



Company Profile & Course Content



FOREMOST TEAM SDN. BHD.
www.myforemost.com

ABOUT THE COMPANY



We are an enterprising training and consultancy group of people, each an expert in his/her own field. We continually upgrade our services through continuous networking. With a collective experience of over fifteen years between the principal and the consultants, Foremost continues to make positive impressions through its highly effective training and consultancy services. Foremost current expertise covers all areas in sales training, management development and skills training; including IT services as well a wide area of consultancy. Foremost niche market remains to be its comprehensive Adventure-based Teambuilding and Leadership development program.

Known for the quality and applicability of learning experiences and processes they deliver, Foremost keep their focus on integrating the learning programs with workplace action, thus enable value for the training expenses.

Foremost helps organisations develop strategies to accomplish their goals through people and build productive team based on their corporate culture.

Mission

Our mission is to assist our clients in building high performance organizations that will achieve sustained competitive advantage by providing superior customer value through their people.

Corporate Philosophy

- To build customer relationships that is characterized by results, service, cost-effectiveness, timeliness, and value.
- To commit to professionalism and excellence, not only in our results but also in our methods.
- To be known for high value, service, and, above all, results.
- To provide the best expertise and best services to meet the highest standards required by our client.
- To develop our client to become winners and leaders in their respective fields, to be responsive, and resourceful.

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- Zainol Rani
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- Wan Zurina Wan Isa

Partial list of our previous clients:

- Sony Mechatronics Sdn. Bhd.
- PALMCO Management Services
- ACIDCHEM Sdn. Bhd.
- SKF (M) Sdn. Bhd.
- Pusat Latihan TELEKOM
- Sekolah Latihan TELEKOM
- Sekolah Latihan FELCRA
- Kementerian Pembangunan Luar Bandar
- RISDA
- Universiti Utara Malaysia
- MINOLTA (M) SDN. BHD.
- DNP SDN. BHD.
- MATSHUSITA ELECTRONIC MOTOR Sdn. Bhd.
- SECURITIES COMMISSION,
- SHORUBBER (M) SDN. BHD.
- MMI INDUSTRIES SDN. BHD.
- EFS (M) SDN. BHD.
- KISMEC
- LANGKAWI SHERATON HOTEL
- PTC MANAGERMENTS
- ERICSSION (M) SDN. BHD.
- ASAHI BEST BASE SDN. BHD,
- SINGAPORE AIRPORT TERMINAL SECURITIES
- SHARP-ROXY CORPORATION (M) SDN. BHD.
- MODENAS SDN. BHD.
- DAI -CHI SDN. BHD.
- DELTA SWITCH GEAR SDN. BHD.
- PENANG BRIDGE SDN. BHD.
- PENANG PORT SDN. BHD.
- YOKOWO ELECTRONIC (M) SDN. BHD.
- DESA UTARA PEDU LAKE RESORT
- FOREMOST AUDIO SDN. BHD.
- SILITEK SDN. BHD.
- HAMADATEC SDN. BHD.
- ADECCO PERSONNEL SDN.BHD.
- BRITISH AMERICAN TOBACCO SDN. BHD.
- BARD SDN. BHD.
- KEKWA INDAH SDN. BHD.
- ASIAN RESINATED FELT SDN.BHD.
- PENANG SHIPBUILDER SDN. BHD.
- VOLEX CABLES ASSEMBLIES SDN.BHD.
- BUTTERWORTH - KULIM EXPRESSWAY SDN. BHD.,
- SCHLUMBERJER OIL SEAL (M) SDN. BHD.,
- DANISCO CULTOR (M) SDN. BHD.,
- LEMBAGA LEBUHRAYA MALAYSIA.,
- JACK-NET TRAVEL PTE LTD. (Singapore)
- HEALTH & SCIENCE INC PTE LTD (Singapore)
- RHOMBUS CASTOR (M) SDN.BHD.
- PATANI JAYA SDN. BHD.
- DIMENSI TUAH SDN. BHD.
- BARACUDDA INTEGARETED SDN. BHD.
- SONY EMCS (M) SDN. BHD.
- BERNAS
- JKR

For more information, please visit our website at:
<http://www.myforemost.com>

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ADVENTURE-BASED DEVELOPMENT PROGRAM

Programs offered:

1. EXECUTIVE LEADERSHIP EXPOSURE
2. SUPERVISORY LEADERSHIP AND TEAM BUILDING
3. ADVENTURE-BASED TEAM BUILDING
4. CORPORATE WAR-GAMES
5. ADVENTURE-BASED SMART OUTING
6. PRODUCTION STAFF DEVELOPMENT PROGRAMME

What is it?

What is **Adventure-based Development Programme?** And how does it fit into traditional management development?

Adventure-based Development may sound very adventure to you, yet it is not adventure in the usual meaning of the word. It is an educational vehicle for self-discovery and personal development outside the traditional classroom atmosphere, an experiential method of learning with the use of all sense. It involves the presentation of a meaningful challenge to people with a framework of safety, in order to give them personal and social awareness.

The outdoor environment provides a powerful medium that accelerates and accentuates that learning process as compared to the traditional classroom environment. The situation and experience occurring during the activities will present a frequent opportunity for reflection and will stimulate the participants to realise specific objectives, in relation to the individual's personal development and the work situation. When the physical events is subordinate to the primary activity, it will produce the learning about leadership, team building, communication, one's self, others, stress management and decision-making.

The participants will be introduced and expose to a series of physical and mental challenge in real, so that they

will real emotion, real fear, high anxiety, high or low moral, real aggression and real learning.

A set of attitudes such as self confidence, trust in colleague, a participate exercise of authority, a readiness to act, a willingness to lead and inspire team work, the capability to change, the eagerness to take responsibility and the ability to delegate can be shape by positive and powerful emotional experiences fostered by interpersonal activities in the outdoor environment.

The experiences encountered during the activities would enhance the individual's people and team leadership skill, provide the opportunities to re-evaluate personal strength and weakness, promote self-confidence and self-esteem, furthermore promoting and reinforcing the qualities required in a competitive and demanding corporate environment. This methodology is a unique learning process that helps toward personal development and enhances corporate team building.

OBJECTIVES

- The Objectives of these programs are:
- Self-development through personal audit and reflection.
- An experience in team building.
- The development of leadership.
- An assessment of one's potential based on performance.
- A dynamic workshop for communication skills.
- Practice in managerial problem solving, and
- An experience in dealing with change and uncertainty

WHO SHOULD ATTEND

All of our programs can be design to suit every level of participants, starting from workers, supervisory level, and managerial position and above.

We will tailor and design the programs to the requirement and specification required by our customers.

METHODOLOGY

The modules are structured which blend together lecturing and experiential learning. The methodology emphasises the importance of outdoor activities, mental and intellectual stimulation and exciting inner enrichment. Experiential Learning is the vital components in the process begin with experience, follow by reflection, discussion, analysis and evaluation of the experience.

COURSE CONTENT AND ACTIVITIES

The content will highlighted outdoor activities, which is primarily physical in nature and are designed to incorporate the activities which relevant to the program objectives. These include:

- *Initiative/Outdoor Games.*
- *Team Dynamic,*
- *Land-based Activities*
- *Water-based Activities*
- *Rafting/Canoeing Expedition*
- *War-Games*
- *Lecturing*
- *Video Presentation*
- *Group Discussion/Brainstorming Session*
- *Debriefing/Review/Evaluation*

Other than that, we also offer other activities according to the needs and requirement of the organisation. For the customised and tailored-made program, will select certain activities to run concurrently into the generic training program. Please refer to page 3 for visual.

BENEFITS OF THE PROGRAMS:

These programs will generate the participants with:

- Personal realisation of their potential.
- Effectiveness in planning, organising, decisions making, problem solving, managing and communicating.
- Deeper understanding of human behaviour and human problems.
- Strengthen their character and personality to relate well with the people towards an attractive and winning personality.
- Improve their working quality by improving self-image.

VENUE

- Lumut and Pulau Pangkor, Perak..
- Kenyir Lake, Terengganu.
- Gunung Ledang, Tangkak, Johor
- Pulau Langkawi, Kedah.
- Sik, kedah
- Pedu Lake, Kedah.

Or any other location of your choice.

DATE

Our schedules are open for any in-house programme request.

TRAINERS/INSTRUCTORS

Trainers/Instructor are experienced quality professionals. They are choose for their proven ability in Outdoor/Adventure Education. Each one of them has come from Outward Bound background, and you will found they understand your requirement. They hold Bronze Medallions in Life Saving. Red Crescent Certificate in First Aid and have received professional training in EAR/CPR.

SAFETY

Safety operating procedures are established to ensure the high standard of safety is maintained. All of the activities are carefully plan by considering all elements of risks.

ADMINISTRATION

- Equipment : Basic training equipment will be provided.
- Clothing: Own responsibility, the course joining instruction will be given upon registration.
- Foremost will provide PA Insurance.

NOTE

Kindly contact us for detail proposal of specific courses, which you are most interest in.

