

Modules:

MODULE 1: Getting Started with Wizards

- Use Wizard for application development
- Create a database with Database Wizard
- Add object to application

MODULE 2: Customising an Application with Visual Basic

- Customise a command button
- Modify a command button created using the Wizard
- Make a form read-only by default
- Create a command button without the Wizard
- Create Event procedures for Form events
- Display a message to the user

MODULE 3: Finding and Filtering Records in a Form

- Create a combo box to find records
- Filter data

MODULE 4: Responding to Data Entry Events

- Understand Form and Control events

- Perform actions as the user moves in a form or changes data
- Respond to Keyboard events
- Validate data

MODULE 5: Using the Write Functions

- Understand modules and procedures
- Create General procedures in a standard module
- Use General procedures on a form
- Create General functions in a form module

MODULE 6: Monitoring and Debugging Code

- Step through code line by line
- Find and fix bugs in code
- Replace standard error messages
- Respond to a combo box error
- Create error-handling routines

MODULE 7: Gather Information in a Dialog Box

- Create an application and use Dialog boxes
- Create Dialog box to a specific record
- Filter data in a report
- Make forms work together
- Display related records in Pop-up form
- Open a form to add related records

MODULE 8: Displaying Custom Menus and Toolbars

- Use menus and toolbars in user interface
- Create customer menu bar
- Customise toolbars
- Control how application starts
- Prepare to distribute application to users

MODULE 9: Working with Data and Objects

- Introduce Issue application
- Understand objects and collections
- Use the for Each statement with a collection

- Use a multiple-selection list box
- Work directly with database objects
- Find and change data in a record set
- Create and run an action query

MODULE 10: Customising Reports with Visual Basic

- Use standard reporting features
- Respond to report events
- Calculate totals while a report is printing

MODULE 11: Sharing Data with Other Applications

- Use automating objects
- Send commands to Microsoft Word
- Get information from another application
- Work with folders in Microsoft Outlook

MODULE 12: Connecting to the Web

- Use Hyperlinks
- Create Web pages for application
- Course Profile

Methodology:

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

Target Level:

Division II & III (ES2 (B3/B2) and ES3)

Competency Focus:

This course will focus on developing Performance Culture capability cluster, emphasising on Outcome-Oriented Results competency which is the ability to drive performance by focusing on an outcome.

- ES2 (Division 2) : This target level will be able to
 - Develop priorities, team/units' goals, strategies and plans
 - Conduct research and analyse information
 - Execute the delivery of intended outcome.

- ES3 (Division 3) : 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 Microsoft Access application

PROJECT MANAGEMENT USING MICROSOFT PROJECT (IT)

ICo6050

Overview:

This course covers the Project Management Concepts and Applications using Microsoft Project version 2016 or later. Microsoft® Project 2016 helps users to manage projects more effectively. It enables users to plan, schedules and allocate resources, collaborate on projects, analyse project information and manage project teams

Key Objective:

At the end of the course, the participants will gain knowledge and skills on:

- 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
- 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)

Modules:

Module 1 : Understanding The Project Management Fundamentals

- Project Management Fundamentals

Module 2 : Introduction

- What is Microsoft Project?
- Overview of Microsoft Project

Module 3 : Creating A Project

- The basics of setting up a new project
- Enter tasks, project start and finish dates
- Modifying tasks
- Establishing task relationships
- Understanding Lead/Lag Time
- Overview to the Project
- Applying Project Filter

Module 4 : Managing Resources

- How to enter resources
- Create calendar
- Customize calendar
- Use scheduling
- Display different combination views of Project info

- Review resource allocation
- Adjust resource allocation
- Sort the order in which tasks/resources are displayed
- Review project costs
- Adjust project costs

Module 5 : Managing The Schedule

- How to place constraints in tasks
- Track progress by comparing plan against progress
- Shorten the critical path

Module 6 : Reporting

- Print charts and reports
- Customize presentation
- Create user-defined reports

Module 7 : Customizing Project Environment

- Create user-defined Views
- Create user-defined Tables
- Create user-defined Filters

Module 8: Team Project Management

- Access Project Server
- Navigate Project Server Interface
- Understand Project Server permissions
- Make Project Data available to your team
- Update a Project to the Web Server
- Initiate Workgroup messages
- Use the Home Page features
- Send and receive messages
- Respond to messages
- Use rules to automatically handle message
- Change Project Server password
- Work with Tasks
- Use Timesheet
- Use Views
- Create and send Status Report
- Submit Status Report
- Complete Status Report
- View Status Report
- Distribute Status Report
- Send updated Project 2002 data into Project Server

Methodology:

- Instructor-Led Training
- Hands-On Laboratory

- Demonstration

Target Level:

Division II & III (ES2 & ES3)

Competency Focus:

This programme will focus on developing Performance Culture, emphasising on Outcome-oriented Results competency which refers to the ability to drive performance by focusing on an outcome and also in Continuous Improvement competency which refers to the ability to improve effectiveness of service delivery by harnessing technology and challenging the status quo.

- E.S2 (Division 2)
 - Develop priorities, team/unit goals, strategies and plans
- E.S3 (Division 3)
 - 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

IT SECURITY AWARENESS FOR END USERS

IS05030

Introduction:

The Security Awareness Training for End-User enables organisation to improve their security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security conscious behaviour. It is critical for any supporting staff to be aware and literate in the core component of Information Security Strategy.

Key Objective:

Upon completion of this program, participants will have gained knowledge and skills on:

- Fundamentals of Information Security
- Staying ahead on today's cyber threats
- Learn how to protect your computer and your account by Password Construction and Management
- Security emails and safe Internet surfing
- Digital Rights Management (DRM) including piracy
- What exactly computer viruses and worms are
- Identify a phisher, hackers, shoulder surfer and dumpster diver
- What you should do when a security incident happens

Duration:

1 Days (6.5 Hours)

Modules:

- MODULE 1 | Information Security Basics
- MODULE 2 | Online Security Threats & Its Countermeasures
- MODULE 3 | General Security Threats & Its Countermeasures
- MODULE 4 | Incident Handling

Methodology:

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

Target Level:

Division II, III, IV, V (ES2, ES3, Div IV & V)

Competency Focus:

This program will focus on **Strategic Direction** cluster, emphasising on **Knowledge Capital** and Knowledge Capital which refers to setting strategies and decision making.

- ES2 (Division 2): 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 achieve the outcome of business units
 - **Implement** new policies and business processes effectively
- ES3 (Division 3): This target level will be able to
 - Maintain effective tools and procedures to assist in decision making process
 - Synthesize data and feedback and generate reliable and accurate information capital

Language:

English / Malay

PENGOLAHAN DATA DAN MAKLUMAT (MAILMERGE)

ICo6060

Pengenalan:

Kemudahan-kemudahan I.T. disediakan di pejabat-pejabat bagi memudahkan pegawai dan kakitangan dalam mengendalikan tugas-tugas sehari-hari. 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 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 di ketengahkan 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 dari proses masukan kepada proses pengeluaran.

Objektif Kursus:

- Peranan "Data" dan "Maklumat"
- Ciri-ciri Pangkalan Data
- Penghasilan pelbagai jenis maklumat melalui pangkalan data; Perkongsian maklumat
- Peningkatan Pengetahuan yang terbit dari data dan maklumat
- Peningkatan mutu kerja secara amnya

Jangkamasa:

2 Hari (13 Jam)

Modul:

BAHAGIAN I - PENGENALAN

Modul 1 : Objektif

Modul 2 : Data, Maklumat dan Pengetahuan

Modul 3 : Penyimpanan Data dan Maklumat

Modul 4 : Pelaksanaan Data dan Maklumat

BAHAGIAN II - MAILMERGE

Modul 1 : Pengendalian Persuratan

Modul 2 : Memproses Data dan Maklumat Melalui Word Processor

Modul 3 : Konsep dan Langkah-Langkah Mail Merge di dalam Microsoft Word

BAHAGIAN III - PROSES PENGUBAHSUAIAN / SUMBER DATA DAN DOKUMEN UTAMA

Modul 1 : Proses Mengubahsuai Maklumat dalam Sumber Data

Modul 2 : Proses Menghapus Maklumat dalam Sumber Data

Modul 3 : Mengedit Dokumen Utama

Metodologi:

- Ceramah
- Perbincangan
- Demostrasi
- Latihan Praktikal
- Kajian Kes

Kumpulan Sasaran:

Bahagian III (ES3), IV dan V

Bahasa:

Melayu / Inggeris

BASIC MICROSOFT EXCEL [NEW]

IC06070

Overview:

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. Excel spreadsheet can be understood as a collection of columns and rows that form a table. Alphabetical letters are usually assigned to columns, and numbers are usually assigned to rows. The point where a column and a row meet called a cell. The address of a cell is given by the letter representing the column and the number representing a row.

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 do not have any basic knowledge of Microsoft Excel whereas, the course will teach participants the steps of Microsoft Excel for amateurs.

Key Objective:

- Give participants a systematic understanding of a spreadsheet and its benefits.
- Equip participants with essential skills of effectively utilising spreadsheet software in a day-to-day business environment.
- Indicate the names and functions of the Excel interface components.
- Enter and edit data.
- Format data and cells.
- Construct formulas, including the use of built-in functions, relative and absolute references.
- Create and modify charts.
- Preview and print worksheets.

Duration:

2 Days (13 Hours)

Modules:

Module 1 – About & Exploring Spreadsheet

- Creating a New Workbook
- Opening a Workbook
- Saving a Workbook
- About Excel File Types
- Closing a Workbook
- Using Worksheets
- The Active Cell
- Selecting Cells
- Exploring a Worksheet
- Using Zoom

Module 2 - The Excel Interface (The Quick Access Toolbar and File Menu)

- The Default QAT Commands
- Adding Commands

- Removing Commands
- Customizing the Toolbar
- Using the File (Backstage) Menu

Module 3 - Excel Basics

3.1 - Working with Excel

- Columns, Rows, Cells, and Ranges
- Creating Worksheet Labels
- Entering and Deleting Data

3.2 - Basic Excel Features

- AutoFill
- AutoSum
- AutoComplete
- Working with Basic Formula

3.3 - Moving the Data

- Dragging and Dropping Cells
- How to Cut, Copy, and Paste Cells
- How to Cut, Copy, and Paste Multiple Cells
- Using Paste Special
- Inserting and Deleting Cells, Rows, and Columns
- Using Undo, Redo, and Repeat

Module 4 - Editing Spreadsheet

4.1 - Modifying Cells and Data

- Changing the Size of Rows or Columns
- Adjusting Cell Alignment
- Rotating Text
- Creating Custom Number and Date Formats

4.2 - Cell Formatting

- The Format Painter
- Cell Merging and AutoFit

4.3 - Enhancing a Worksheet's appearance

- Adding Patterns and Colors
- Adding Borders
- Working with Styles
- Working with Themes

4.4 - Working with Charts

- Creating a Chart
- Styling Charts with the Design Tab
- Modifying Charts with the Layout Tab
- Manipulating a Chart

Module 5 - Printing and Viewing Workbook

5.1 - Using the View Tab

- Using Normal View
- Using Full Screen View
- Using Page Layout View
- Page Break Preview

5.2 - Printing the Workbook

- Print Commands
- Print Preview
- Using Basic Print Options
- Other Print Options

Methodology

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

Target Level:

Division II, III, IV & V (ES2, ES3, Div IV & V)

Competency Focus:

This course will focus on developing **Performance Culture capability cluster**, emphasising on **Outcome-Oriented Results competency** which is the ability to drive performance by focusing on an outcome.

