BEST OF ME: INCULCATING A POSITIVE WORKING ATTITUDE FOR QUALITY PERFORMANCE

DATE: *24-25 April / 18-19 August / 24-25 November 2025* ***DURATION:*** *2 Days*

HRD CORP SCHEME:

FEE: *RM900* *HRD Corp Claimable Course*

PROGRAM OVERVIEW

"Our challenge is to rise from normal acceptable levels of working to one of excellence."

This highly participatory session challenges and motivates the participants to start thinking and take responsibility for their excellence and happiness at work. With that foundation, they can choose to build a strong relationship with their team members and company.

- We need to inculcate a positive attitude to produce quality performance
- We need to change our mindset and constantly innovate for better results.
- We need to come from a paradigm of 'learning', 'unlearning' and 'relearning'.
- We need to work as committed and loyal teams towards the corporate vision.

Some questions to ask ourselves at this stage include:

- Am I really doing my utmost best now?
- Am I professional in what I do?
- What else can I do?
- What are the paradigm required of a good effective staff with the coming new changes?
- How much am I expected to do? To give? To deliver?

The Core Concepts are:

* P.R.I.D.E.: "Personal Responsibility in Daily Effort"
* A.B.C. : "Awareness Before Change"
*A.S.K. : Attitude, Skills, Knowledge
* Paradigm: "Change begins with me!"
* If you keep doing things the same way, you will get the same results

LEARNING OUTCOMES Upon completion of this program, participants will be able to:

- Find satisfaction and pride in their jobs through a realization of their roles and responsibilities for personal and work excellence
- Discover their own strengths and areas for improvement
- Develop positive attitudes and interactions with their superiors and peers
- Understand corporate culture for loyalty, contribution, commitment
- Remove blaming and other excuses that limits performance
- Create a "value-add" work behaviour in the organization for peak performance
- Identify self performance gap and the courses of action to be taken for continuous improvement

METHODOLOGY

Throughout the workshop, there is a mix of lectures, role-plays and activities, using the Integrative Learning System (ILS) approach to internalise the learning of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.

Activities include:

- *"Thinking outside the box" exercises*
- *Brainstorming*
- *Skills practise*
- *Experiential activities*
- *Recap & Reflection*

WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory
- Non-Executive

FACILITATOR

Irene Choong

She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is also a Certified Neuro-Linguistic Programming (NLP) Practitioner. Irene also holds a Certificate IV in Training and Assessment (Australia) which is a Work-Based Certification recognised within the Australian Qualifications Framework. She also has accumulated wide experience in the field of management, corporate communications, marketing and service having served in various management capacities in various industries.

PROGRAM CONTENT

Module 1
Self Motivation And Self-Image
Foundations to a positive work attitude

- "I am responsible for my results" paradigm
- "As a person thinks, so is he"
- Competing with yourself
- Values of professionalism
  - Creativity and innovation
  - Instilling a positive attitude
  - Integrity
  - Teamwork
- A.B.C. : "Awareness Before Change"
- A.S.K.: "Attitude, Skills, Knowledge"
- P.R.I.D.E.: "Personal Responsibility In Daily Effort"

Module 2
Self Management

- The first step in self-motivation
- Benefits and influences of self-management
- Charting a self direction
- Visualization
- Positive self affirmation

Activity: Self-management techniques

Module 3
Personal Mastery

- Remove excuses & blaming to take ownership
- Results, not reasons
- Emotional Intelligence (EQ), Wisdom and Maturity
- Appreciate strengths
- Celebrating differences
- Main excuses at work
- Overcoming negativity and self-sabotage

Activity: Identifying "excuses" of self & organization

Module 4
Positive Work Habits

- Know yourself- identify your strengths & weaknesses
- Turn your weakness(es) into strengths
- Feedback skills for improvement – to give and receive
- Cultivate open-mindedness & attitude to learn
- 10 attributes & characteristics of an excellent & successful worker
- *Activity: 'Know yourself analysis*

Module 5
Excellence Corporate Culture

- What is corporate culture?
  - Relationship between employees and the company
  - The norms and practices of a company
- Understanding Corporate Culture
  - A company is formed to make profits
  - Loyalty, contribution and commitment
- Key principles of Corporate Culture
- Level of Commitment

Workshop: How we can contribute more to company quality goals

Module 6
Corporate Teamworking For Win-Win Results

- Understanding team working
  - Synergy
  - Dependence-independence-interdependence
  - Being a team worker
- Working well with bosses and colleagues

Workshop: Game of challenge for quality teams

Module 7
Preparing For Growth And Opportunities

- Your Attitude
- Your Image
- Your Strategies
- Taking personal responsibility
- "I, Me, Myself"
- Success Agreement System (SAS) for excellence

Workshop: Personal Action Plan for success

PROGRAM SCHEDULE

Day 1

9:00am	- 10:30am	:	Module 1
10:30am	- 10:45am	:	Coffee Break
10:45am	- 1:00pm	:	Module 2
1:00pm	- 2:00pm	:	Lunch
2:00pm	- 3:30pm	:	Module 3
3:30pm	- 3:45pm	:	Coffee Break
3:45pm	- 5:30pm	:	Module 4 (*continue*)
			End of the day

Day 2

9:00am	- 10:30am	:	Module 5
10:30am	- 10:45am	:	Coffee Break
10:45am	- 1:00pm	:	Module 5 (*continue*)
1:00pm	- 2:00pm	:	Lunch
2:00pm	- 3:30pm	:	Module 6
3:30pm	- 3:45pm	:	Coffee Break
3:45pm	- 5:30pm	:	Module 7
			End of the day