ACTIVITIES

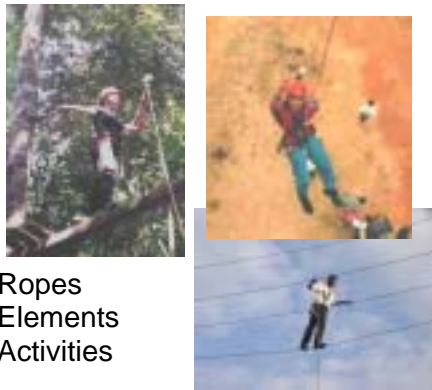
Course contents will highlight out-door activities, which is primarily physical in nature. Activities are designed to be relevant and incorporated with the programme objectives: -



Initiative Elements



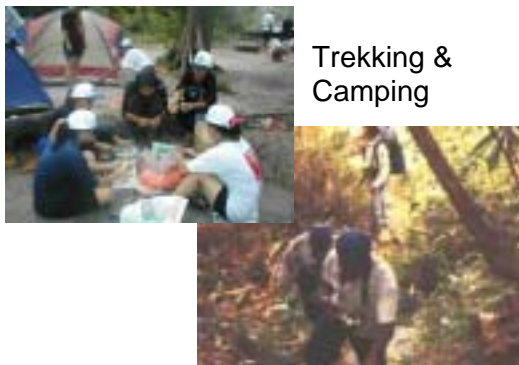
Team Dynamics & Outdoors Games



Ropes Elements Activities



Water-based Activities: Canoeing & Rafting



Trekking & Camping



Simulation/Board Games & Team Presentation

There also will be sessions of brainstorming, discussion, debriefing after completion of each activity to highlight the value they gained through the various activities.

Note: Activities will vary from one training venue to another. Some activities may not be applicable at certain venue.

MANAGEMENT SKILLS DEVELOPMENT: THE COMPLETE SUPERVISORY DEVELOPMENT PROGRAM

GENERAL

Supervisors are the first line managers and they are the backbone of each organisation. Being in such important position, each supervisor need to equip themselves with the critical supervisory skills in order to perform at their peak. Lack of supervisory skills; will lead to poor line performance, increased human related problems and eventually result to high turnover. One of the proactive solutions to curb undesired outcome of lacking the supervisory skill is through providing effective systematic training. This comprehensive programme is design to equip the supervisor with the right knowledge and skill to maximise their performance.

AIMS

At the end of the program, participants would be able:

- To improve knowledge and skills of effective supervision.
- To strengthens their working relation with their workers and management through the application of effective human relationship skills.
- To assess, analysis and be critically constructive in any givens problem, project or assignment.
- Enhance their personal development, motivation and growth.
- To reduce turnover and absenteeism rate by instilling a deeper sense of belonging, discipline and loyalty amongst employees.

CONTENT

Module 1

- Right mental attitude of an effective supervisor.
- Positives values of life.
- Personal management of your life.
- Effective time management.
- Increasing your HR skills.
- Goal setting for successful
- Achievement.

Module 2

1. Roles and responsibilities of a supervisor.
2. Qualities of an effective supervisor.
3. Improving your work performance.

Module 3

- Planning and control.
- Organising and Delegating.
- Leadership Motivation.
- Teambuilding.
- Discipline.
- Counselling & Grievance Handling.
- Communication.

TARGET GROUP

Employees in a supervisory position who would like to sharpen their interpersonal and management skills.

DURATION

5 1/2 days or 4hrs X 11 sessions.

MANAGEMENT SKILLS DEVELOPMENT: COURSE ON TRAINING NEED ANALYSIS

INTRODUCTION

Identifying training needs is a key stage in training administration. What actually is the training need? Training Needs Analysis (TNA) is concerned with designing training programs and delegate attendance to ensure that the investment in training achieves both individual and business objectives. It should also be concerned with defining objective measures on which the success of the training can be assessed. As such, applying the correct techniques in identifying the needs is vital for an organisation to achieve their goal.

COURSE OBJECTIVES

This course is specially designed to provide the participants with understanding of correct technique of identifying the training needs.

PROGRAMME CONTENT

Module 1:

- **WHAT IS TRAINING NEED ANALYSIS?**
- **ANALYSE YOUR TRAINING NEEDS**
 - Task Analysis and Needs Analysis.
 - Difference between Job and Task Analysis.
- **IDENTIFYING AREAS/SKILLS DEVELOPMENT.**
 - Strategic Plans.
 - Organisational Structure.
 - Delegation.
 - Recruitment/Turnover Indices.
 - Career Development and Remuneration.
 - Marketing/Sales Indicators.
 - Finance.
 - Work Methods and Layout.
 - Inventory Levels.
 - Quality Indices.
- **PROCESS OF CONDUCTING A TRAINING NEED ANALYSIS**
 - Needs Analysis different way.
 - Informal Interview.
 - Observation Techniques.
 - Survey.
 - Skills/Aptitude/Attitude.

- Performance Parameter.
- Formal Interviews.
- Report from Superior.
- Examination of Record.
- Training
- Other Committees
- Other sources of information

- **TRAINING AS ORIGINAL INPUT**
 - Training skills of selling
 - Training facilities
- **EXAMPLES OF FORMS USED FOR TNA.**

Module 2:

- **EVALUATION AND VALIDATION OF TRAINING.**
 - Evaluation of your training effort
 - Effective evaluation
 - How to Measure the impact of training
 - Example of pre and post evaluation forms for validating effectiveness of training.

WHO SHOULD ATTEND

Middle level staff including supervisor, Executive, Officer from all disciplines

DURATION

2 days.

MANAGEMENT SKILLS DEVELOPMENT: TRAIN THE TRAINER- HOW TO BE A BETTER TRAINER

RATIONALE

Conducting more successful training is an essential function of today's trainers. Organisations expect successful training to be all things to all people. To achieve this challenge the training must be cost effective, just in time and motivating. It is the responsibility of each trainer to fully prepare to meet these goals. In **How to Be a Better Trainer**, the training program helps trainers master the three stages of training: *Planning, Implementation and Evaluation*. By incorporating the five principles of learning into their sessions, trainers can be more confident that their training is motivating. During implementation, trainers can be assured that they are using quality techniques for questioning and presenting visual aids. In closing a training session, trainers will learn the skills to conduct meaningful post- assessments. By putting it all together, trainers can meet the challenges of training in today's fast moving, ever-changing organisations.

METHODOLOGY

How to Be a Better Trainer is designed as a three-volume video training program, with each volume divided into three or more segments. This training program teaches trainers proven techniques for stimulating, motivating and teaching their trainees the most in the shortest period of time.

COURSE CONTENT

Volume 1 – Segment 1

Training is easy as PIE

- Four ways training benefits your entire organisation.
- How to make training easy using Planning, implementation and evaluation.
- Common facts and myths about training issues.
- The 10 characteristics you need to be an effective instructor.

Volume 1 – Segment 2

- Planning
- The five laws of learning: intensity, exercise, effect, primacy and disuse.
- Five questions to create specific training objectives before you begin a session.
- How to plan your training program from the learner's point of view.
- Essential steps in writing a useful plan.

Volume 1 – Segment 3

Curriculum Design

- Ten research resources to use when planning a program.
- How to take into account design considerations before starting to write your training program.
- How to use "signposting" to enhance learner outcomes.
- How to enhance training by implementing five tips.

Volume 2 – Segment 1

Preparation/ Planning

- The advantages and disadvantages of these training methods.
 - Lecturers.
 - Group discussion.
- Reading Materials.

Volume 2 – Segment 2

More preparation and planning

- How to make anxiety work in your favour.
- How to organise the logistics of the training session.
- How appearance adds to your credibility.
- Quick stress reduction techniques.

Volume 3 – Segments 1 & 2

Using visual aids/Establishing rapport

- How to successfully use:
Flip charts, Handouts, Overheads, Slides, Videos/VCRs

Volume 3 – Segment 3

Dealing with question /problem participants

- Open, closed or reflexive questions: what they mean and how to respond to them.
- How to deal with the three most challenging personality types: WASPS, SLUCE and TOAD

Volume 3 – Segments 4 & 5

Evaluating your success /On-the-job training

- How to design and implement effective evaluation tools.
- How to wrap up your training session with recap and Q K A sessions.
- How to send your participants away from feeling like they learned something. Advantages of on-the-job training.
- The 5 phases of successful on-the-job training.

TRAINING PROGRAMME OPTIONS (Duration)

Option A

Designed for the introductory learner. Option A consists of 61 segments that can be taught in approximately 21 hours. *(To be conducted in 5 days- including group assignments).*

Option B

Designed for trainers who have undergone on-the-job training and now need a formal introduction to techniques for stimulating, motivating and teaching trainees. Option B consists of 51 segments that can be taught in approximately 16 hours. *(To be conducted in 3 days).*

Option C

Option C closely follows the three-volume video program. It is intended for trainers who will benefit from a quick review of skills. Option C consists of 34 segments that can be taught in approximately eight hours. *(To be conducted in 2 days).*

MANAGEMENT SKILLS DEVELOPMENT: CLERICAL DEVELOPMENT PROGRAMME

RATIONALE

Most clerical staff, receptionist and junior secretaries are being left behind and often they are assumed as less important members of the team. Their positions are as backup teams, which help the organization machinery, move daily. Management usually does not realize the vital part these groups play in the growth of the organization. Their work might seem less significant compare to managerial task but do you know company's bottom line. This 3-day course has been specially designed to equip your support staff with the necessary skills to tackle their daily task with interest, vigour and enthusiasm. In addition this training will help them to plan and execute their work in a more organized way

OBJECTIVE: -

- To improve the professionalism of the staff and enhance their image in the organization.
- To build a working relationship with other.
- To learn how communicate better with peers, subordinates, and superiors.
- Learn how to handle visitors professionally.
- To manage unproductive time and work.
- To enhance telephone communication skills.
- Learn basic of an efficient filing system.
- Improve self-confidence and build a personality.

COURSE CONTENTS

Module 1: Roles and responsibility of clerical staff

- Roles, responsibility and challenges.
- Understand the organization culture.
- Understand the office.
- The skills involve.

Module 2: Managing and developing office administration functions.

- Setting priorities and planning or the day.
- Cutting out unproductive time.
- How to increase your productivity.

Module 3: Managing relationship

- Interpersonal skills with peers and higher level.

Module 4: Customer Service

- How to handle internal/external customer
- Attending to visitors.

Module 5: Professional telephone manner.

- Telephone Courtesies
- Taking message, the right way to screen callers.
- The telephone checklist.

Module 6: Positive attitude at work.

- Attitude and job know how.