- ES2 (Division 2): This target level will be able to
 - Develop priorities, team/units' goals, strategies and plans
 - Conduct research and analyse information
 - Execute the delivery of intended outcome.
- ES3 (Division 3): 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 POWERPOINT FOR BEGINNERS [NEW]

ICo6080

Overview:

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

Microsoft PowerPoint is a presentation graphics package complete. It provides all the necessities in producing professional performances. Through this foundation 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', 'color', 'Transitions' and 'Animations', 'drawing tools' and the characteristics of the control, which makes it easier to become a professional presentation operator.

Key Objective:

- Understands Role, features and benefits of Microsoft PowerPoint
- Create suitable & attractive presentations
- Able to 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)

Modules:

PART I – Introduction and Managing Slides

Module 1: Interface, ribbons

Module 2: The Setup, options, view & print Settings

Module 3: Slide Masters, modify layouts, order and group slides

PART II – Inserting Elements Into Slides

Module 1: Format Text, insert link & format Image

Module 2: Insert & format graphics elements, Order & Group

Module 3: Tables & Charts: Insert, format & modify

Module 4: Smart Arts: Insert, format & modify, others

PART III – Applying Transitions and Animations

Module 1: Apply & Configure Slide transitions

Module 2: Animate slides contains & timing transitions

Module 3: Slide Designs for effective presentation: Layouts, colors, Fonts, Image & Text Balance

Module4: Practical & Class Presentation

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical
- Case studies

Target Level:

- Division II (ES2), III (ES3), IV and V

Competency Focus:

This course will focus on developing **Performance Culture capability cluster**, emphasising on **Outcome-Oriented Results competency** which is the ability to drive performance by focusing on an outcome.

- ES2 (Division 2): This target level will be able to:
 - Develop priorities, team/units' goals, strategies and plans
 - Conduct research and analyse information
 - Execute the delivery of intended outcome.
- ES3 (Division 3): 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 WORD FOR BEGINNERS [NEW]

ICo6080

Overview:

Microsoft (MS) Word is the most common Word Processing software used in organisations to make professional-quality documents such as letters, memorandum, reports etc. MS Word has features that allows user to format, save it to view or edit later in the best possible way.

In addition, MS Word also allows user to share documents among colleagues, make changes and comments asynchronously. This course will provide participants with knowledge to utilise functions in MS Word to make documents more organised and structured.

Key Objective:

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

- Understand the functions in Microsoft Word
- Basic knowledge in applying and using functions in Microsoft Word.
- Structure documents using tables, lists, paragraph and columns
- Insert graphics to a document

Duration:

2 Days (13 Hours)

Module:

Section 1 – Introduction of Microsoft word

- Module 1 – Functions of Microsoft word
- Module 2 - Basic layout of Microsoft word

Section 2 – create & repeat document

- Module 1 - Open and create document
- Module 2 – Store document
- Module 3 – Open and repeat document
- Module 4 – Open ‘windows’ multiple ways

Section 3 – basic operation, text and paragraph format

- Module 1 – Setting page
- Module 2 – Separate page
- Module 3 – Highlight techniques
- Module 4 - Painter format
- Module 5 – Copy, paste & delete
- Module 6 – Ruler & paragraph
- Module 7 – Alignment & indent

Section 4 – Manage table & lists

- Module 1 – Create & modify tables
- Module 2 – Create & modify lists

Section 5 – Basic formatting

- Module 1 - Header & footer
- Module 2 - Borders & shading
- Module 3 - Creating & opening custom template
- Module 4 - Create memo & minutes

Section 6 – Insert & format graphic elements

- Module 1- Insert Shapes, Text Boxes & Pictures
- Module 2 – Format shapes, Text Boxes & Pictures
- Module 3 – Insert & Format Screenshots

Methodology

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

Target Level

Division IV & V

Language

English/Malay

ORGANISATIONAL PROCESS IMPROVEMENT

IC07100

Overview:

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 knowledge and skill of the participant in identifying, analysing, redesigning the business workflow and process to increase operational efficiency.

Key Objective:

At the end of course, participants will be able to

- Improve effectiveness of service delivery and challenging 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:

4 Days (26 Hours)

Modules:

- Understanding transformational and public services reformation needs.
- Introduction to Business Process Reengineering (BPR), Business Process Management (BPM) and Business Process Improvement (BPI)
- BPR Framework
- Setting goals and vision
- Identify, analysing and improving current process
- Redesign process
- Change management and implementation
- Case study
- Action Plan

Methodology:

- Lecture
- Discussion
- Demonstration
- Case Study

Target Level:

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

Competency Focus:

This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Continuous Improvement competencies to improve the effectiveness of the process in the organisation.

- ES1 (Division 1)
 - Oversee continuous improvement on service delivery or work processes
 - Facilitate investigation and critical evaluation to issues for continuous improvement
- ES2 (Division 2)
 - Execute continuous improvement plan or work tasks to agreed budgets, Timeframe
 - Challenge others appropriately where they see room for improvement and continually improves work processes
- ES3 (Division 3)
 - 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 KERJA CEMERLANG ‘TEAM-BASED’

IC07110

Pengenalan:

Kursus ini diadakan untuk mengetahui kaedah dan teknik yang betul digunakan dalam Kumpulan Kerja Cemerlang.

Objektif Kursus:

Diakhir bengkel ini peserta-peserta akan dapat:

- Kemahiran dalam melaksanakan tugas-tugas di dalam membentuk, melatih, membimbing ahli-ahli KKC melalui pendedahan kepada teknik metodologi latihan
- Mengetahui konsep, struktur, prinsip-prinsip dan amalan yang terdapat di dalam KKC
- Memupuk sikap bekerja secara kumpulan dan juga memahami serta mempelajari alat-alat dan teknik-teknik menyelesaikan masalah
- Membina etika kerja yang positif melalui pengurusan secara penyertaan (*Participative Management*)

Jangkamasa:

4 Hari (26 Jam)

Modul:

Konsep, Prinsip dan Amalan KKC

- Pengurusan Secara Penyertaan
- Perancangan dan Pelaksanaan KKC
- Alat dan Teknik KKC
- Putaran Rancang-Laksana-Semak-Tindak (RLST)
- Percambahan Fikiran
- Pemilihan Masalah
- Analisis Sebab Akibat
- Analisis Proses Kerja
- Pengumpulan Data Analisis
- Lembaran Semak
- Rajah Pareto
- Analisis keputusan
- Penyediaan Pelan Tindakan KKC

Metodologi

- Ceramah
- Perbincangan
- Demonstrasi
- Kajian-Kes

Kumpulan Sasaran:

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

Fokus Kompetensi:

- ES1 (Bahagian I)
Melihat secara menyeluruh pemberian berterusan di dalam memberikan perkhidmatan dan memudahcara di dalam penyelidikan dan penilaian kritikal di dalam pemberian berterusan.
- ES2 (Bahagian II)
Melaksanakan pemberian berterusan dan menggalakkan dan memberi sokongan di dalam melaksanakan pemberian secara beterusan.
- ES3 (Bahagian III)
Membantu di dalam melaksanakan pemberian berterusan dan mengambil bahagian dan memberi sumbangan di dalam usaha pemberian beterusan.

Bahasa:

Melayu

Pra-Syarat

Terdiri daripada satu kumpulan yang membuat projek KKC

STRATEGIC ORGANISATIONAL DEVELOPMENT AND TRANSFORMATION

IO10120

Overview:

Organisational Development (OD) is a long-range effort to improve organisation, its problem solving and renewal processes, particularly through more effective and collaborative management of organisational culture. OD differs from other planned change effort, 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.

Key Objective:

At the end of this programme, the target level will be able to

- Develop the holistic understanding of OD and its practices
- Understand factors affecting OD
- Enhance congruence among organisational structure, process, strategy, people and culture
- Develop new and creative organisational solutions
- Manage planned OD interventions and institutionalise change
- Develop structured OD intervention plan

Duration:

4 Days (26 Hours)

Modules:

- What is OD?
- What are the characteristics of OD Practitioner
- Process of OD
 - Diagnose problem
 - Collecting and Analysing
 - Designing intervention
 - 1. Human Process intervention
 - 2. Techno-Structural intervention
 - 3. Human Resource Management intervention
 - 4. Strategic intervention
 - Managing planned change
 - Evaluating and Institutionalise intervention
- Organisational Development Strategy & Key Challenges
- Transformation and Strategic Change Management
- Performance Management, Creativity and Innovation
- Relationship between OD and Human Resource
- Talent Management, Succession Planning and Organisational Development
- Transparency, Social Responsibility, and Compliance
- Putting OD into practice

- Develop OD action plan

Methodology:

- Lecture
- Discussion
- Demonstration
- Case Study

Target Level:

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

Competency Focus:

This programme will focus on developing Organisation Capability (OC) capability cluster, emphasising on Organisation Development competencies which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 (Division 1): 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 (Division 2): This target level will be able to
 - Develop and execute well-planned and systematic approach to achieve organisational effectiveness
 - Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division 3): This target level will be able to
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organisational developmental requirements

Language:

English

DESIGN THINKING

IO10130

Overview:

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.

Key Objective:

At the end of the course, 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)

Module:

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

Methodology:

- Lecture
- Interactive Activities
- Team Activities
- Group Discussion

Target Level:

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

Competency Focus:

This programme will focus on developing Organisational Development (OD) capability cluster, emphasising on Organisational Capability competencies which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 (Division 1): 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 (Division 2): This target level will be able to
 - Develop and execute well-planned and systematic approach to achieve organisational effectiveness
 - Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division 3): This target level will be able to
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organisational developmental requirements

Language:

English

BLUE OCEAN STRATEGY

IO10140

Overview:

Blue Ocean Strategy is a transformative training through a systematic process to create your own blue ocean move. Many entrepreneurs, corporate leaders and managers see the Blue Ocean Strategy as the innovative way to develop their business strategy and it presents a proven analytical framework and the tools for successfully creating and capturing blue oceans. Instead of fighting to differentiate your market, why not start sailing into the wide blue ocean by learning to navigate your business to avoid crashes and burns.