Module 7: Record Management

- Information access.
- Effective record management.
- Retention and disposal policy.
- Filing system and equipment.
- Indexing and classification methods
- Efficient faxing and mailing system.
- Filing correspondence.
- Office automation using MS Excel.

Module 8 :Office Organization.

- Office system and procedure.
- Office manual and forms.
- Office security/Data security
- Ergonomics

Module 9: Cost Awareness

- Developing cost awareness

Module 10:Time Management

- Orderly work planning
- Meeting dateline

Module 11: Personal grooming and dress code.

- Building self-confidence and personality.
- Personal appearance.
- Dirt's and diamonds in you.

Module 12: Handling criticism.

- Overcome criticism
- How to react criticism
- Convert criticism to work challenge

Module 13: Assertive in your work

- Get people to listen to you.
- Assert yourself confidently.
- Choose assertive work carefully.
- Do's and don't for assertively.

METHODOLOGY

A blend of training techniques incorporating lectures, simulations games, group dynamic discussion, role-plays and mind programming.

WHO SHOULD ATTEND

This programme is specially designed for clerical staff, junior secretary, office executive and staff in charge of improving office productivity.

DURATION

3 days

MANAGEMENT SKILLS DEVELOPMENT: STRATEGIC HUMAN RESOURCE MANAGEMENT

RATIONALE

Managing human resource is the key element to a successful organization. Human factor is a critical resource for each and every organization. Thus, they need to be managed effectively to ensure the corporate goal is supported by activities related to the Human Resource cycles. Since the 90's, new concept such as "*Every Manager is a HR Manager*" has been introduced with initiatives to encourage more middle level management group to involve in managing their subordinates in a more effective ways. The understanding of HRM strategies and concept will further enhance the success of organization in dealing with the most critical resources that is the human factor.

BENEFIT OF THE PROGRAMME:

At the end of the session participants should be able to:

- Enhance their skill, knowledge and modern techniques in the field of Human Resources management.
- Enhance their understanding with the latest Human Resources Information System.
- To reflect and refocus their existing practices and improve their skills.
- Build a measurable, results-based performance management system.
- Able to apply all the knowledge gained for the purpose of achieving organizational objective.

COURSE OUTLINES

- 1. Overview of Human Resource Management**
 - Principles of Human Resource Management.
 - HRM Models and cycles.
 - Establishing key performance to support corporate goals.
 - Every Manager is HRM Manager concept.
- 2. Manpower Planning**
 - Manpower planning stages and methodology.
- 3. Recruitment and hiring**
 - Relationship between manpower planning and recruitment strategies.
 - Recruitment strategies and tactics.
 - Staff Selection methods and processes.
- 4. Compensation and Benefits**
 - Compensation and benefits concepts and strategy.
 - Supporting corporate goals through Compensation and Benefit strategies.
 - Performance Appraisal System.
 - Job Evaluation process.
- 5. Training and Development**
 - Training Needs Analysis methodology.
 - Supporting corporate goals through training and development activities.
 - Training Cycles and Stages.
 - Training Evaluation.

WHO SHOULD ATTEND

Recommended for managers, executives, and human resources specialist who want to learn more about the human resources function.

METHODOLOGY

A blend of training techniques incorporating lectures, simulation, games, group dynamic discussions and role-plays.

DURATION

2 Days.

MANAGEMENT SKILLS DEVELOPMENT: LEADERSHIP AND MOTIVATIONAL SKILLS

Leadership is a fundamental skill of management. The ability to lead, motivate, set an example is a crucial to get results. It is possible to become a good leader through understanding of the leadership role and the characteristics of a good leader and by acquiring a range of skills.

This two-day workshop focuses on leaderships and motivational skills and covers how to develop essential leadership qualities; building respect, credibility, and pride; the keys to mastering change; how to gain cooperation and strengthen commitment while overcoming conflict; the positive deployment of resources and when to use creativity, vision, and innovation.

BENEFIT OF THE PROGRAMME

By the end of the course, participants will:

- Understanding the fundamental concepts about executive leadership
- Have a analysed of their own leadership skills
- Become aware of constraints and challenges facing executive/supervisor.
- Improve performance through empowerment and effective delegation.
- Effectively handle difficult people and situations.
- Increase ability to influence people and groups of people.
- Develop an executive leadership style that gets results.
- Successfully coach, mentor, and motivate.
- Clearly communicate mission, vision, and value statements

COURSE CONTENT

MODULE 1: Leadership Skills

- Overview and function of leader
- Leadership is Learnable Art
- Leadership-Vision and Culture.
- Leadership and Change.
- 25 ways of developing your leadership skill.
- Understanding the qualities of leader in developing subordinates.
- Decision-making, delegation.

MODULE 2: Motivational Skills

- What today's workers want?
- Adapting your leadership style to your workers need.
- A clear-eyed look at key "people motivators": **achievement, power, money, and status.**
- Solving the big three motivational problem:
 - Low productivity, High turnover and absenteeism
- Inspiring worker creativity.
- Enriching job with opportunities.
- Setting and attaining goal.

WHO SHOULD ATTEND

Executive, supervisor, heads, with responsibility for leading a department or team or section.

METHODOLOGY

A blend of training techniques incorporating lectures, simulation, games, group dynamic discussions and role-plays.

DURATION

2 Days.

MANAGEMENT SKILLS DEVELOPMENT: PROBLEM SOLVING AND DECISION MAKING

RATIONALE

A problem is a gap between where one is and where one would like to be, which is confronted by some obstacle that impedes movement to reduce the discrepancy or gap. Success in problem solving depends upon the locating of obstacles that can be overcome. Searching for ways to get around the obstacle constitutes problem solving. The proper state of a problem is one that stimulates searching behavior. Problem solving is a major task in management development. Administrators, executives, managers and supervisors have to make decisions on a daily basis. Their ability to come up with timely and creative solutions would have profound effects on the organization. This course will help participants to improve their problem solving skills - to look at ways to make the right moves, to be decisive, confident, effective, generate new ideas, solve problems involving others, tap skills in others and achieve results.

The course also offers participants to identify their own decision-making styles, understand the strength and weakness of that style. Participants will develop the skills to define, resolve problems; learn how to generate creative solutions to make logical decisions. Delegates will be guided to plan and predate "action plans" to transfer the learning to their own specific work environment.

CONTENT

The content will include the following areas: -

- ❖ The difference between problem Solving and Decision Making
 - Model for making decisions and problem solving.
 - Strategic, tactical and operational decision.
- ❖ Decision Making and your own style of thinking
 - Assess your own decision-making style
- ❖ Plan to improve problem solving and decision-making.
- ❖ Process for making/expanding creativity and making effectiveness decision
 - Ways to identifying causes of a problem
 - Ways to make effective decisions.
- ❖ Group and Team involvement- task and maintenance roles in-group
- ❖ Problem solving strategies: -
 - Range of techniques-
 - Define objective, collect information, ferret out, develop option, evaluate and decide, implement, feedback, facilitate.
 - To use analogies and metaphor
 - Decision Grid. Decision three: brainstorming: mind mapping, cause and effect analysis.
- ❖ Criteria to Evaluate Decisions and Results.
 - Action-Implementation Hurdle
 - Exercise to practice each of area with feedback.

WHO WILL BENEFIT

It will be of great value to administrators, executives, managers, team, project leaders, staff responsible for supporting, implementing management system- so as to enhance their skills

METHODOLOGY

The course will be highly participative, with practical exercises individual and group activity, roles-play discussion, case studies, self-scoring index, and video film.

DURATION

2 Days

MANAGEMENT SKILLS DEVELOPMENT: MIND MAPPING

- *How do I learn how to learn?*
- *What is the nature of my thinking?*
- *What are the best techniques for memorising?*
- *What are the best techniques for creative thinking?*
- *What are the best current techniques for reading?*
- *What are the current best techniques for thinking in general?*
- *Is there the possibility of developing new thinking techniques or one master technique?*

RATIONALE

The mind map is an expression of radiant thinking and is therefore a natural function of the human mind it is a powerful graphic. Technique that provide a universal key to unlocking the potential of the brain. The mind mapping can be applied to every aspect of life where improved learning and clearer thinking will enhance human: performance. The mind map has four essential characteristics;

- The subject of attention is crystallized in a central image
- The main themes of the subject radiate from the central image as branches.
- Branches comprise a key image or key word printed on an associated line. Topics of lesser importance are also represents as branches.

Advantages of Mind Mapping

- Time saved by noting only relevant words: between 50 and 95 per cent.
- Time saved by reading only relevant words: more than 90 per cent of total.
- Time saved reviewing mind maps notes: more than 90 percent of total.
- Time saved by not having to search for key words amongst unnecessary
- Verbage: more than 90 percent of total.
- Concentration on real issues enhanced.

Use of mind mapping

- Making Choices: decision Making
- Organising your ideas
- Organising other's people ideas
- Improving memory
- Creative Thinking
- Group Mind mapping

PROGRAMME OUTLINE

Day 1

- Keeping an Open Mind
- The Human Potential
- Concepts of Learning
- Basic Mind Mapping
- A series of exercises

Day 2

- Developing the skills in mind mapping
- Practical Applications
 - Personal Business
 - Exercises

WHO SHOULD ATTEND

Recommended for Human Recourse personnel, Production Executive and Supervisor and Line Leader.

DURATION

2 Day

MANAGEMENT SKILLS DEVELOPMENT PROGRAMME:
THE ESSENTIALS FOR SUCCESSFUL PROJECT MANAGEMENT

PROGRAMME DESCRIPTION:

This workshop addresses both the interpersonal and technical sides of project management by focusing on how to: determine what needs to be done and create a plan; obtain organizational support and resources; utilize tools that assign priorities, interdependencies, time, and responsibility; use negotiating and influencing skills effectively; and manage both task and team needs.

RATIONALE

To stay “out front” in this rapidly changing business environment, organizations are increasing their project initiatives when the time and resources available for their completion may be constrained. The challenge for a project manager/leader is to guide an initiative’s tasks to successful completion within the given constraints. Critical to successful project management are applying the right processes and tools and having the interpersonal skills to manage the project team. This workshop addresses both the interpersonal and technical sides of project management by focusing on how to:

- Determine what needs to be done and create a plan
- Obtain organizational support and resources
- Utilize tools that assign priorities, interdependencies, time, and responsibility
- Use negotiating and influencing skills effectively
- Manage both task and team needs

The Programme Outline: -

- Overview of Project Management
- Project definitions and characteristics
- The primary functions of project management
- The role of the project manager
- Project constants and constraints
- Planning the Project
- Scooping out the overall plan
- Identifying project activities and detailed work actions.
- Essential tools and techniques
- Project Resources
- Constructing a project’s organizational structure
- Creating a resource assignment plan
- Allocating resources during the project
- Managing the Project Team
- Team leadership and motivational skills
- Communicating project-related information effectively.
- Conducting successful meetings
- Celebrating progress and success
- Managing the Project
- Developing a monitoring control process and utilising it effectively
- Software to assist in the project management process (MS Project)
- Reporting accomplishments and expenditures

WHO WILL BENEFIT

Manager/Executive responsible for guiding project initiatives from their inception to completion. Those without formal training in project management, as well as those who want to improve their skill in planning, organizing, and controlling organizational activities.

METHODOLOGY

This is a practical and action oriented workshop. Course methods will include a combination of lectures, a group discussion, role-play, audio-visual presentations and experiential learning activities. **Special Feature:** Participants will have the opportunity to get help and feedback on specific projects in which they are, or expect to be involved.

DURATION

2 Days.

**COMMUNICATION:
INTENSIVE ENGLISH PROGRAMME**

OBJECTIVE

This course is a long-term development programme that will upgrade your command of the English language by giving you the opportunity to strengthen your foundation in grammar and to practise speaking and writing skills.

COURSE CONTENT

Course content may vary from different levels. Please refer to the table below: -

	Level 1	Level 2	Level 3
GRAMMAR	<ul style="list-style-type: none"> - Articles - Plurals - Subject verb Tense - Modals - Word Forms - Dictionary skills 	<ul style="list-style-type: none"> - Review of plurals, subject verb agreement, modals, verb forms. - Perfect Tense - Passives - Conditionals - Word Form Usage 	<ul style="list-style-type: none"> - Reviewing passive perfect tenses and conditionals - Gerunds - Dangling participles - Misplace modifiers - Parallel structure.
SPEAKING	<ul style="list-style-type: none"> - Greeting & Introduction - Polite requests - Question & Answers - Sharing Opinions - Giving suggestion & advice - Making recommendations - Pronunciation 	<ul style="list-style-type: none"> - Handling problems/Complaint - Explaining delays - Giving suggestions/advice - Making recommendations - Conducting briefings and familiarisation tours - Pronunciation. 	<ul style="list-style-type: none"> - Briefings - Presentations - Chairing a meeting - Problem solving
WRITING	<ul style="list-style-type: none"> - Messages - Simple memos - Letter/memos requesting and enclosing - Confirming appointments - Fax covers 	<ul style="list-style-type: none"> - Basic letters - Letter replying to complaints - Explaining problems/delays] - Tone & Style 	<ul style="list-style-type: none"> - Minutes of meetings - Reports - Proposals - Tone & Style

PRE-REQUISITES

All participants will be required to sit for a diagnostic placement test to determine their course level.

DURATION

3 hours per week for duration of 3 months.

COMMUNICATION: EFFECTIVE TELEPHONE SKILLS

Master the art of speaking on the telephone. Project credibility and self-confidence instantly. You only get one chance to make a first impression.

WHO SHOULD ATTEND

- Telephone operator
- Customers Relations staff
- Receptionist
- Secretaries
- And all those who wish to master the effective use of telephone and provide better customer service

OBJECTIVES

- To improve telephone service skills
- To develop better customer relations
- To reduce customers / guests' complaints
- To improve company's corporate image

KEY TOPICS

1. Your first impression
2. Your voice
3. Tips and preparing mentally
4. Answer & close etiquette
5. Frustrations for callers
6. Coping with difficult people
7. Telephone skills of a professional

METHODOLOGY

Lectures, Group dynamics & role-play

DURATION

1 Day

MEDIUM OF INSTRUCTIONS

English/Bahasa Melayu

COMMUNICATION: EFFECTIVE BUSINESS WRITING

In two days, this course will give you that direction. You will have an idea of how to:

- Make an easy start on any writing job
- Write in rationally good English
- Write clearly and persuasively

But, most importantly, you will know how to;

- Prepare a clear statement or brief
- Furnish a corporate write – up at a moment's notice
- Draft a complete report
- Issue instructions and procedures

You will achieve these writing skills by learning to apply broad principles to any specific writing task.

How you can benefit from this course: -

- Organise your ideas and facts to get the message across.
 - Put clarity, brevity, accuracy & conviction in your message & communications.
 - Build goodwill through letters.
 - Capture your busy reader's attention early.
 - Make your writing flow smoothly & possibly.
 - Avoid wordiness, redundancy & delay due to rewrites.
 - Eliminate "roundabout" writing.
 - Change your reader behaviour.
 - Humanise your writing.
 - Use tone to get others to accept your ideas
-

COURSE OUTLINE

Module 1: Principles writing

- Understanding the foundation of acceptable business writing:
 - Clarify, Conciseness, Completeness
- Understanding how persuasion works in writing.
- Achieve a tone appropriate to the situation and the audience.
- Achieving a good language skills
 - **Effective sentences:** how to perform proper sentences and edit badly structure one. Examples of good and bad sentences.
 - **Effective paragraphs:** how to achieve proper paragraph development. Examples of good and bad paragraph.

Module 2: First Application – Specific Writing Task

- How to apply principles to write the structure and language of:
 - Statements: mission and press.
 - A project brief.
 - An effective summary.
 - Clearly instructions and procedures.
 - A successful corporate write-up.

Module 3: Second Application: Routine Writing Task

- Letter and memo writing
 - Routine and difficult correspondence
 - Adopting an approach suitable to the audience and situation
- Establishing an effective structure
 - Managing a refreshing and appropriate language
 - Achieving tone in writing through tact: positive vs. language

Corporate style guide: -

- Report writing with emphasis on writing a proposal.
- Value of idea and focus of the message.
- Parts of the full report.
- Coming to a conclusion and summarising the findings.

METHODOLOGY

A blend of training techniques incorporating lectures, simulation, games, group dynamic discussions and role-plays

DURATION

2 days

COMMUNICATION: MAKING AND PRESENTING PROPOSALS

RATIONALE

Managers as leaders of the organizations often need to present their plans, proposal and strategies clearly, persuasively and convincingly. They have to learn how to prepare and speak intelligently or presented it effectively to command attention, and to hold interests, motivate and influence the audience.

COURSE CONTENTS:

- a) **Propose of Presentation.**
- b) **Understand The Audience, Their Profile And Expectation.**
- c) **Organising Your Presentation**
 - The great presentation scandal
 - The 3 W's: -
 - What?
 - Who?
 - Why?
 - Structure
 - Notes
- d) **Making Your Presentation**
 - The opening Bang
 - The Final Bang
 - Timing
 - Using your voice
 - Nerves: The Murphy Monkey
 - Dressing
 - Lighthouse Technique
 - Body Language & Mannerisms
 - Facilitating Discussion: -
 - Socratic Direction
 - Question and Interruptions
 - Dealing With difficult participants
 - The Heckler
 - The talker/Know all
 - The griper
 - The whisperers
 - Food for thought
 - Ten Tips.
- e) **Audio Visual Support**
 - VHF Communication
 - Presentation Kit
 - Flips Tip
 - Preparation
 - Graphic
 - O/H & LCD Tips
 - Golden Rules
 - Producing transparencies/slide
 - Using the projector
 - The projector
 - Projection angle
 - LCD slide rules
 - Photographic slides:
 - When to use photographic slides
 - When not to use photographic slide
 - Slide presentation rules
 - The white board: -
 - Writing and sticking
 - Pinball Wizard
 - Video And CD
 - Music
 - The 5 M's
 - Relax!
 - Murphy's Law
 - *"If something can go wrong-it will".*
- f) **Presentation Checklist**
- g) **Giving and Receiving Feedback**

METHODOLOGY

A blend of training techniques incorporating lectures, simulations games, group dynamic discussions, role-plays and mind programming.

DURATION

2 days

CUSTOMER SERVICES: QUALITY CUSTOMER SERVICE

If you take care of the customer and if you treat customer as you would a member of your family or a friend.... They will give you back one of the greatest things a customer can give you ... and that loyalty.

- STEW LEON-

OVERVIEW

In this ever-more competitive climate, keeping the customer satisfied is crucial to business success. As competition intensifies and customers become more discerning – the need to be customer – focused becomes paramount. An unhappy customers is not only an ex-customers, but also guaranteed way of spreading the entire wrong message to other potential customers.

This course explains all the above issues as how to handle every situation from routine customer contact to overcoming complainers and managing difficult customers. Armed with in-dept and up-to-date knowledge of customers, from this course, your organisations front-line staff will be able to provide customers with a consistent service response. These front-line staffs need to be constantly fed with information on the habits and behaviour of customer's needs and effective customer communications.

TARGET GROUP

Any one who ever has contact with customer.