Key Objective:

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

- Understand Blue Ocean Strategy to be applied in the organisation
- Analysing and identifying the company's strengths and weaknesses
- Identify, classify and unlock non-customers to create new demand for the company
- The necessary skill and mind set to diminish the relevancy of competition

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction on Blue Ocean Strategy
- The differences between Blue Ocean and Red Ocean
- Value Innovation, the cornerstone of Blue Ocean Strategy
- The Importance of Blue Ocean Markets
- Steps to Create a Blue Ocean Strategy
- Holistic approach of sustainability
- The Blue Ocean Strategy Tools
- Formulating Blue Ocean Strategy; creating a conducive environment for innovation
- Executing; how your organisation can be sustainable and strong
- Aligning organisational culture with business strategy

Methodology:

- Lecture
- Interactive Activities
- Team Activities
- Group Discussion
- Case Studies

Target Level:

Division I, II & III (ES 1, ES 2 & ES3)

Competency Focus:

This programme will focus on developing Organisational Development (OD) capability cluster, emphasising on Organisational Capability competencies which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 (Division 1): 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 (Division 2): This target level will be able to
 - Develop and execute well-planned and systematic approach to achieve organisational effectiveness
 - Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division 3): This target level will be able to
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organisational developmental requirements

Language:

English

CRITICAL THINKING, PROBLEM SOLVING AND DECISION MAKING

IO10150

Overview:

Critical thinking, 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 an inventive, logical decision maker by understanding the principles behind critical thinking and the tools used to consistently identify and select the best decision among multiple alternatives.

Key Objective:

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

- Dismantle complex problems
- Understand the inputs and implications of your thought processes
- Applying the techniques of critical thinking
- 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
- Recognize and avoid common pitfalls

Duration:

3 Days (19.5 Hours)

Module:

1. Introduction to Decision Making

- What's a Decision?
- High Quality vs. Low Quality Decisions
- Becoming a Better Decision-Maker

2. Barriers to Brilliant Decisions

- Instinctive Decision-Making
- Barriers to Sound Reasoning
- Outlook vs. Reality
- common pitfalls

3. Critical Thinking

- What Is Critical Thinking?
- Structures of Thinking
- Thinking with Standards
- Sophistry and Intellectual Ethics

4. Problem Analysis Guidelines

- Opening the Mind
- 10 Best Practice Guidelines
- Structuring Techniques
- Putting It All Together
- Creative problem solving
- Problems in making decisions
- Evidence-based decision making
- Non-evidence based decision making

5. The Decision

- Who Should Decide?
- How to decide?
- Strategies in making good decision

Methodology:

- Lectures
- Group Discussion
- Demonstration
- Presentation
- Team and individual challenges and exercises
- Games / Quiz
- Practical example
- Case Study
- Video

Target Level:

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

Competency Focus:

This course will focus on developing Performance Culture capability cluster, emphasising on Outcome-oriented results competencies which is the ability to drive performance by focusing on an outcome

- ES1 (Division 1): This target level will be able to
 - Translate priorities and ensure business plan goals are aligned to organisational objectives outcome through innovation and creativity
 - Facilitate critical analysis to identify causal factors, the symptoms of the problems and recommend effective, creative and innovative solutions
 - Oversee the delivery of intended outcome or solutions
- ES2 (Division 2): This target level will be able to
 - Develop priorities, team/units' goals, strategies and plans in creativity and innovation
 - Conduct research and analyse information
 - Execute the delivery of intended outcome

- ES3 (Division 3): 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

IGNITE CREATIVITY, DRIVING INNOVATION

IO11170

Overview:

As the environment keep changing and evolving, innovation is required to keep ahead of such needs and demands. Creative thinking needed to support the process by which individuals come up with new ideas or approaches in order to solve problems. Whether it's inventing a new product or services or finding ingenious ways to cut costs and improve quality, creative thinking underpins development and innovation.

Innovation is the process that discover better solutions to problems and makes improvements to suit ever-changing needs. Driving innovation creates a “thinking outside the box” mindset at every level, and keeps businesses building and growing. By constantly innovating, an organisation can stay ahead of the curve, align with the needs of the customer, and any negative market trends. By creating an innovation strategy and actively encouraging staff to be creative and innovative, it can unlock potential at every level of organisation.

This course focuses on the development of innovation within the organisation and how to align them to organisational strategies. It helps participants to explore their personal ability to be more creative so that they translate their ideas into action as well as being receptive to ideas from their peers. It also guides the participant in creating strategy and driving innovation from within, in order to boost the success of an organization. This course is also designed to give significant impact to the organisation and its workforce by introducing innovation tools that facilitate the process of thinking outside the box, problem solving and managing ideas make the right decisions.

Key objective:

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

- Understand creativity and innovation
- Use a range of creative thinking methods, tools and techniques to generate ideas and solve problems
- Apply the methods and tools to generate ideas for improving areas of their own work
- Set innovation strategy and build capacity and resources for innovation
- Understand the barriers to innovation/innovation readiness
- Manage organisational change resulting from innovation

Duration:

3 Days (19.5 Hours)

Module:

- What is creativity and innovation?
- Recognising the difference between creativity and innovation

- Methods and tools for generating creativity
- Creative problem solving
- Elements of innovations
- Developing with the Building Blocks of Innovation
- Barriers to innovation/innovation readiness
- Change management
- Structuring for innovation

Methodology:

- Lectures
- Group Discussion
- Role Play
- Presentation
- Team and Individual Challenges and Exercises
- Games/Quiz
- Activities and Sharing Approach and Action Plans
- Case Study
- Video

Target Level

Division I, II & III (ES1, ES2 & C3)

Competency Focus

ORGANISATION CAPABILITY: Building Capability

Division I (ES1)

- 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

Division II (ES2)

- Implement HR Planning according to procedures
- Implement and monitor the process of development and talent management practices based on the set development framework

Division III (ES3)

- Collate data to produce an HR reports accurately
- Capture accurate progress data on the development of employees efficiently

Language

English

POWER OF NEGOTIATION

MP08160

Overview:

To communicate and influence more effectively when negotiating, strategies and knowledge of body language and emotions play pertinent role. This course is designed to improve your ability to conduct negotiations, not only by sharing current knowledge and research, but also by providing opportunities to practice and reflect on your skills.

Key Objective:

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

- Understand the types and phases of negotiations
- Analyse other people and try to see from their own point of view/perspective in negotiations
- Identify and utilise your own personal negotiation style.

Duration:

3 Days (19.5 Hours)

Modules:

- Understanding different types of negotiation
- Defining your personal negotiation style
- Using your own personal negotiation style
- Importance of communication in negotiations
- Phases of negotiation
 - Preparations
 - Knowing who you are negotiating with
 - Reading other people
 - Seeing other points of view
 - Bargaining
 - Negotiate upwards and downwards
 - Knowing your bottom line
 - Knowing what to give away and when to be firm
 - Dealing with hidden agendas
 - Closing the deal

Methodology:

- Lecture
- Discussion
- Role Play

Target Level:

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

Competency Focus:

This course will focus on developing People Engagement capability cluster emphasising on communicate with influence competencies which is the ability to communicate, actively listened and respond with respect.

- **ES1 (Division I):** This target level will be able to
 - Clarify complex concepts or ideas with relevant information, examples and demonstrations
 - Engage audience in interactive communication and anticipate needs/questions and responded appropriately
- **ES2 (Division II):** This target level will be able to
 - Translate technical and complex data appropriately for intended audience
 - Identify targeted audience for sharing fact-based information in timely manner
- **ES3 (Division III (C3)): This target level will be able to**
 - Explain technical and complex information clearly
 - Identify the big picture and acknowledge hearing from different perspectives

Language:

English/Malay

KOMUNIKASI BERKESAN

MP08170

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.

Objektif kursus:

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
- Memdedahkan peserta kepada teknik berkomunikasi di peringkat individu dan kumpulan
- Mempraktik kemahiran berkomunikasi dengan yakin
- Menangani kesukaran dalam berkomunikasi
- Meningkatkan komunikasi untuk meningkatkan hubungan kerja

Jangkamasa:

3 Hari (19.5 Jam)

Modul:

- Pentingnya komunikasi dalam pengurusan organisasi
- Membina kemahiran interpersonal di kalangan kakitangan
- Proses komunikasi
- Jenis-jenis komunikasi
 - Komunikasi lisan dan bukan lisan
 - Komunikasi asertif, agresif dan pasif
 - Komunikasi tulisan
- Rangkaian komunikasi
- Strategi dalam berkomunikasi
- Kaedah komunikasi kreatif
- Halangan-halangan dalam komunikasi
- Meningkatkan komunikasi di tempat kerja
- Bagaimana pendapat orang lain tentang gaya komunikasi kita
- Memberi dan menerima kritikan

Metodologi:

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

Kumpulan Sasaran:

ES3 (Bahagian III), Bahagian IV & V

Fokus Kompetensi:

Kursus ini akan memberi tumpuan kepada kluster ‘People Engagement’ yang memberi tumpuan kepada ‘Communicate with Influence’.

ES3 (Bahagian III)

Menjelaskan maklumat teknikal dan rumit dengan jelas dan kenal pasti senario dan perspektif yang berbeza

Bahasa:

Melayu

PENYAMPAIAN BERKESAN

MP08180

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.

Objektif Kursus:

Di akhir kursus ini, peserta-peserta akan dapat:

- Didedahkan kepada teori dan teknik penyampaian berkesan
- Meningkatkan kemahiran dan keyakinan diri semasa memberi penyampaian
- Meningkatkan kemahiran dalam penggunaan ICT semasa penyampaian

Jangkamasa:

4 Hari (26 Jam)

Modul:

- Pandangan orang ramai terhadap komunikasi di khalayak ramai
- Kepentingan kemahiran penyampaian berkesan dalam organisasi
- Faktor-faktor memberi penyampaian yang berkesan
 - Mengawal Diri Sendiri
 - Mengawal kegugupan
 - Keterampilan diri
 - Mengawal Audiens
 - Mengenali audiens
 - Menarik perhatian
 - Teknik mempengaruhi audiens
 - Mengawal Bahan Penyampaian
 - Merangka penyampaian mengikut masa
 - Memastikan bahan relevan dengan matlamat penyampaian
- Penggunaan alat bantu pandang dengar (Audio Visual) dengan betul
- Menggunakan 'Microsoft PowerPoint' dalam membantu menyampaikan data secara berkesan
- Menangani masalah dalam penyampaian

Metodologi:

- Ceramah
- Perbincangan

- Latihan Amali
- Demonstrasi
- Kajian Kes

Kumpulan Sasaran:

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

Fokus Kompetensi:

Kursus ini akan memberi tumpuan kepada kluster ‘People Engagement’ yang memberi tumpuan kepada ‘Communicate with Influence’.

ES1 (Bahagian I)

Memperjelas konsep atau idea dengan maklumat, contoh dan demonstrasi yang relevan dan memanfaatkan perbincangan dalam komunikasi interaktif

ES2 (Bahagian II)

Terjemahkan data teknikal dan rumit yang sesuai untuk hadirin yang dimaksudkan dan mengenal pasti hadirin yang disasarkan untuk berkongsi maklumat berdasarkan fakta tepat

ES3 (Bahagian III (C3))

Menjelaskan maklumat teknikal dan rumit dengan jelas dan kenal pasti senario dan perspektif yang berbeza

Bahasa:

Melayu

TATACARA PERSURATAN RASMI

MP08190

Pengenalan:

Surat-menyurat merupakan proses yang lumrah dalam pengurusan dan pentadbiran sehari-hari 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 menjasaskan imej sesebuah Kementerian atau Jabatan itu.