PROGRAMME HIGHLIGHTS:

1. **Why are we in the Business?**
 - Understanding the Business.
 - Knowing the Total Operation.
 - Achieving the Objectives of the Business.
2. **Achieving Highest Quality of Professionalism.**
 - Peak performance in one's jobs-scope
3. **Quality Customer Service For:**
Internal and External Customer
 - An overview of customer service.
 - Definition of customer service.
 - Why customer service is important.
 - How to introduce customer service and monitor.
 - Developing the right attitude in customer relationship.
 - Employee's role and customers need.
 - How to satisfy these needs.
4. **Attitudes/Awareness Toward Job and Task: -**
 - Find out what customer want.
 - Courtesy / discipline-what's involved.
 - Handling difficult customers and complaints effectively
 - Positive Attitude/ Commitment toward their job.
 - Maintaining high level of discipline
 - Portray a good personality as a front-liner.
 - Awareness toward organisation goal (Quality Policy)
 - As a courtes staff.
5. **Sense of Belonging:**
 - To understand that their organisation is part of their life.
 - Loyal to organisation
 - Front-liner carries image of the organisation.

METHODOLOGY

This is a practical and action oriented workshop. Course methods will include a combination of lectures, a group discussion, role-play, audio-visual presentations and experiential learning.

DURATION

2 Days.

QUALITY IMPROVEMENT: QUALITY AWARENESS

The Quality Awareness training course is designed to encourage a personal sense of responsibility for quality as well as provide an insight to a formal quality system.

Course Content

- **What is Quality?**
Delegates are introduced to the concept of differing perspectives on quality, the need to define quality criteria and methods to disseminate these criteria throughout an organisation. The importance of making quality personal issue is discussed.
- **Implications of poor Quality**
The ability of an organisation to sustain its position in the marketplace, its ability to improve profitability and to manage change or deal with the consequences of poor quality is presented. Delegates are encouraged to take a global view of the enterprise and relate personal experiences for review by the group.
- **Quality Definitions**
Definitions as described by ISO 8402 are presented for the purposes of developing a common understanding of terminology commonly used within quality standards, documentation and by Quality Practitioners.
- **Evolution of Quality**
Delegates are provided with a history of Quality. Each delegates understanding of the use of Quality Control and Quality Assurance is broadened. Also included in this lecture are the human aspects and how these influence the ability of the change process.
- **Understanding the ISO 9000 series**
This module is discussed only in sufficient detail to provide a basic understanding and create an awareness of the framework within which the individual is expected to work.
- **The Documented System**
The basic multi-tier documentation structure is discussed along with the standard requirements for document control. The individual is lead to understand which documents are likely to be used for which purpose.
- **Address by Management**
Management is invited to discuss the role of the company in providing the framework in which to deliver a quality product or service.

DURATION

1 Day

QUALITY IMPROVEMENT: UNDERSTANDING AND DOCUMENTING AN ISO 9000 QUALITY MANAGEMENT SYSTEM

OBJECTIVES

This course is designed to provide an understanding of the concepts and the role of ISO 9000 in developing an effective and efficient Quality Management System. The importance and the role of Documentation in demonstrating conformance is emphasised.

STRUCTURE OF THE COURSE

The course covers the following topics:

- Quality and Quality Definitions
- ISO 9000
- Understanding the Business Process
- Role of Quality Management System
- Structure of the Quality Manual
- Documenting Procedures
- Role of Support Documentation

Each Session Is Presented In 5 Stages: -

STAGE 1: OBJECTIVE

To provide a clear goal to be achieved in the Session

STAGE 2: INTRODUCTION

To introduce the topic and promote this discussion points

STAGE 3: EXERCISE

To emphasise and explore the issues and to resolve them on the team basis

STAGE 4: SUMMARY OF EXERCISE

An analysis of Stage 3 is undertaken to reveal the main learning points and to establish the trainees understanding

STAGE 5: KEYNOTES

A review of the Session is undertaken by the Trainer to reinforce the main points and ensure the Sessions objectives have been achieved.

DAY 1

Introduction to the Course

Session 1: Quality and Quality Definitions

Introduction

Exercise: Definitions in Quality

Summary of Exercise

Keynotes

Session 2: ISO 9000

Introduction

Exercise: Are 9002, 9003 or we ISO 9001?

Summary of Exercise

Keynotes

Session 3: Understanding the Business Process

Introduction

Exercise: Our Business Process

Summary of Exercise

Keynotes

Session 4: Role of Quality Management Systems

Introduction

Exercise Fire Fighting

Summary of Exercises

Session 5: structure of the Quality Manual

Introduction

Exercise: What do we put in our Quality Manual?

Summary of Exercise

Keynotes

DAY 2

Session 6: Documenting Procedures

Introduction

EXERCISE: HOW DO WE WRITE EFFECTIVE

Procedures?

Summary of Exercise

Keynotes

Session 7: Role of Support Documentation

Introduction

Exercise: How to write a Work Instruction?

Summary of Exercise

Keynotes

DURATION

2 days

QUALITY IMPROVEMENT: INTERNAL QUALITY AUDITORS

OBJECTIVES

1. To update participant on the development/requirement/changes in the ISO 9000:2000.
2. To provide training in the practices used in quality system audits and surveillance, and to ensure that participants have sufficient knowledge to carry out functions as Internal Quality Auditors.

COURSE OUTLINES AND AGENDA

DAY 1

Introduction

Transition from ISO 900X: 1994 to ISO 9001:2000

- Changes and Amendments
- New Requirements

ISO 9000: 20000 Requirements

Internal Auditing

- Importance
- Purpose
- Principles

The 7 phases of Internal Auditing

Phase 1: Preparation for the Audit

- Scheduling & Checklists
- Evidence
- Guidelines for preparing Checklist

Phase 2: Opening Meeting

Phase 3: Information and Evidence Gathering

- Investigation and questioning
- Recording factual evidence
- Judgment
- Effective Auditor

Phase 4: Handling Suspected Non-Compliances

DAY 2

Phase 5: Rationalize Findings

- Type of Finding

Phase 6: Documentation of Findings

- Audit Report
- Internal Audit Report Log
- Corrective Action Request Log

Phase 7: Closing Meeting

- Agenda
- Corrective Action & Follow-up

METHODOLOGY

A blend of training techniques incorporating lectures and group discussion,

DURATION

2 days

QUALITY IMPROVEMENT: THE KAIZEN PROCESS OF CONTINUOUS IMPROVEMENT

GENERAL

This programme builds a foundation of the theory, techniques, and tools of kaizen. At the end of the training session:

- Participants should be able to make process improvement suggestions,
- Participants should be able to gather data and use it to make decisions
- Participants should also be able to run kaizen events within their part of the manufacturing process to others.

COURSE OUTLINE

MODULE 1:

a) Overview: -The Theory Behind Kaizen.

Since Kaizen is often interpreted differently by the companies that use it. Participants will be introduced to the variations represent the components of Kaizen that become associated with various operational objectives:

- Manufacturing best practices
- Tools for eliminating waste
- Creating standards
- A co-operative environment
- A creative workforce
- Lean manufacturing

b) Theory

- What is Kaizen?
- Why Kaizen?
- What is Waste?
- Value-Added, Lean & Flexible Manufacturing
- People: The Heart and Mind of Kaizen
- The Kaizen Principles
- The Ten Basic Tips for Kaizen Activities

MODULE 2:

Techniques

- 5S
- Single Minute Exchange of Die (SMED) also known as Set-up Reduction
- Total Productive Maintenance (TPM)
- Standard Work

MODULE 3:

Kaizen Tool

- Pareto Charts:
- Ishikawa (Fishbone) Diagram:
- Five “Why?” Root Cause Analysis: Getting to the root.
- Brainstorming and Consensus Decision Making: Facilitation Techniques:
- Project Management: the organization.
- Process Mapping:
- Gantt Charting:
- Kaizen Event Planning:

DURATION

2 days

QUALITY IMPROVEMENT 5S THE PRACTISE OF GOOD HOUSE KEEPING

RATIONALE

Many people think that housekeeping should be done by a cleaners and sweepers at their workplace. They don't realise that they too play an important part in keeping their workplace clean. More importantly, they don't know how much they can gain for themselves by just practising good house keeping. Everything that the people do at their workplace is very important to overall cleanliness, orderliness and safety of the workplace.

Clean working environments where everything is properly placed and where clear instructions are readily available tend to be a safe place to work in. The work environment also determines how fast and how efficiently work could be done. Good produce in a clean and well-organised environment also tends to be of better quality. In a company where 5S are seriously practised, the numbers of defect products will be relatively lower that of a disorganised company. Productivity will therefore be higher.

By practising 5 S at the workplace, it's not only produce quality, but also actually help to ensure the safety of that workplace.

This programme was designed to introduce and groom the participants toward 5 step of good house keeping to be implemented ant their workplace.

OBJECTIVE

The objectives of this programme are:

- To create participant awareness toward the importance and benefits of good house keeping at the work place.
- To encourage the implementation of 5S in terms of scheduling, orderliness and safety aspect.
- To elaborate and form an effective planning of 5S.
- To develop participant performance in terms of forming a team to achieve success in the project.

COURSE CONTENTS

- Understanding the definition of 5S
- Practising 5S:
 - SEIRI
 - SEITON
 - SEISO
 - SEIKETSU

-SHITSUKE

- 5S Planning/Team Project

METHODOLOGY

Lectures, Presentation, Discussion, Project.

PROGRAMMME SCHEDULES

1ST. WEEK

DAY 1

- Introduction to 5S
- Definition and understanding the steps of: -
 1. SAFETY
 2. SEIRI
 3. SEITON
 4. SEISO
 5. SEIKETSU
 6. SHITSUKE

DAY 2

Cont.: -

- Appointment of:
 -
 - Facilitator
 - Area supervisor
- Project Briefing

Commencement of Stage 1

3RD. WEEK

- Review Auditing Stage 1
- Briefing for Stage 2 (2 hours)

5TH. WEEK

- Review/ Auditing Stage 2
- Briefing for Stage 3 (2 hours)

7TH. WEEK

- Review/Auditing Stage 2
- Briefing for stage 4 (2 hours)

9TH.WEEK

- Review/Auditing Stage 4
- Briefing for stage 5 and 6 (2 hours)

11TH. WEEK

- Final Review (2 hours)
- Team will continue repeat stage 5 and 6 on their own.

DURATION

3 Days (5 x Auditing session will be considered as 1 day)

SAFETY AND HEALTH: SAFETY AWARENESS

COURSE DESCRIPTION

A one-day program, which will highlight the participants to the understanding of basic safety principle, and to instils the safety awareness and responsibilities within them.

Course Objectives:

- To establish that employees are the key to preventing accidents.
- To involve employees in the company's accident- prevention program.
- To make employees aware of their responsibilities under the Occupational Safety and Health Act 1994.

COURSE CONTENT: -

1. Overview of the Occupational Safety and Health Act 1994.

- The objectives.
- Outline of duties of employers and employee.
- Penalties for non-compliance.

2. Safety Issues

- What is an accident?
- Causes of accident, common types of accidents.
- Good work habits.
- Short cuts as an unsafe act.
- Hazards at the workplace.
- Safe use of tools and machinery.
- Ways to avoid common hazards good housekeeping procedures.

3. Personnel Protective Equipment (PPE)

- Dressing defensively.
- Using correct type of PPE.
- How to use PPE.

DURATION

1 Day

SAFETY AND HEALTH: BASIC OCCUPATIONAL FIRST AID

PROGRAMME DESCRIPTION

A two-day program which will impart to participants the basic knowledge as well as skills of rendering First-Aid and CPR to enable them to deal with common injuries at the workplace and Life-saving skills of CPR.

PROGRAM CONTENT

MODULE 1:

Introduction to First Aid

- Definition.
- Objectives of First Aid.
- Basic First Aid Principles.
- Basic First Aid Equipment.
- Practical:
 - Identifying 1st Aid equipment and their usage.

MODULE 2

- Wounds and bleeding
- Type of wounds (open, closed).
- Basic wound management – implement, avulsion.
- Special wound management – implement, avulsion.
- Types of bleeding.
- Sign 8 symptom of bleeding.
- Basic principles of bleeding management.
- Practical:
 - Types of dressing and bandages. Techniques of wound cleaning. Technique of bandaging.

MODULE 3

Shock

- Definition.
- Causes of shock.
- Signs 8 symptoms of shock.
- Management of shock.

MODULE 4

Muscular skeletal injuries

- Type of fracture.

WHO SHOULD ATTEND

ERT Member, Safety and Health Committee Members, Supervisory Staff, Security Personnel.

DURATION

2 days

- Sign & Symptoms of fracture.
- Management of fracture.
- Sign 8 symptoms of joint injuries.
- Management of joint Injuries.

MODULE 5

Head and Spine Injuries

- Sign 8 Symptoms of Head injuries.
- Management of head injuries.
- Sign and symptoms of spine injuries.
- Management of spine injuries.
- Practical:
 - Immobilising the head and spine.

MODULE 6

Burns Injuries

- Severity of burns.
- Basic principles of burns management.
- Practical:
 - Burns dressing.

MODULE 7

Basic Life Support

- Video presentation of CPR and choking techniques.
- Demonstration.
- Practical:
 - Hands-on CPR session.
 - Heimlich Manoeuvre.

MODULE 8

Patient Transport

- Practical:
 - Lifting and dragging technique.
 - Basic stretcher technique.

**SAFETY AND HEALTH:
INTRODUCTION TO OCCUPATIONAL SAFETY, HEALTH AND
ENVIRONMENT AND IT'S RELATED LEGISLATION.**

COURSE CONTENTS:

Session 1

Occupational Safety and Health Act 1994: -

- Principle of self regulation
- Self employed
- General duties of employees
- Power of the inspector
- Training and supervision
- Reporting of accident, illnesses
- Accident investigation
- Safety committee regulation
- Safety officer regulation
- Classification, packaging and labelling regulation

Session 2

The implications of the Occupational Safety and Health Act 94 (OSHA 94) on the other legislation's existing in Malaysia: -

- Factories & Machinery Act 1967
- The environment Quality Act 1974
- The building by laws 1984
- The Electrical Inspectorate 1984/1994
- The by Laws Set by Local Municipality

Session 3

The functions and management of the Safety and Health Committee: -

- The importance of safety at workplace
- Safety versus productivity
- Duties and responsibilities of employers and employees at workplace
- Types of safety committee: the joint consultative committee versus the advisory safety committee
- Functions of safety committee
- Constitution of a safety committee
- Safety committee's role in drafting the policies programs on Occupational Safety and Health

DURATION

1 Day

SAFETY AND HEALTH: EMERGENCIES RESPONSE TEAM (ERT)

IMPORTANCE OF ERT

People awareness is the most fundamental aspect in establishing a safe and sound workplace environment. The effectiveness of the safety and security in your company goes beyond establishing safety policy as well as rules and regulation. At time of emergency, people needs direction and well organised evacuation procedures in order to save lives and properties. This justifies the reason of having an intact team of EMERGENCY RESPONSE TEAM.

OBJECTIVE

The program will impart participants with the knowledge and skills in handling emergencies cases to enable them to respond speedily to any emergencies with a structured and co-ordinated approach.

Content

Module 1

Introduction

Theory – lecture

- Fire Services Act 1988 and Regulation
- Uniform Building by Laws 1984
- OSHA Act 1994.

Module 2

Role & duties of ERT

Theory – lecture

- Introduction to ERT
- Role of emergency Response Team
- The role of the Emergency
- Fire safety objectives
- Functions of ERT
- Contingency plan

Module 3

Chemistry of fire

Theory – lecture

- Formation of fire
- Classes of fire
- Spread of fire
- Techniques of controlling and fighting fires
- Spontaneous combustion
- Range of flammability

Module 4

Fire fighting equipment

Theory – lecture

- Hose
- Hose fighting
- Hose handling and care
- Stand pipes and hydrant
- Miscellaneous equipment

Module 5

Use the fire extinguisher in real – life fire situations

- Types of extinguishers and its applications
- Class of extinguisher
- Maintenance of extinguishers
- Size & capacity of fire extinguishers

Module 6

Methods of carrying, running and storing of fire hose

Practical – hands on: -

- The various methods of carrying hose
- The various methods of storing hose

Module 7

Basic foot drill

Practical – hands on.

Module 8

Hydrant drill no: 3

Practical – hands on.

Module 9

- Introduction to SCBA (self contained breathing apparatus)
 - Practical – hands on
- Types of SCBA
- Methods of donning & doffing SCBA
- High pressure test
- Low pressure test
- Pre – entry test

Module 11

Fire protection systems

Theory – lecture

- Hazard identification system
- Health
- Flammability
- Reactivity
- Emergency action code (HAZCHEM)

Module 12

Basic rescue techniques

Practical – hands on

- Methods of searching for victims
- Two handed seat
- Three handed seat
- Four handed seat
- Methods of dragging an unconscious persons
- Fireman's lift
- Darling carry

Module 14

Evacuation procedures

Theory – lecture

- Purpose of fire drill
- Formulating fire routine
- Instruction and training
- A fire routine details
- Frequency of drill

Module 15

Simulation

Practical – hands on

- Practical fire fighting
- Wet hydrant drill on real life fire situations

WHO SHOULD ATTEND

ERT Members, Safety and Health Committee Members, Supervisory Staff, Security Personnel.

DURATION

4 Days

SAFETY AND HEALTH: FUNCTION AND MANAGEMENT OF SAFETY & HEALTH COMMITTEE

PROGRAMME OBJECTIVE

To provides a detailed understanding of Safety and Health Regulation and the management systems that needs to be implemented to ensure compliance.

WHAT ARE THE BENEFITS:

Successful completion of the program will enhance the skills of the participants and enable them to: -

1. Set-up an effective Safety and Health Committee
2. Understand the functions/requirements of Safety and Health Committee.
3. Identify the roles of individuals in ensuring safety and health at the workplace.
4. Understand procedures of handling Safety issues.
5. Conduct safety inspection of the workplace.
6. Respond to accidents/incidents promptly.

COURSE CONTENT:

DAY ONE

- Introduction
- Preliminary
- Composition of Safety and Health Committee
- Function of Safety and Health Committee
- Safety and Health Committee
- Training and Information
- Penalty
- Total Safety System Model

DAY TWO

- Safety Self assessment
- Communication
- Safety Management
- Safety Inspection/Auditing
- Accident Investigation
- Accident Investigation Process

TARGET AUDIENCE:

- General Managers
- Factory/production managers
- Safety managers
- Supervisory personnel
- Safety & Health committee members

DURATION

2 days

SAFETY AND HEALTH: HAZARDOUS CHEMICAL

Hazardous chemical expose risk to the handler. The OSHA 1994 requires employers to train and equip their employee with proper and appropriate knowledge for handling hazardous chemicals. Failure to do this will increase risk of accidents, fire, explosions and toxic gas emission to the environment.

It is very important for every employee who work directly or indirectly in the chemicals environment to have knowledge about how to handle the chemicals and the procedure to avoid potential accident.

Programme Scope:

Participants will:

- Gain an understanding of the safe storage of hazardous materials
- Be able to identify and assess risks associated with hazardous substances storage
- Become aware of legislative requirements for hazardous substances storage
- Understand the process of reducing risks in the workplace.

Course Content

1. Legislative requirements on the use of chemicals at the work place:

- Usage of chemicals world wide
- Benefit derived from chemicals
- Chemicals - adverse effect
- Effects to environment
- Health effects due to chemical exposure

2. Use of standard of exposure of chemicals hazardous to Health Regulation

2000:

- Scope
- Objectives
- Why new regulation
- Rationale of regulation
- Salient provision
- Assessment of risk to health
- Control measures
- PPE
- Engineering control
- Labelling
- CSDS
- Monitoring

3. Guidelines on control of chemicals hazardous to health.

WHO SHOULD ATTEND

Essential for staff who manage the storage and distribution of hazardous materials (chemicals).