Objektif Kursus:

Diakhiri bengkel 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)

Modul:

- Pengenalan Persuratan Rasmi Kerajaan
- Ciri-Ciri dalam Format Surat Rasmi
- Penggunaan ungkapan khusus dalam Surat Rasmi
- Teknik/Kaedah Penulisan
- Kesalahan-kesalahan umum
- Tatacara Perhubungan Persuratan dalam Sistem Berkementerian
- Gaya dan Tatabahasa yang betul
- Terasul (Bahasa Pengganti Diri)

Metodologi:

- Ceramah
- Perbincangan
- Aktiviti Kumpulan
- Kajian Kes

Kumpulan Sasaran:

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

Fokus Kompetensi:

Kursus ini akan memberi tumpuan kepada kluster ‘People Engagement’ yang memberi tumpuan kepada ‘Communicate with Influence’.

ES1 (Bahagian 1)

Memperjelas konsep atau idea dengan maklumat, contoh dan demonstrasi yang relevan dan memanfaatkan perbincangan dalam komunikasi interaktif

ES2 (Bahagian 2)

Terjemahkan data teknikal dan rumit yang sesuai untuk hadirin yang dimaksudkan dan mengenal pasti hadirin yang disasarkan untuk berkongsi maklumat berdasarkan fakta yang tepat

ES3 (Bahagian 3)

Menjelaskan maklumat teknikal dan rumit dengan jelas dan kenal pasti senario dan perspektif yang berbeza

Bahasa:

Melayu

CORPORATE COMMUNICATION AND BRANDING

MP08200

Overview:

This 3-days course will explore how a strong corporate brand and communication can be the most important asset a company has for achieving growth. It will provide professionals the latest skills in developing the new brand and communication with a strategic managerial and an analytical approach. It also helps to achieve managerial and supervisory levels in branding, marketing communication, reputation management, advertising management, public affairs, stakeholder management, internal and external communication.

Key Objective:

At the end of this course, the target participants will be able to

- Identify various communication's role within an organisation
- Develop key messages according to a specific context and set of objectives
- Construct a realistic communication plan
- Appreciate how communication affects an organisation
- Obtain the latest guidance in branding, corporate communication in marketing, reputation management, advertising management, public affairs, stakeholder management, social media, internal and external communication
- Bridge the gap between business and communication

Duration:

3 Days (19.5 Hours)

Modules:

What is corporate communication?

- Strategic planning and message development
- Creating a media tool kit
- Story pitching and media placement techniques (local, national and international)
- Communicating directly with key audiences and stakeholders
- Interactive and social media marketing communication
- Internal and external communication strategies

Communications and the Internet

- Best practices in Internet design
- Writing for websites
- Corporate and marketing public relations
- Marketing
- Advertising creative and media strategy

Crisis Communications

- Crisis communications planning
- Working with media in crisis
- Responding to stakeholders in crisis

Branding: Building a better brand

- Understanding branding
- Message consistency
- Re-branding

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical

Target Level:

ES1 (Division I), ES2 (Division II) & ES3 (Division III (c3))

Competency Focus:

This programme will focus on developing People Engagement (PE) capability cluster, emphasizing on Communicate with Influence competencies which is the ability to communicate clearly, actively listened and respond with respect.

ES1 (Division I) | This target level will be able to

- Clarify complex concepts or ideas with relevant information, examples and demonstrations in corporate communication
- Engage audience in interactive communication and anticipate needs / questions and respond appropriately

ES2 (Division II) | This target level will be able to

- Translate technical and complex data appropriately for intended audience
- Identify targeted audience for sharing fact-based information in timely manner

ES3 (Division III (c3)) | This target level will be able to

- Explain technical and complex information clearly
- Identify the big picture and acknowledge hearing from different perspectives

Language:

English/Malay

PREPARING REPORT AND WORKING PAPER MADE EASY

MP08210

Overview:

Writing report often occurs in the field of management and is one of the main ways for top management to reach decisions. In addition, detailed proposal and policy papers can influence the establishment of appropriate policies and planning in delivering good governance. This course can help participants improve their skills in preparing various types of reports and papers effectively and achieving the desired goals of their readers.

Key Objective:

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

- Recognise the correct report format and structure
- Prepare various types of reports and working papers

Duration:

4 Days (26 Hours)

Modules:

- Introduction to reports and working papers
- Reporting and working paper requirements in management
- Challenges in writing and reading reports
- Consequences of unsystematic reporting
- Report and paper preparation techniques
- Initial inventory of report writing
- Analysis and data collection
- Common errors
- Format reports and working papers using MS Word

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical training
- Case Study

Target Level:

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

Competency Focus:

This programme will focus on developing People Engagement (PE) capability cluster, emphasising on Communicate with Influence competencies.

ES1 (Division I) | This target level will be able to

- Clarify concepts or ideas with information, examples and relevant demonstrations and leverage in - depth discussions interactive communication

ES2 (Division II) | This target level will be able to

- Translate technical and complex data appropriate for the participant intended
- identify the participants targeted for share accurate fact -based information

ES3 (Division III) | This target level will be able to

- Explain technical and complex information clearly
- Identify different scenarios and perspectives

Language:

- English/Malay

KERJA BERPASUKAN

MP09240

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 pengembelangan tenaga.

Objektif Kursus:

Diakhir bengkel ini peserta akan dapat:

- Menyedari bahawa setiap orang adalah penting dalam mana-mana organisasi.
- Memahami bagaimana, personaliti, gender dan budaya mempengaruhi pemikiran, emosi dan stil 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 keberkesaan dalam pelaksanaan kerja.
- Mempengaruhi kelakuan/sikap individu dalam pasukan dan mengatasi konflik di dalam kerja berpasukan.
- Komunikasi berkesan untuk mendapat kesepakatan dalam mencapai objektif kumpulan.
- Menghasilkan pelan tindakan bagi meningkatkan prestasi kerja berkumpulan.

Jangkamasa:

3 Hari 2 Malam (34.5 Jam)

Modul:

- Definisi Pasukan dan Kerja Berpasukan
 - Kerja Berpasukan yang berprestasi tinggi
 - Perbezaan antara Satu Kumpulan dengan Satu Pasukan
- Peranan awda dan pasukan
 - Peranan awda
- Kepentingan Kerja Berpasukan dalam Organisasi
 - Ciri-ciri pasukan yang berkesan
 - Pasukan yang kreatif
 - Kompetensi Kerja Berpasukan

- Mengagihkan kerja dan peranan
- Kepelbagaian dalam pasukan
 - Kenapa kita berbeza dalam berfikir
 - Bekerja dengan orang Lain
 - Pengaruh Personaliti, Gender dan Budaya dalam berfikir
- Teknik Berkommunikasi dan menghadapi Konflik
- Kepimpinan dalam Kerja Berpasukan dan Membentuk Kumpulan Dinamik
- Pelan Tindakan Pembangunan Diri (*Personal Development Action Plan (PDAP)*)

Metodologi:

- Ceramah
- Perbincangan
- Demonstrasi
- Kerja Kumpulan

Kumpulan Sasaran:

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

Fokus Kompetensi:

ES1 (Bahagian I)

Melihat secara menyeluruh pembaikan berterusan di dalam memberikan perkhidmatan dan memudahkan cara di dalam penyelidikan dan penilaian kritikal di dalam pembaikan berterusan.

ES2 (Bahagian II)

Melaksanakan pembaikan berterusan dan menggalakkan dan memberi sokongan di dalam melaksanakan pembaikan secara berterusan.

ES3 (Bahagian III)

Membantu di dalam melaksanakan pembaikan berterusan dan mengambil bahagian dan memberi sumbangan di dalam usaha pembaikan berterusan.

Bahasa:

Melayu

COMMUNICATE WITH INFLUENCE [NEW]

MPo8220

Overview:

Today's leaders must communicate with clarity, conviction, and compassion. Institutions and the individuals who lead them are being held to account in new ways. That's especially challenging with uncertain business conditions and in an increasingly diverse and contentious world. What's more, interactions have become mostly virtual, making everything from internal management to external collaboration to negotiations harder than ever. In this live online program, you will strengthen your ability to lead and communicate powerfully in different settings—public and private, in person and on virtual communication platforms like Zoom, and through routine or especially difficult interactions. As you discover and sharpen your authentic voice, you will gain new ability to get your message across.

Key Objective:

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

- Communicate persuasively and effectively with stakeholders to achieve meaningful change
- Inspire and motivate others to drive innovation and sustainability at a systems level

Duration:

2 Days (13 Hours)

Modules:

- Become a more versatile communicator who can work with a diverse range of people
 - Connect more quickly—with one person or a huge group
 - Develop empathy and understanding for different people and perspectives
 - Find common ground and build enduring relationships
 - Determine the best strategy for communicating high volumes of information
- Stay in control of your message
 - Navigate tension and conflict of all kinds without losing your cool
 - Deploy humor and emotion effectively
 - Earn trust by speaking spontaneously and authentically

Tailor your message to your audience

- Deliver a compelling argument that persuades and motivates others
 - Craft your messaging being mindful of diversity, equity, inclusion, and belonging
 - Improve your presence, even virtually
-
- Expand your personal and professional network
 - Extend your network by connecting and working with accomplished executives from various backgrounds, industries, and countries across the globe
 - Build relationships with a diverse group of peers who can provide wide-ranging insights into your business challenges and career decisions

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical

Target Level:

ES1 (Division I) & ES2 (Division II)

Competency Focus:

This programme will focus on developing People Engagement (PE) capability cluster, emphasizing on Communicate with Influence competencies which is the ability to communicate clearly, actively listened and respond with respect.

ES1 (Division I) | This target level will be able to

- Clarify complex concepts or ideas with relevant information, examples and demonstrations in corporate communication
- Engage audience in interactive communication and anticipate needs / questions and respond appropriately

ES2 (Division II) | This target level will be able to

- Translate technical and complex data appropriately for intended audience
- Identify targeted audience for sharing fact-based information in timely manner

Language:

English/Malay

BUSINESS ETIQUETTE: SOCIAL SKILLS SUCCESS [NEW]

MP08230

Overview:

Business etiquette skills are critical in **today's competitive world**. When you are skilled in business etiquette, you will be able to connect better with stakeholders, clients and even coworkers.

This program will help build a stronger professional brand, networking with colleagues and clients, and give you the confidence to excel in your career.

Key Objective:

At the end of the program, participants will:

- understand the importance of business etiquette
- be able to build a professional image – branding yourself
- be able to master networking with confidence and strategy

Duration:

3 days (19.5 hours)

Modules:

- Understanding your true potential and skills
- Build a professional image with organisation's vision and mission - How to brand yourself in your work
- Presenting you at your personal best – Impact of your image and company's corporate image
- Personal presence including online presence and reputation
- Professional Vs Pro-fashionable
- Designing yourself: Dress right to impress and look smart and adhere to professional dress codes
- Make-Up & Grooming for the professional - Men Vs Women
- Mastering Body Language and Non-Verbal Communication (how the body and mind work together).
- Exercise proper business etiquette – workplace, meeting, communication, professionalism & dining etiquette
- Sharpen your social skills and nurture your network with confidence and strategy

Methodology:

Lecture, Group Discussion, Team Activities, Role Play, Demonstration

Target Level:

ES2 (Division II) and ES3 (Division III (C2 and C3))

Competency Focus:

This course will focus on developing People Engagement capability cluster emphasising on collaborate and engage competencies which is the ability to collaborate and engage with stakeholder to achieve common goals.

- ES2 (Division II): This target level will be able to
 - Execute collaboration across relevant work areas
 - Engage others to ensure a collaborative approach and acknowledge the efforts and achievements of others
- ES3 (Division III (C2 and C3)): This target level will be able to
 - Encourage to work and collaborate with team members and clients
 - Demonstrate as a productive and supportive team member

Language:

English / Malay

EFFECTIVE STAKEHOLDER ENGAGEMENT

MP09250

Overview:

Organisations are increasingly expected to engage with their stakeholders. This course will introduce the participants to the techniques of working with the stakeholders in multidimensional capacities. This will help the participants to gain engagement and influencing skills in order to get more out of their interactions with other organisations.

Key Objective:

At the end of the course, the participant would be able to:

- Understand what stakeholder engagement is.
- Understand how stakeholder engagement is different from other forms of relationship management.
- Understand the concept of stakeholding and its relevance to public relations practice.
- Discover practical approaches to achieve organisational stakeholder engagement outcomes.
- Identify and evaluate a range of actions that can be used to build stakeholder engagement.

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction to stakeholder. Who is a stakeholder?
- Why stakeholder engagement is important? What will be the benefits of stakeholder engagement?
- The contemporary challenges facing organisations in working with stakeholders.
- Untangling the language - in search of a definition. Bring clarity to the modes for working with stakeholders: representation, liaison, managing, consulting and engagement.
- Designing a Stakeholder Engagement Plan
- Effective practical approaches to building engagement
- Principles for Successful Engagement

Methodology:

- Lectures
- Group Discussion
- Individual Reflections
- Role plays

- Case Study
- Video

Target Level:

ES1 (Division I), ES2 (Division II) & ES3 (Division III (c3))

Competency Focus:

This program will focus on developing People Engagement capability cluster, emphasising on the Collaborate and Engage competencies which is the ability to collaborate and engage with stakeholder to achieve common goals.

ES1 (Division I) | This target level will be able to

- Collaborate and engage team members with a range of stakeholder
- Identify stakeholders, liaise and consults effectively across work areas.

ES2 (Division II) | This target level will be able to

- Execute collaboration across relevant work areas
- Engage others to ensure a collaborative approach and acknowledge the efforts and achievements of others

ES3 (Division III (c3)) | This target level will be able to

- Encourage to work and collaborate with team members and clients
- Demonstrate as a productive and supportive team member.

Language:

English/Malay

PENGURUSAN PERKHIDMATAN PELANGGAN YANG CEMERLANG

MO10270

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.

Objektif Kursus:

- Kenapa perkhidmatan pelanggan penting
- Bagaimana untuk menggembirakan pelanggan
- Bagaimana untuk berkomunikasi dengan berkesan dengan pelanggan
- Masalah yang timbul dalam rangkaian pelanggan dalam organisasi
- Bagaimana untuk bekerjasama lebih baik dengan rakan sekerja
- Bagaimana untuk memperdayakan khidmat pelanggan dalam organisasi
- Mengenali perkhidmatan pelanggan yang berfokuskan pelanggan dan menunjukkan
- Bagaimana untuk mengukur dan memberi ganjaran kepada perkhidmatan pelanggan yang hebat

Jangkamasa:

3 Hari (19.5 Jam)

Modul:

Pengenalan

- Perkhidmatan pelanggan
- Komponen perkhidmatan pelanggan yang cemerlang

Kenapa perkhidmatan pelanggan penting

- Kepentingan pelanggan
- Apa keperluan organisasi anda
- Harapan pelanggan

Kesetiaan pelanggan

- Bagaimana untuk menggembirakan pelanggan & menyampaikan perkhidmatan hebat
- Meletakkan pelanggan terlebih dahulu
- Apa yang anda perlukan untuk perkhidmatan pelanggan yang baik?
- Kualiti adalah penting
- Mengambil tanggungjawab
- Kuasa permulaan dan pengakhiran
- Berfikir seperti pelanggan
- Menjadi proaktif

Bagaimana untuk berkomunikasi dengan berkesan dengan pelanggan

- Apakah komunikasi yang baik?
- Kemahiran mendengar
- Komunikasi bertulis
- Menggunakan e-mel dan bentuk e-komunikasi lain

Mengubah aduan menjadi peluang

- Manfaat aduan
- Memahami keperluan pelanggan
- Menghapuskan punca aduan yang biasa
- Mengendalikan aduan
- Berurusan dengan pelanggan yang marah dan sukar

Memperkasa perkhidmatan pelanggan yang hebat

- Semua orang memainkan peranan
- Pelanggan luaran dan dalaman

Mengukur perkhidmatan pelanggan

- Pengukuran kepuasan pelanggan
- Menghargai ahli pasukan
- Pemulihan perkhidmatan di sektor awam

Metodologi:

- Ceramah
- Perbincangan
- Kerja Kumpulan
- Main Peranan

Kumpulan Sasaran:

ES2 (Bahagian II) & ES3 (Bahagian III)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan *Outcome-Oriented Results (OOR)* di bawah *Performance Culture*.

ES2 (Bahagian II): Tahap sasaran ini akan dapat

- 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 (Bahagian III): Tahap sasaran ini akan dapat

- Memahami objektif pasukan / unit dan menyelaraskan aktiviti operasi dengan sewajarnya
- Mengumpul sumber yang diperlukan untuk menyelesaikan tugas
- Membantu dan mengenal pasti belanjawan, jangka masa dan *standard piawaian*

Bahasa:

Melayu/ Inggeris

PERKHIDMATAN PELANGGAN YANG BERKUALITI - FRONTLINERS
MO10280

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.

Objektif Kursus:

- 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 disamping 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)

Modul:

Modul 1

- Konsep Perkhidmatan Pelanggan
- Konsep perkhidmatan pelanggan berkualiti
- Matlamat organisasi dan matlamat kerja
- Kefahaman tugas dan tanggungjawab

- Mengetahui produk atau perkhidmatan organisasi
- Bagaimana melayan pelanggan

Modul 2

- Asas Komunikasi
- Bentuk-bentuk komunikasi
- Komunikasi dan perhubungan awam
- Cara komunikasi efektif

Modul 3

- Keterampilan interpersonal
- Keterampilan diri
- Kepentingan imej
- Membina imej

Modul 4

- Kecerdasan Emosi
- Memahami emosi diri
- Memahami emosi dan perilaku pelanggan

Modul 5

- Teknik Pengendalian Telefon
- Ciri-ciri pengendalian panggilan telefon yang berkualiti
- Teknik pengendalian panggilan telefon dengan berkesan dan berkualiti

Modul 6

- Pelanggan Marah
- Melayani dan mengendali aduan dan pelanggan bermasalah

Modul 7

Mengendalikan Aduan Pelanggan

- Mengendali aduan dan pelanggan bermasalah

Modul 8

- Motivasi Diri
- Membangun motivasi diri
- Membangun motivasi untuk memberi sumbangan kepada yang lain

Metodologi:

- Ceramah
- Perbincangan

- Latihan
- Demonstrasi
- Main peranan (role play)
- Kajian Kes
- Aktiviti Interaktif
- Video
- Perkongsian
- Refleksi diri

Kumpulan Sasaran:

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

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan *Outcome-Oriented Results (OOR)* di bawah *Performance Culture*.

Bahasa:

Melayu

MARKETING MASTERCLASS [NEW]

MP09260

Overview:

For a business to succeed, the product or service it provides must be known to potential buyers. Unless your business is known in the community and have communication with your customers readily available, you have to use marketing strategies to create product or service awareness. Without marketing, your potential customers may never be aware of your business offerings and your business may not be given the opportunity to progress and succeed. Using marketing to promote your product, service and company provides your business with a chance of being discovered by prospective customers

Key Objective:

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

- Build a brand that connects in the new era of brand trust
- Invest in the right way to promote marketing
- Attract, retain and maximise a loyal customer base.

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction to marketing
- Know your product & customer
- Building a Marketing plan
- Conducting marketing research
- Curating the right content
- The power of social media
- Role of partnerships
- Brand ambassadors
- Power of networking
- Show don't tell
- Introduction to marketing automation

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical

Target Level:

ES2 (Division II) & ES3 (Division III)

Marketing officer

Competency Focus:

This programme will focus on developing People Engagement (PE) capability cluster, emphasizing on Communicate with Influence competencies which is the ability to communicate clearly, actively listened and respond with respect.

Es2 (Division II) | This target level will be able to

- Translate technical and complex data appropriately for intended audience
- Identify targeted audience for sharing fact-based information in timely manner

ES3 (Division III) | This target level will be able to

- Explain technical and complex information clearly
- Identify the big picture and acknowledge hearing from different perspectives

Language:

English/Malay

COACHING AND MENTORING AT THE WORKPLACE

MCo6010

Overview:

This program is a skill-based program exploring the essential skills coaches and mentors need. The participants learn how to coach and mentor using various tools and techniques which assures any session is remarkably effective and productive to meet current and future expectation within the workplace. It also includes knowledge of ethical guidelines in handling difficult coaching and mentoring situations.

Key Objective:

By the end of the course, the participants would be able to:

- Identify the basic elements necessary to produce productive session results
- Develop coaching and mentoring steps
- Use coaching and mentoring models in the workplace
- Discover how to coach and mentor different personality types and building trust
- Developed practical coaching and mentoring skills and tools and how to use them
- Practicing various coaching and mentoring techniques
- Get familiar with various coaching and mentoring methodologies

Duration:

4 Days (26 Hours)

Modules:

- The differences of coaching and mentoring
- The steps to coaching
- Coaching tools and methods
- Using effective coaching models and techniques
- Developing coaching conversation and building relationship
- The steps to mentoring
- Mentoring tools and methods
- Using effective mentoring models and techniques
- Developing mentoring conversation and building relationship
- Ethical Guidelines and Professional Standards
- Positive psychology in coaching and mentoring
- Task-based coaching
- Coaching and mentoring for different personality types
- Identifying issues and setting realistic goals

- How to give and receive feedback

Methodology:

- Lectures
- Group Discussion
- Demonstration
- Role plays
- Games / Quiz
- Activities and sharing approach and action plans
- Practical example
- Case Study
- Video

Target Level:

ES1 (Division I), ES2 (Division II (B3 & B2)) & ES3 (Division III (C3))

Competency Focus:

This course will focus on developing Performance Culture capability cluster, emphasising on Outcome-oriented results competencies which is the ability to drive performance by focusing on an outcome

- ES1 (Division I): This target level will be able to
 - Translate priorities and ensure business plan goals are aligned to organisational objectives outcome through innovation and creativity
 - Facilitate critical analysis to identify causal factors, the symptoms of the problems and recommend effective, creative and innovative solutions
 - Oversee the delivery of intended outcome or solutions
- ES2 (Division II (B3 & B2)): This target level will be able to
 - Develop priorities, team/units goals, strategies and plans in creativity and innovation
 - Conduct research and analyse information
 - Execute the delivery of intended outcome
- ES3 (Division III (C3)): 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

USING KEY PERFORMANCE INDICATORS TO MEASURE ORGANISATIONAL PERFORMANCE [KPI]

MC07040

Overview:

“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.