ADMINISTRATION

VENUE

To be advised.

TRAINERS/INSTRUCTORS.

Please refer to our trainer's profile at page **33-37**.

REGISTRATION AND CONFIRMATION

1. Confirmation on registration should be at least 2 weeks upon commencement of the programme.
2. Deposit of 40 percent from total amount of the fees is required on the confirmation. Balance payment should be scheduled within 7 days after completion of the programme. You will be invoiced.
3. No cancellation is allowed upon confirmation, however you can postpone the schedule to a later date with 7 days notice in advance.

QUOTATION

Training fee:

RM 3,500.00 Per day (Negotiable)

- Fees are inclusive of certificate of attendance, and training notes.
(Training Grant is available under HRDF SBL Scheme).

We believe our proposals meet and up to your requirement. All proposals are open for further discussion between both parties. Should you need to get further clarification, kindly contact us at **04-4905898** at any time of your convenience.

Thank you.

Proposal submitted by:

ZARILAN AHMAD

Programme Manager

Foremost Team Sdn. Bhd.

Contact Address:

C-2-17, Jalan 2/142A, Megan Phoenix,
56000 CHERAS, Kuala Lumpur.

Tel : 03-91022575 **Fax:** 03-91024137

E-mail: admin@myforemost.com

Website: <http://www.myforemost.com>

ZAHARI MOHAMED

Zahari's experience is both comprehensive and varied, particularly within the oil and gas industry, much of which is due to his extensive involvement with Malaysia's national oil company, PETRONAS. With a Bachelor of Science degree, Zahari's illustrious career has developed throughout many years with International Marketing, Internal Audit (Operations) and Corporate Planning Department and Divisions. An engaging character and charismatic personality coupled with superb communication and planning skills, has him considered by many as one of the Asean Regions foremost training consultants. Organisations that have benefited from his expertise include:

- Petroliaam Nasional Berhad,
- Malaysia LNG Sdn. Bhd.
- PETRONAS Dagangan
- Eagle Aircraft Pty Ltd (Australia),
- Asean Bintulu Fertilizer Sdn. Bhd.,
- Kuala Lumpur City Center,
- Composite Unlimited International Inc,
- Malaysia Australia Business Council,
- Western Australia Chinese Chamber of Commerce.

Regularly pursuing his own self-development, Zahari is highly motivational with excellent interpersonal skill and very strong leadership qualities. A highly logical and analytical mind enables him to confidently and competently teach and take the necessary holistic approach when addressing the underlying issues problem solving and decision-making situations. It is these qualities that make him an automatic choice, worldwide, lead and conduct training or consultancy from his mainstream areas: -

- Mind Mapping
- Employee Motivation
- Effective Problem Solving
- Human Resources Development
- Customer Service
- Project Management
- Interpersonal Skills Development
- Public Speaking and Presentations
- Strategic Decision Making
- Corporate Management
- Effective Communication and Telemarketing

His natural enthusiasm for his self confessed specialty of "Mind Mapping" with, what he believes is its unlimited potential applications and incremental benefits, have him in great demand for both his in-house and public programs.

AHMAD FAUZI B. ABDUL WAHAB

Ahmad Fauzi b. Abdul Wahab is an associated trainer with Foremost Management Consultancy. Currently he is the Programme Manager with Solelectron Technology Sdn. Bhd.

The area under his present responsibility includes Direct Labour Skills training, management development, technical training and organisational development. He had conducted programs like Performance Appraisal, Supervisory/ Executive Development Programs, Motivation, Communications, Time Management Skills and Quality Awareness for various levels staff.

He is also the course consultant to various team-building programs for such organisation as TELEKOM, Shorubber, MMI, Securities Commission, DNP, Matshushita, SKF, Sony Mechatronic and Minolta as well as Federation of Malaysian manufacturers' Certificate in Supervisory Skills programs jointly awarded and certified by USM.

He has conducted numerous in-house programs for organisations like Casuarina Beach Hotel, Silitek, Mitsuoka, Aisello Sanipak and Precico. Course participants have found his participative and interactive delivery and approach to instruction, very interesting and effective. This has been reflective in every end-of-course evaluation.

During his employment with KODAK Malaysia, he has been assigned to conduct the popular Audio Visual Workshop & Presentation Skills organised for trainers & Presenters.

Fauzi has also been a regular speaker at places like the youth training Centre, the University Malaya's Faculty of Education, the School of Radiography (Hospital KL) and Jabatan Pembangunan Koperasi (JPK) and also lectured at ITM Shah Alam's School of Art & Design. He receives his early education at Iskandar Primary School in Alor Star after which he was selected to further his studies at Maktab Rendah Sains MARA at Kota Bharu. He then pursued his tertiary education at Western Australian Institute of Technology and attained a Bachelor's degree in Applied Science. He received his MBA from USM and now pursuing for his Ph.D.

STANDARD COURSES

SHARIFAH SALMAH SYED HARUN

Sharifah Salmah is an associated trainer with Foremost Management Consultancy. Sharifah has more than 9 years experiences in Human Resource Management field. Currently she is a Staffing Consultant with one of the multinational company based in Penang.

Sharifah was also a former Training Officer with Sony Mechartronic Product (M) for 4 years. During her tenure with Sony, she is fully in charged in designing the training curriculum for all level of staff in Sony and has conducted programmes such a Leadership, Teambuilding, Communication and Supervisory. She is also a certified trainer for Interaction Management Programme and has attended many courses related to human development training.

Sharifah has been assigned to set-up Operators Skills Training System for Sony companies in Bangi in 1995. She then successfully set-ups Manufacturing Specialist Skill Training System as a start-up team for Intel in 1996.

In her Staffing Consultant role, Sharifah is responsible in recruitment and hiring strategies for her company since 1996. She has a wide experiences in manpower planning, sourcing and recruitment activities and very much involved in Intel start up projects.

Sharifah is a certified trainer in Behavioural Interview Techniques training program. She has been instrumental in coaching hiring managers in conducting screening and full-blown interview through the training and personal coaching. She is also experience in international hiring and well verse with Immigration requirements related for foreign hiring.

She holds an honour degree in Human Development from Unversiti Pertanian Malaysia and MBA from Universiti Sains Malaysia.

NORITA WAN MAT

Norita is an associated trainer with Foremost Management Consultancy .Norita has more than 12 years experiences in Human Resource Management field. Currently, she is the Human Resource Development Manager with one of the multi-national company based in Penang since end 1997.

She is leading the HRD effort to support business partners to understand, influence improvements and optimise organizational performance through individual, group and organizational development. She is also responsible for diagnosis of organizational needs, presentation and implementation of HR programs in support of business strategies and ensures HR policies and practices are well implemented in order to promote staff retention and minimize legal vulnerability.

Prior to her present position, Norita has been with Penang Seagate for 9 years. Her last designation with Penang Seagate is as the Senior Manager Human Resources Development. Her major focus is retention program and strategic recruitment strategies that is in line with the tight labour market at that time. Norita is also responsible to manage HRD budget, developing employee career roadmap, linking training need analysis to effective reward system and managing employee education loan in Penang Seagate. She has conducted numerous training programs in HRM and organizational development. She is part time lecturer in MIPMM (Malaysian Institute in Personnel management) for diploma program. Norita has also been a Certified Trainer for Kepnor Tregoe Problem Solving and Decision Making training modules.

Norita receives her secondary education at St Georges Girl School. She then pursued his tertiary education at Memphis University USA and attained a Bachelor's degree in Chemistry. Norita is currently pursuing for his MBA in USM.

CAPT. (RTD) HAREEDRANATHAN

Served in the Malaysian Armed Forces for 17 years as a senior officer, looking into aspects such as operations, training, administrations, welfare, safety and fire safety of the servicemen. Left the service in 1994 and joined a safety consultancy. Here he wrote modules in safety awareness, Fire safety and evacuation procedure, Functions and management of the safety committee. At the same time did 2 diploma programs, International Diploma in Occupational Safety and Hygiene, Edith Cowan University, Perth, Western Australia and Diploma in Human Resources Management, Institute of Commercial Management, United Kingdom. He has trained more than 1000 persons in safety at various levels. He is also a competent safety auditor, conducted several audits for companies and also designed safety checklist, inspection procedures, contractor safety handbook and emergency response plan for some of the factories. He also is a Member of: -

- Committee member of the Frepenca Safety Council Penang.
- Member of the Society of Environmental auditors Malaysia.
- Member of the NIOSH
- Member of the Edith Cowan University Alumni Association.

Hareenathan also has attended numerous courses with NIOSH, Bomba and many other Safety And Healthy establishments.

ZARILAN AHMAD

Zarilan Ahmad is currently the programmer and Course Director with Foremost Management Consultancy. He has an extensive and deep understanding in Outdoor/Adventure Education and had conducted numerous Outdoor/Adventure based Development Programs for various level of staff from various organisation

Prior to joining Foremost, he was a freelancer consultant and had served with many training establishments such as Outward Bound School of Malaysia for 2 years as an Instructor and Course Director. His hard skill in handling the outdoor activities programme is superb. He is a practical trainer who ensures participants learning are relevant to the needs of organisation, and his presentation is designed to bring about change in attitudes and skills.

He had joined the Armforces for 8 years as an Army officer and had attended many courses related to training and also involved in wide variety of training and personal development programme. He holds Bronze medallion in Live Saving, EAR and CPR Certificate, Red Crescent Certificate and actively involved in Outdoor/ Adventure activities.