Key Objective:

At the end of this course, 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)

Modules:

- Key Performance Indicators (KPIs)
- The Importance of Measuring
- Measures, Metrics and KPIs: The Main Differences
- Characteristics of Smart KPIs
- Types of KPIs: Quantitative
- Categories of KPI: Input, Process, Efficiency, Output and Outcome
- Align KPIs with the organisation’s Strategic Plan
- Working with targets
- Data Collection Methods
- Identifying properly documenting KPIs
- Identifying KPI ownership
- Performance feedback through KPIs
- Cascade KPIs down within organisations

Methodology:

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

Target Level:

ES2 (Division II (B₃/B₂)) and ES3 (Division III (C₃))

Competency Focus:

This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Continuous Improvement competency, which is the ability to improve effectiveness of service delivery by harnessing technology and challenging the status quo.

- ES2 (Division II (B₃/B₂)) : 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 (Division III (C₃)) : 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

HUMAN RESOURCE MANAGEMENT

MO10290

Overview:

Human Resource is the core functional part of every organisation, to ensure all employees are happy and protected. This course will help the participants to maintain effective employee and employer relationships by supporting and motivating employees. This course will also help the participants to enhance the different role within the HR department to ensure employees have the correct skills needed for their roles.

Key Objective:

At the end of this program, the Participants will be able to:

- Understand the importance of Human Resource Management to the organisation
- Appreciate the key functions associated with Human Resource Management
- Implement a Human Resource Planning Process
- Understand the importance of Recruitment and Selection
- Detail the main types of Compensation and Benefits Systems
- Implement an effective Performance Appraisal Process
- Understand the function of Training and Development and its importance to the organisation

Duration:

4 Days (26 Hours)

Modules:

- HR Managers Roles and Responsibilities:
 - Traditional management responsibilities
 - Relationship between HR and the line and devolving responsibility down the line
 - The impact of HR outsourcing and working with an HR as strategic business partner
 - Enabling HR policies and practices
 - Directing and guiding the work of others
 - Dealing with conflicting priorities and role overload
- People Management –Talent and Succession Planning
 - An overview of strategic HRM activities
 - Successful change management
 - Human Resource Planning –securing the people resources
 - Talent recognition and succession planning
 - The critical issue of employee engagement

- Communications and employee voice
 - Best practices
- Recruiting –Use of Competencies and Rewarding Employees
 - Job descriptions and person specifications
 - Best Practice for recruitment and selection
 - Pay and reward, compensation and benefits
 - Understanding competencies and behavioural interviewing
 - The new employee –induction planning and getting up to performance
 - Retaining talented staff
 - Best practices
- Performance Management –Creating Employee Engagement
 - The essential stages of Performance Management
 - Setting objectives and evaluating performance
 - Effective Performance Appraisals –making them work for all
 - Building employee engagement, motivation and loyalty
 - The use of assessment and development centers
 - Managing absence effectively and managing discipline and grievance
 - Best practices
- Learning and Development –Methods of Learning for Current and Future Roles
 - Training Needs Analysis – collection of data and identification of needs
 - Team Development – Coaching and Feedback
 - Training for current job needs and development for future challenges
 - Methods of Adult Learning –not just training courses
 - Identifying and Developing a Successor
 - Personal Action Planning
 - Best practices

Methodology:

- Online Learning
- Lecture
- Discussion
- Demonstration
- Case Study

Target Level:

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

Competency Focus:

ORGANISATION CAPABILITY: Organisational Development

- ES1 (Division I)
 - Guide and align the development of a planned and rational approach towards achieving organizational effectiveness
 - Rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies
- ES2 (Division II)
 - Develop and execute well-planned and systematic approach to achieve organizational effectiveness
 - Diagnose organizational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division III (C3))
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organizational developmental requirements

Language:

English

COMPETENCY DEVELOPMENT

MO11310

Overview:

This course aims to help the participants to design, develop, implement or assess people using Competency Framework systems within their organisation.

Key Objective:

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

- Understand and define competency/competencies
- Apply techniques to develop, design and implement a competency framework system for the organisation (technical/behavioural)
- Create and write competency terms for the framework, whether behavioural or technical
- Utilise the framework for recruitment, assessment identification and development purposes

Duration:

4 Days (26 Hours)

Modules:

- Designing the Competency System
 - Why have a framework? Defining the Business Purpose
 - Aligning the Required Competencies to Business Objectives and Strategy
 - Framework Structure: Technical or Behavioural – specific or generic?
 - Data Gathering Methods
 - Utilization of the System: On-line or Paper-based?
- Developing the Competency Framework System
 - Consideration of Assessment Factors
 - Creating and Writing the Framework Terminology
 - Examples of Frameworks: Keep It Simple
 - Testing and Calibrating the Competency Framework
 - Review the Framework: Continual Improvement
- Behavioural Frameworks: Design and Development
 - Identification of the Behaviours to Measure
 - Defining the Behavioural Competency Criteria and Levels
 - Methods of Assessment and Utilisation: Psychometrics
 - Competency Requirements of People to Assess
 - Practical Assessment Exercise
- Technical Frameworks: Design and Development
 - Defining the Technical Behaviours to be Measured

- Measurement Methods, Levels and Assessment
 - Technical Data Gathering and Assessment
 - Competency Requirements of People to Assess
 - Practical Assessment Exercise
- Implementation and Assessment of the System
 - Utilising the Frameworks for Recruitment, Assessment and Development
 - Implementation Strategy Plan
 - Communication Plan to Ensure Full-cooperation and Buy-in
 - Developing a Training Strategy of those Using the System
 - Review and Feedback of the System
 - Next Steps

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical
- Case Study

Target Level:

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

Competency Focus:

This programme will focus on developing Organisation Capability (OC) capability cluster, emphasizing on the Building Capacity competency to build role and functional capability through people development strategy in supporting the evolving needs of workforce.

- ES1 (Division I) | This target level will be able to
 - Monitor and review role and functional development issues that includes diversity within the organization, organisational structure and scheme of service.
 - Facilitate the appropriate HR functions in developing the performance management procedures
- ES2 (Division II) | 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 (Division III) | This target level will be able to
 - Collate data to produce an HR reports accurately.
 - Capture accurate progress data on the development of employees efficiently.

Language: English

TRAINING OF TRAINERS

MO11320

Overview:

Training people is not as easy as it seems and a trainer really need 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. With the Training of Trainers course, participants have the chance to further develop their competences as a trainer. It will also provide the new trainers with the background knowledge, skills and practical experience to provide training in their organisation.

Key Objective:

By the end of the course, the participants would 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)

Modules:

- Theory of Adult Learning
- The ADDIE Model
- Analysis
- Design training programme
- Setting learning objectives
- Lesson plan
- Design and developing training materials
- Learner engagement & positive environment
- Training methodology and training aids: Games Trainers Play
- Effective Presentation Skills
- Evaluation

Methodology:

- Lectures
- Group Discussion
- Presentation
- Demonstration

- Games / Quiz
- Activities
- Practical example
- Video

Target Level:

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

Competency Focus:

This programme will focus on developing Organisation Capability (OC) capability cluster, emphasizing on the Building Capacity competency to build role and functional capability through people development strategy in supporting the evolving needs of workforce.

- ES1 (Division I): This target level will be able to
 - Monitor and review role and functional development issues that includes diversity within the organization, organisational structure and scheme of service.
 - Facilitate the appropriate HR functions in developing the performance management procedures
- ES2 (Division II): 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 (Division III (C3)): 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

EFFECTIVE PROJECT MANAGEMENT

MC06020

Overview:

This course covers the Project Management where a successful Project Manager must simultaneously manage the five basic elements of a project: planning, resources, time, money, and most importantly, scope. All these elements are interrelated. Each must be managed effectively. All must be managed together if the project, and the Project Manager, is to be a success.

Key Objective:

By the end of this program, the participants will be able to apply project management practices and utilise project management tools in order to drive performance by focusing on the outcome by:

- Perform a project needs assessment & write goals, requirements & deliverables
- Preparing appropriate project documentation including a statement of work, project plan worksheet & project charter
- Build a project schedule, estimating time, costs & resources
- Plan project need including a schedule, a risk management plan & a communication plan
- Use planning tools including the Gantt chart, network diagram & RACI chart
- Understanding the need for a post-project review

Duration:

3 Days (19.5 Hours)

Modules:

- Key Concepts
 - What is a Project?
 - What is Project Management?
 - What is a Project Manager?
 - Project Management Body of Knowledge (PMBOK)
 - The Five Process Groups
 - The Nine Knowledge Areas
 - The Triple Constraint
- Initiation
 - Identifying Your Stakeholders
 - Assessing Needs and Wants
 - Setting a SMART Project Goal
 - Creating Requirements and Deliverables
 - Completing the Project Planning Worksheet and Project Charter

- Planning
 - Managing Expectations
 - Creating a Task List
 - Estimating Time, Resources and Costs
 - Building the Work Breakdown Structure
 - Creating the Schedule, Risk Management Plan and Communication Plan
- Planning Tools
 - The Gantt Chart
 - The Network Diagram
 - Using a RACI Chart
- Executing the Project
 - Establishing Baselines
 - Monitoring Baseline Variances
 - Schedule Reduction Methods
- Maintaining and Controlling
 - Making the Most of Status Updates
 - Managing Change
 - Monitoring Risks
- Post Project and Closure
 - Post Project Review
 - Learning from Project Challenges
 - Scope Verification

Methodology:

- Instructor-Led Training
- Case Study
- Team Activities
- Group Discussion
- Practical

Target Level:

ES2 (Division II (B2)) and ES3 (Division III (C3))

Competency Focus:

PERFORMANCE CULTURE : Outcome-Oriented Results

ES2 (Division II (B2))

- Develop priorities, team/units' goals, strategies and plans
- Conduct research and analyse information
- Execute the delivery of intended outcome.

ES3 (Division III (C3))

- 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

Pre-Requisite:

- Involved in project
- Able to use computer desktop application

MINDA HARMONI

MC06030

Pengenalan:

Setiap tekanan atau stres yang berlaku merupakan rahmat dari Allah SWT dan boleh membawa kesan positif atau negatif. Jika stres tidak dapat ditanganidengan 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 3 hari ini juga akan membantu menangani konflik dan memperkenalkan kemahiran untuk mengurangkan, menguruskan dan merundingkan konflik dengan kemahiran interpersonal yang baik yang perlu mereka sedar sepanjang masa mereka berkomunikasi dengan semua orang. Dengan kesedaran ini orang ramai akan mempunyai gambaran yang lebih baik dari semua kakitangan kerajaan yang mereka hubungi untuk pelbagai kerja.

Objektif Kursus:

Di akhir kursus, peserta-peserta akan dapat:

- Memahami punca-punca yang menyebabkan stress
- Menangani stres di tempat kerja
- Meningkatkan kemahiran mengawal stress
- Memahami kepentingan kemahiran interpersonal
- Dapat 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)

Modul:

- Apakah yang dimaksudkan dengan stres?
- Stres di tempat kerja
- Kemahiran menangani stress
- Tahap mengawal stress
- Tanda-tanda dan kesan-kesan stress
- Punca-punca stress
- Petua-petua berkesan menangani stress
- Melindungi diri dari stress
- Metodologi menangani stress
- Prinsip asas kemahiran interpersonal
- Langkah-langkah untuk meningkatkan kemahiran interpersonal
- Mengenalpasti kemahiran anda dan mengenali pelbagai ego
- Menubuhkan hubungan yang berkesan
- Mengenal pasti konflik

- Menangani konflik

Metodologi:

- Ceramah
- Perbincangan
- Latihan Amali
- Demonstrasi

Kumpulan Sasaran:

ES2 (Bahagian II), ES3 (Bahagian III), Bahagian IV dan V

Fokus Kompetensi:

ORGANISATIONAL CAPABILITY: Building Capability

PERFORMANCE CULTURE : Continuous Improvement ES3 (Bahagian III)

- Mengumpulkan data untuk menghasilkan laporan sumber Manusia (HR) dengan tepat
- Mengumpul data kemajuan mengenai perkembangan pekerja dengan cekap
- Membantu dalam penambahbaikan tugas 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

Pengenalan:

Penyelia merupakan golongan yang amat penting dalam sebuah 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.

Objektif Kursus:

Di akhir kursus, 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)

Modul:

- Pengenalan Kepada Penyeliaan
 - Apa itu penyeliaan dan tanggungjawab seorang penyelia
 - Kepentingan penyeliaan yang berkesan untuk organisasi
 - Kebaikan penyeliaan yang berkesan dari aspek kos, kualiti, kepantasan, kebergantungan dan fleksibiliti
- Peranan Penyelia Terhadap Sesuatu Organisasi
 - Bagaimana hendak memimpin dan mengurus pekerja
 - Pembahagian tugas yang efisyen
 - Menyediakan garis panduan
 - Perkembangan pasukan dan kepentingannya
 - Pencapaian tugas/kerja
 - Kualiti keputusan
 - Ketepatan keputusan
 - Mengambil risiko
 - Kepantasan Pembelajaran

- Bagaimana hendak mengendalikan pekerja-pekerja bermasalah dengan mengambil kira faktor kelakuan, motivasi, pencapaian dan lain-lain
- Penyeliaan Berkemahiran
 - Kemahiran yang diperlukan oleh penyelia, seperti:
 - Perancangan
 - Pengawalan kualiti dan produktiviti
 - Menyelesaikan masalah dan membuat keputusan
 - Pembaikan berterusan
 - Perhubungan interpersonal
- Mengurusan Prestasi Pekerja
 - Menetapkan tujuan
 - Memotivasi pekerja
 - Memerhati pekerja dan produktiviti pekerja
 - Melaksanakan penilaian prestasi
 - Memberi maklum balas
- Cabaran Penyeliaan Masa Kini
 - Strategi menangani cabaran perubahan

Metodologi:

- Ceramah
- Perbincangan
- Demonstrasi
- Kajian-Kes

Kumpulan Sasaran:

ES3 (Bahagian III (c3))

Fokus Kompetensi:

ORGANISATIONAL CAPABILITY: Building Capability

PERFORMANCE CULTURE : Continuous Improvement ES3 (Bahagian III (c3))

- Mengumpulkan data untuk menghasilkan laporan sumber Manusia (HR) dengan tepat
- Mengumpul data kemajuan mengenai perkembangan pekerja dengan cekap
- Membantu dalam penambahbaikan tugas 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

SECRETARIAL SKILLS

MC07060

Overview:

The secretarial skills course is a training program designed for secretarial and clerical staff to enhance their secretarial and clerical skills in doing their routine tasks and to face their changing and challenging roles to support their respective organisations.

Key Objective:

At the end of this course, the participants will be able to enhance their skills towards a changing and challenging role by executing, assisting and improving their productivity and service delivery by:

- Understanding the changing role of secretaries and what to expect
- Getting the most out of a challenging work environment which will enhance the teamwork needed in today's business world
- Handling difficult situations by learning to prepare a plan of action
- Acquiring job 'tips' which will improve productivity and effectiveness
- Learning about the things not to do, the pitfalls and traps to avoid
- Resolving difficult situations where communication is a problem
- Utilising their skills for telephone conversations
- Learning to put people in their writing
- Understanding the importance and benefits of projecting a professional image

Duration:

3 Days (19.5 Hours)

Modules:

- The changing role of a secretary and expectations in today's business world
- Dealing with Your Boss (Managing Up)
- The Art of Communication
- Working Smarter Through Technology and Applications
- Professional image and grooming
- Creative Problem Solving

Methodology:

- Lecture
- Discussion
- Case Study
- Role Play
- Group Activities

Target Level:

ES2 (Division II (B₂)) & ES3 (Division III (C₃))

Competency Focus:

This programme will focus on enhancing Performance Culture capability cluster, emphasising on outcome-oriented results which refers to drive performance by focusing on an outcome.

ES2 (Division II (B₂)) | This target level will be able to

This target level will be able to execute their changing and challenging tasks to agreed budgets, timeframes and standards. It enables them to challenge their staff appropriately where they see room for improvement and continually improves work processes.

ES3 (Division III (C₃)) | This target level will be able to

This target level will be enables this level in assisting in the improvement of routine yet changing and challenging tasks within set budgets, timeframes and standards. Thus, engage more participation and contribution from them in order to help resolve issues or barriers to effectiveness.

Language:

English / Malay

INDUKSI PERKHIDMATAN AWAM

MC07070

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 Dipertuan Negara Brunei Darussalam.

Objektif Kursus:

Di akhir kursus, peserta-peserta akan dapat:

- Di akhir program, 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)

Modul:

- Introduction & Group Synergy
 - Orientasi
- Modul 1 | 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 / GHRMS / Penilaian Prestasi
 - Peraturan Kewangan
 - Kerahsiaan & Keselamatan Kerajaan
- Modul 2 | Membina Perkhidmatan Awam yang Cemerlang
 - Wawasan Perkhidmatan Awam Abad 21
 - Kumpulan Kerja Cemerlang (KKC)
 - Manual Prosedur Kerja (MPK)
 - Tekad Pemedulian Orang Ramai (TPOR)
 - Digital Economy
 - Penjimatkan Tenaga
 - Program Pembangunan Kapasiti Untuk Perkhidmatan Awam
 - Anugerah Cemerlang Perkhidmatan Awam (ACPA)
 - Adat Istiadat : Terasul

- Modul 3 | Etika & Integriti
 - Rukun Akhlak Etika Kerja Perkhidmatan Awam (RAEK)
 - Akta Pencegahan Rasuah & Integriti Dalam Perkhidmatan Awam
 - Akta Penyalahgunaan Dadah
- Modul 4 | Mengurus Kewangan Dengan Bijak
 - Tabung Amanah Pekerja (TAP) & Self-Employed Person (SCP)
 - Taklimat 4CS – Character, Capacity, Conditions & Capital

Metodologi:

- Ceramah
- *Flipped Learning*
- *Blended Learning*
- Demonstrasi
- Aktiviti Latihan
- Perbincangan

Kumpulan Sasaran:

- ES2 (Bahagian II (B2)) hingga Bahagian V

Fokus Kompetensi:

- Strategic Direction : Knowledge Capital
- People Engagement : Collaborate & Engage
- Performance Culture : Continous Improvement
- Organisation Capability : Building Capability
- Public Service Ethos

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)

PERSEDIAAN PERSARAAN

MC07080

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.

Objektif Kursus:

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:

6 Hari (39 Jam)

Modul:

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

Kumpulan Sasaran:

- Pegawai dan kakitangan dari semua division (I – V) yang bakal bersara sebelum 5 - 8 tahun persaraan perkhidmatan 55 atau 60 tahun
- Pegawai dan kakitangan dari semua division (I – V) yang bakal bersara sebelum 5 - 10 tahun persaraan perkhidmatan 50 atau 60 tahun

Bahasa:

Melayu

MERAIH JALAN KEJAYAAN

MC07090

Pengenalan:

Program ini bertujuan memberi perspektif menyeluruh terhadap faktor-faktor penentu kejayaan yang boleh membawa kepada kebahagiaan kehidupan yang seimbang. Ia turut membincangkan permasalahan yang biasa ditempuhi di dalam menyusuri ranjau kehidupan.

Objektif Kursus:

Di akhir kursus ini, peserta-peserta akan dapat:

- Mengkaji kekuatan serta kelemahan diri dari pelbagai perspektif
- Memperolehi kaedah-kaedah yang berkesan ke arah mempertingkatkan keyakinan diri dalam melaksanakan tugas agar bertanggungjawab selaras dengan kehendak falsafah negara
- Memperkembangkan personaliti individu kearah yang positif untuk menyelesaikan kerumitan-kerumitan dengan berkesan dalam kehidupannya
- Membuat kesimpulan jelas akan maksud kejayaan dan kebahagiaan kehidupan yang seimbang
- Memulakan persiapan awal bagi menempuh cabaran-cabaran masa depan dengan lebih objektif
- Menjalinkan 'network' dengan individu di sekeliling (pasangan, keluarga, majikan, rakan dan masyarakat) atau sesama peserta bagi mendapatkan sokongan faktor kejayaan selepas tamat kursus
- Membantu individu menyesuaikan dirinya dengan masyarakat dan menuruti masyarakat melalui perkembangan konsep sendiri
- Membekalkan pengalaman-pengalaman baru yang dapat mewujudkan peluang-peluang kepada klien supaya mereka memahami perbezaan diri mereka dengan kehidupannya menuju kejayaan.

Jangkamasa:

3 Hari 2 Malam (34.5 Jam)

Modul:

- Destinasi Utama: Mencari Keredhaan Pencipta
- Persimpangan Diri
 - Hormat Diri Tinggi
 - Melihat Pencapaian Diri
- Persimpangan Keluarga
 - Keluarga sakinah, mawaddah dan rahmah
- Persimpangan Kerjaya
 - Membina Persiapan Menghadapi Cabaran Kerjaya
 - Disiplin dan Masa di tempat kerja
- Persimpangan Organisasi

- Watak-Watak Organisasi
- Menangani Permasalahan Melalui Kaunseling
- Kelebihan kepada Proses Peningkatan Diri

Metodologi:

- Ceramah
- Kaunseling kelompok
- Ujian Personaliti
- Role Play
- Perbincangan
- Perkongsian Pengalaman

Kumpulan Sasaran:

ES2 (Bahagian II (B3 & B2)), ES3 (Bahagian III) & Bahagian IV

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster ‘Performance Culture’, menekankan kepada kecekapan ‘Continuous Improvement’ yang merupakan keupayaan untuk meningkatkan tahap pemikiran, keyakinan dan kemahiran diri dalam menempuh kehidupan termasuk alam pekerjaan.