ZAINOL ABDUL RANI

Zainol began his career in August 1989 as a management trainee in the manufacturing department of Gillette (M) Sdn. Bhd. In Shah Alam. After six unprecedented months of fast learning and assimilation, he was appointed to the position of the Assistant Quality Manager. He never looked back since. Between the periods of min1990 to end 1994, he was successfully promoted and appointed to manage quality and productivity operations. Among many of his accomplishments during his tenures, he manages to lead his team to improved productivity and quality of Gillette's products while anchoring critical liaison with the relevant unit until at the company's headquarters in Boston.

Although many interested company tried to secure his expertise after Gillette, he decided to return to his hometown Kangar in April1995 after a brief pursuit of consulting and trainer career on a freelance basis. While in Kangar, he was responsible for a group of companies own by his in-laws family, raring from a contract manufacturing operation of Matsushita to a motor trade sales and services industry in the capacity of General Manager. It was also during this period that he acquired his entrepreneurial abilities and broad business understanding while developing his associates' competence. He has also been requested to provide program contents for a diploma in quality program of local education collaboration as well as proposed to the state government of Perlis the need and mechanism for a state-level effort in TQM implementation in the government department. Being a natural speaker and communicator that he is, Zainol continues to practice training and consulting in management and human development, particularly in areas related to TQM and general quality improvement>He is also constantly sought after speaker in motivation for voluntary organisations and youth development programs, for which he is needed as a role model.

Zainol aspires to lead in an organization hat he has global interest while having opportunities to continue practising training and consulting. He holds a Bachelor's Degree in Mechanical Engineering from Okalahoma University, USA in 1989 and was among the pioneer batch of MBA in TQM graduates from Newport University, USA in early 1997 on part-time basis, self-finance study. He now serves as an adjunct faculty member for Newport University, sharing his knowledge and expertise on occasional weekends in MBA tutorial classes. He also a senior consultant on a contractual basis for a UK-based Advance Training.

MADAM ANNA CHERUBIN

Madam Anna holds a B.A Degree majoring in English Literature and a Diploma in TESL from the University of Malaya in 1978. Besides that, she pursued a course in the Training and Development of working adults and subsequently obtained a Diploma from the University of Leicester, United Kingdom in 1992.

Apart from her profession as a teacher, she is also the State Key Personnel for English. She has in this capacity trained many teachers on new methodologies, facilitated in preparing modules for classroom teaching, conducted courses for English Language teachers, helped counseled teachers facing difficulties in the teaching and learning of English. Her task in this aspect involves the upgrading of the teachers' proficiency, instilling self-confidence and exposing them to a suitable approach when handling their students.

Presently, she is holding the post of 'Ketua Bidang Bahasa' in Sekolah Menengah Kebangsaan Kulim. While still managing the above-mentioned roles, she also helps out with the administrative affairs of the school.

Madam Anna has also delved into teaching English for specific purpose (TESP). She has prepared teaching modules for students at tertiary level and also for adults in the workplace. She has also run short courses for factory workers in Kulim and Prai. Together with two other English teachers, she conducted an English Communicational Course for the trainee nurses in the Kulim Nursing School in 1997. She has and still preparing adults for the ABE Examination, U.K. In the Business Communication paper.

With her vast and rich experience, she is adept at changing her teaching methodology to suit varying students' needs. She is capable of handling classes of mixed ability, as is often the case with the learning of English, with people coming from a wide array of backgrounds.

SIMON TAN LAY HUAT

Mr. Tan has about 16 years of working experience directly in QUALITY DISCIPLINE. He has served in QAIQC Management & Technical position in the electronic & electrical industries, precision metal & plastic products. His major accomplishment were in leading those organization certified to MS:ISO 9002 & achieving the total quality functions. He is a member of American Society for Quality (ASQ) and is an ASQ Trained Quality Auditor.

Mr. Tan has been actively involved in the training & consultancy for small medium industries & multi-national company (MNC). Among the companies are:

- Pexim Electrical Manufacturer Sdn.Bhd, Penang
- Sanyo Electric (PG) Sdn. Bhd, Penang
- AE Technology (PB) Sdn. Bhd, Perak
- Eastwest Electronics Sdn. Bhd, Perak
- Alpha Precision Turning & Engineering Sdn. Bhd, Kedah
- QA Electronics Sdn. Bhd, Penang
- Sufa Metal Stamping Sdn. Bhd, Penang
- Arab-Malaysia Institute of Technology Sdn. Bhd, Selangor
- Hewton consultancy Sdn. Bhd, Penang
- .Malaysian Plastics Manufacturers Association (MPMA) Penang
- Ukari Electronics Sdn. Bhd, Penang
- Royale Baby Sdn. Bhd
- SPI Industries Sdn. Bhd, Johor
- Lypometal Sdn. Bhd, Kedah
- .Micro Tooling Sdn. Bhd, Penang
- .Hexa Print Enterprise Sdn. Bhd, Kedah
- Oxford Bond Sdn. Bhd, Kedah
- Can Bearing Sdn. Bhd, Kedah
- Vanyong Sdn. Bhd, Penang
- Juason Plastics Sdn. Bhd, Kedah

He had obtained his Master Degree in Total Quality Management (TQM) majoring in Mechanical Engineering from University of Portsmouth, UK.

Abd Halim Bin Mohd. Nor

En. Abd Halim Mohd Nor carries with him a total of more than 20 years hands n experience in Human Resources Management Systems, Human Development and Industrial Relations. Started his career in the late 70's and there's no looking back for him climbing the corporate ladder. He has seen in action as Senior Manager in the textile, medical, smelting, rubber, chemical, food and the hospitality industry. Last position held was as The Corporate Human Resources and Administration Manager with a large public listed company. Academically En. Abd Halim holds an M.Sc (Human Resources Management).

In the area of Industrial and labour relations he has successfully negotiated countless collective agreements, appearing before Industrial Relation office, Labour Court and Industrial Court. Was an employer's panel member in the Malaysian Industrial Court. Carried out countless domestic enquiries and going through countless disciplinary procedures.

Human development is another of his special strength. Conducted training and development programmes in the area of industrial and labour law compliances, and soft skills management development programmes. Partial lists of his training clientele are Maybank General Assurance Berhad, Palmco Holdings Berhad group of companies, Malaysian Smelting Corporation Berhad and Hunza Consolidation Berhad group and companies. En Abd Halim is a prolific trainer and most sought after his strength of being able to relate his actual hands on experiences in his training modules.

Wan Zurina Wan Isa

Wan Zurina is an associated trainer with Foremost Management Consultancy with extensive experience in Human Recourses management for over 23 years. She is currently the General Manager of Human Resource of Sony EMCS (Malaysia) Sdn Bhd, covering 2 plants in Perai, Penang and Bangi, Selangor with a total headcount of 15,000.

Areas under her responsibility at Sony are Staffing, Training & Development, Compensation and Benefits, Employee Relations and Compliance.

Prior to joining Sony, she was the Senior Employee Relations Advisor of Intel Technology (M) Sdn, Bhd, under HR Legal department for 6 years. As the SERA, she had successfully led the Assembly Test Manufacturing (covering Philippines/China/Costa Rica/Malaysia) Diversity Team in their diversity initiatives. Out of her effort, the Malaysia site diversity team was awarded "Intel Corporation Diversity Champion Award 2001" for "Recognizing and Respecting Differences in all aspects of work, which is the foundation for valuing our people".

Wan Zurina cont':

She too drove Harassment Avoidance efforts not only for Intel but also externally in supporting the effort of the Ministry of Human Resources in driving the awareness and prevention of harassment in the workplace. Apart from this, she too guided and coached representatives of AWAM (All Women's Association of Malaysia), an NGO in developing an educational and awareness program for women on Harassment.

Externally she had presented and facilitated a session for 80 representatives of ILO from Asia Pacific at the Harassment Awareness seminar held in Penang and KL organized by ILO Asia Pacific.

She has conducted numerous in-house programs as well as external courses and is a certified instructor for significant training such as:

- Interaction Management - Core Skills for Building Relationship (DDI)
- Harassment Avoidance
- Constructive Confrontation
- Presentation Skills
- Code of Conduct

Zurina has been labeled as the "most sought-after instructor" in Intel Malaysia.

She has a Bachelor of Arts (Hons) degree from University Malaya and currently pursuing a second degree in LLB from the University of London.

F E E D B A C K F O R M

To assist us to customise the program based on you organisation needs, please feel free to provide us with any information that may be of assistance in identifying the specific areas of development in this format.

1. Title of program you intended to conduct in-House:

2. Why do you want to conduct this program?

3. What do you wish to achieve out of this program?

4. Number of participants identified who required this training:

5. Level of participants (Please tick)

- a. Non Management
- b. Supervisory
- c. Middle Management
- d. Senior Management
- e. Mixed

6. Academic back ground

- a. Rank & File
- B. SPM
- c. STPM
- d. Graduate
- e. Mix

7. Level of experiences

- a. Newly recruit
- b. 2-5 years
- c. 5-10 years
- d. Mixed

8. Language of proficiency

- a. English
- b. Bahasa Malaysia

9. Have the participants undergone similar training in the past?

10. When do you propose to conduct this program?

- a. Immediate
- b. In next 1 to 2 month
- c. In next 3 to 4 month
- d. Not Sure

11. What is the ideal structure of the course?

- a. Day Session 9.00 am - 5.00 pm
- b. Residential with evening work
- c. Only weekend

Submitted by:

Company Name: _____

Address : _____

Post Code: _____ Tel: _____ Fax No: _____

Name : _____ Designation: _____ Signature: _____

Kindly fax this form to **03-91014137**

Alternatively, mail to:

FOREMOST TEAM SDN. BHD.

C-2-17, Jalan 2/142A, Megan Phoenix,

56000 CHERAS, Kuala Lumpur.

Tel : 03-91022575 Fax: 03-91024137

E-mail: admin@myforemost.com Website: http://www.myforemost.com