- ES2 (Bahagian II (B3 & B2)) : Tahap sasaran ini akan dapat
 - Melaksana pelan pembaikan atau tugas secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
 - Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.
- ES3 (Bahagian III) & Bahagian IV : Tahap sasaran ini akan dapat
 - Membantu dalam penambahbaikan tugas 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

PROGRAM PENSIJILAN PERKERANIAN

Pengenalan:

Program Pensijilan Perkeranian adalah menaiktaraf program Perkeranian yang sedia ada menjadi satu program yang diiktiraf dari segi pensijilan. Tujuannya untuk memantapkan lagi mutu perkhidmatan perkeranian di samping menambah ciri-ciri dan nilai murni dan kesan positif terhadap kerja yang akan dilaksanakan. Memandangkan kerani yang baru berkhidmat menurut Skim Perkhidmatan dikehendaki mengikuti kursus induksi, profesional dan pembinaan diri, mereka perlu melalui dua fasa iaitu Perkeranian Asas dan Perkeranian Lanjutan. Selesai menghadiri semua modul di dalam fasa Perkeranian Asas, mereka akan dinilai bagi memastikan mereka layak untuk ke fasa seterusnya; Perkeranian Lanjutan.

Objektif Kursus:

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 dikalangan kerani-kerani jabatan/kementerian

Jangkama:

22 Hari (120.5 Jam) termasuk ujian penilaian

Modul:

- Modul 1 – MC07070 Induksi Perkhidmatan Awam (rujuk Isi Kandungan Induksi)
- Modul 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
- Modul 3 - MC07121 Bengkel Penggunaan ICT
 - Microsoft Word

- Penyediaan ‘Template’ Persuratan Rasmi Melalui Elektronik
- Penyediaan Dokuman melalui *Mailmerge*
- *Email Outlook*
- *Microsoft Excel*
- Ujian Penilaian
- Modul 4 - MCo7111 Bengkel Pembangunan Diri
 - Pengurusan Stress
 - Pengurusan Masa
 - Asas Komunikasi bagi Kerani
 - Ujian Penilaian

Metodologi:

- Ceramah
- Perbincangan
- Praktikal
- Assessment

Kumpulan Sasaran:

Bahagian IV

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada kluster “Organisational Capability” dalam “Building Capability” bagi peranan dan fungsi melalui strategi pembangunan orang dalam bagi menyokong keperluan tenaga kerja yang semakin berkembang. Program ini juga memberi tumpuan kepada membangunkan kluster ‘Performance Culture’, menekankan kepada kecekapan ‘Continuous Improvement’ yang merupakan keupayaan untuk meningkatkan keberkesanan pelaksanaan tugas.

Bahasa:

Melayu dan Inggeris

Pra-Syarat:

Memegang jawatan sebagai Kerani yang berkhidmat di bawah 2 tahun.

PEMBANTU PEJABAT

MC07130

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 tugas seorang pembantu pejabat.

Objektif Kursus:

Di akhir kursus ini, 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)

Modul:

- Peranan dan tanggungjawab Pembantu Pejabat
- Tujuan dalam pekerjaan
- Etika dan integriti dalam menjalankan tugas
- Motivasi diri dan kerja
- Asas komunikasi
- Sistem *despatch*
- Asas sistem rekod dan fail

Metodologi:

- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes

Kumpulan Sasaran:

Bahagian V dan sebanding dengannya

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada kluster “Organisational Capability” dalam “Building Capability” bagi peranan dan fungsi melalui strategi pembangunan orang dalam bagi menyokong keperluan tenaga kerja yang semakin berkembang. Program ini juga memberi tumpuan kepada membangunkan kluster ‘Performance Culture’, menekankan kepada kecekapan ‘Continuous Improvement’ yang merupakan keupayaan untuk meningkatkan keberkesanan pelaksanaan tugas.

Bahasa:

Melayu

Pra Syarat:

Memegang jawatan sebagai Pembantu Pejabat dan sebanding dengannya

PRODUCTIVITY IMPROVEMENT

MC07150

Overview:

This course provides in-depth knowledge and application skills required in identifying opportunities for productivity measurement and improvement at the workplace, selecting and implementing relevant techniques and tools for productivity improvement, and monitoring and managing productivity at the workplace. It is designed especially for working professionals who are identified by their organisation to be champions of the Productivity Movement who can help steer the organisation towards world class excellence. The course enables participants to comprehensively understand how the various productivity tools and techniques can be implemented.

Key Objective:

At the end of the course, the participant would be able to:

- Define the real meaning of productivity in relation to quality and its application;
- Measure and improve on a continuous basis;
- To have an idea about the key concepts related to effectiveness, productivity and deployment;
- Comprehend the relationship between work and time;
- Understand the relationship between positive attitudes and improved workplace productivity;
- Improve productivity planning capability;
- Enhance skills in understanding yourselves and managing people;
- Acquire better work ethics;
- Know the techniques of working intelligently and working smart;
- Engage employees in a way that increase motivation, accountability and ownership;
- Track performance gains for all stakeholders;
- Create a high-performance & proactive problem-solving culture.

Duration:

3 Days (19.5 Hours)

Modules:

Module 1

Introduction to Real Productivity

- Define Productivity;
- Process of productivity;
- Benefits / Organisational goals;
- Process of measuring productivity;
- Relationship between the elements of productivity and production;
- Process of communicating productivity;
- Significance of enhancing productivity;

Module 2

Measuring Productivity

- Significance of estimation before change;
- Total resource productivity proportions;
- Models of productivity;
- Relationship between attitude and productivity;

Module 3

Elements of productivity

- Elements influencing productivity;
- Concept of Best Performance & paper model case;
- Concept of Value Add in Productivity;
- Identify the challenges in productivity and the time wasters;
- Overcoming resistance to productivity;
- Identify your KPIs;

Module 4

Measuring Deployment and Effectiveness

- Most effective method to do testing;
- Instructions to do sampling;
- Time consider, rating, stipends and standard;

Module 5

Techniques to Enhance Productivity

- Techniques examination;
- Strategy change
- Esteem examination
- Misfortune control;
- Overcome conflict;

Module 6

Measure and enhance administration efficiency

- Guideline of self-administration, measuring administration usage
- Undertaking estimation & building up standard circumstance;
- Setting up workloads by divisions and areas;
- Enhancing administrative profitability

Module 7

Efficiency

- Defining Efficiency and Effectiveness;
- How to achieve speed and accuracy in work performance;

- Self-development, goal setting and prioritizing tasks;

Module 8

Developing Productivity Improvement Program

- Picking up administration duty;
- Applying the TQM continuous improvement tools.

Module 9

Checklist of productivity improvement Program

- Reasons for poor productivity, territories for investigation (time, thoughts, techniques, supplies, non-cooperation) agendas.

Methodology:

- Lectures
- Group Discussion
- Questionnaires
- Individual Reflections
- Role plays
- Simulations
- Case Study
- Video

Target Level:

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

Competency Focus:

This programme will focus on developing Organisational Development (OD) capability cluster, emphasising on Organisational Capability competencies which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 (Division I): 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 (Division II): This target level will be able to
 - Develop and execute well-planned and systematic approach to achieve organisational effectiveness

- Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division III): This target level will be able to
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organisational developmental requirements

Language:

English

MENANGANI PERUBAHAN

MC07140

Pengenalan:

Kursus ini adalah sebagai persediaan bagi peserta-peserta kursus supaya dapat menangani perubahan disebabkan oleh era globalisasi yang sering berubah mengikut peredaran masa. Dengan mengetahui cara untuk menangani perubahan-perubahan ini, peserta akan lebih bersedia dari segi emosi, fizikal dan ketahanan diri.

Objektif Kursus:

Di akhir kursus ini, peserta akan:

- Mengenali apa dia perubahan
 - Bersedia dan berupaya menangani perubahan dengan baik
 - Mengetahui jenis-jenis perubahan yang terancang dan tidak terancang
 - Mengetahui faktor-faktor yang mengakibatkan perubahan

Jangkamasa:

3 Hari (19.5 Jam)

Modul:

- Pengenalan mengenai perubahan
- Persediaan menangani perubahan dari segi ‘mind-set’, anjakan paradigma, era globalisasi, dunia tanpa sempadan
- Perubahan dari segi faktor politik, ekonomi, sosio, teknologi, undang-undang dan persekitaran
- Jenis-jenis perubahan (perubahan terancang dan perubahan tidak terancang)
- Islam dan perubahan
- Teori dan proses perubahan
- Anjakan paradigm: transformasi minda
- Teknik menangani perubahan
- Menangani konflik dalam perubahan
- Menangani Perubahan dalam norma baru

Metodologi:

- Ceramah
- Perbincangan kumpulan
- Kes kajian
- Aktiviti

Kumpulan Sasaran:

ES2 (Division II (B2)), ES3 (Division III) dan Division IV

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster ‘Performance Culture’, menekankan kepada kecekapan ‘Continuous Improvement’ yang merupakan keupayaan untuk meningkatkan keberkesanan penyampaian perkhidmatan seiring dengan arus perubahan.

- ES2 (Division II (B2)): Tahap sasaran ini akan dapat
 - Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
 - Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.
- ES3 (Division III) dan Division IV: Tahap sasaran ini akan dapat
 - 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.

Kursus ini akan memfokuskan pembangunan terhadap Performance Culture yang menekankan hasil berorientasikan keputusan dan pembaikan berterusan yang menekankan penerimaan terhadap arus perubahan yang dapat meningkatkan pengetahuan serta produktiviti dalam organisasi.

Bahasa:

Melayu

BREAK THE PATTERN

MO10300

Overview:

As human beings, we use patterns in the development of skills because it requires practice and repetition: building and repeating a pattern of movement, action or thinking. But at times we also need to break patterns. Therefore, this course will help the participants to impart practical guidelines for the leaders who have strong desire to create transformational value to reject long-held patterns of behaviour or assumptions that have proved incorrect or of limited use and move on in the learning process to achieve new output.

Key Objective:

By the end of the programme, the target participants will be able to:

- Understand why break the pattern is very important for productivity and development
- Identify behaviour patterns that needed to change
- Learn the strategies to change
- Apply a number of strategies to change
- Practice new behaviour pattern

Duration:

3 Days (19.5 Hours)

Modules:

- Understanding human behaviour and thinking
- Common obstacles to break old behaviour pattern
- Behaviour changes on environmental issues
- Setting goals of new behaviour pattern
- Strategies in breaking behaviour pattern
- Principles in changing behaviour pattern
- Rules in changing behaviour pattern
- Framework in changing behaviour pattern
- Motivation in new behaviour pattern

Methodology:

- Lectures
- Group Discussion
- Individual Reflections
- Role plays
- Simulations
- Case Study

- Video

Target Level:

ES1, ES2 & ES3

Competency Focus:

This programme will focus on developing Organisational Development (OD) capability cluster, emphasising on Organisational Capability competencies, which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 (Division 1): 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 (Division 2): This target level will be able to
 - Develop and execute well-planned and systematic approach to achieve organisational effectiveness
 - Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies
- ES3 (Division 3): This target level will be able to
 - Apply initiatives through high-quality programs and services
 - Acquire conceptual understanding on organisational developmental requirements

Language:

English