

## **POSITIVE WORK CULTURE**

### **INTRODUCTION**

Are you drivers or spectators in your organization? These days are tough and so we need to get going. Those who lead, motivate and build high performing winning team will not only survive but also champions in his field. Leaders can envision solution to any problem and can then transmit that vision to their employees in a dynamic and higher influential manner.

This course will develop your attitude, teamwork and motivational skills in the context of the improvement efforts. You will learn how to build and develop team. Teaming for success encourages participants to create an environment in which individual employees, work teams, and members of different functions are empowered to work together as a team..

### **OBJECTIVES**

The objective of this customized training program as follows:

- To instill team spirit and inculcate positive mental attitude.
- Identifies effective ways of managing conflict across work groups, departments and functional teams.
- Helps participants identify specific areas in which they will make a commitment to strengthen their teamwork for quality, identify obstacles to their desired changes, and develop action plans to overcome the obstacles.
- Breaking the departmentalized mentality for greater efficiency.
- To develop accountability, responsibility and commitment towards achieving zero defect operations.
- Identifies the styles of communication that help create an environment in which efforts can happen.
- Be an effective internal customer service orientated staff by follow-through your internal customer's requirement.

### **DURATION**

The duration of this program is 1 days, 9.00am – 5.00pm

### **WHO SHOULD ATTEND**

Open to all employees

### **LANGUAGE MEDIUM**

English and/or Bahasa Malaysia. The training can be executed in a dual language option.

### **METHODOLOGY**

The workshop is essentially participative. There will be group interaction, individual exercise, case studies, role-play, lectures and video/films. The methodologies used will enable participants to relate and apply directly to their working environment.

## **CERTIFICATION**

Certificate of attendance will be presented to all participants at the end of the course

## **COURSE CONTENT**

### Module 1: Positive Mindset

- Ice Breaking
- Paradigm shift
- Reactive vs. proactive attitude
- Unbelievable performance
- Movie: Who move my cheese?

### Module 2: Attitude towards Quality

- What makes a unbelievable team
- Analyzing team task
- Building relationship and trust
- Taking ownership
- 1,10, 100 principle

### Module 3: Increasing Man-productivity

- Roles and responsibilities
- Value added works
- Ordinary and extra ordinary team
- Four quadrants of employees
- Accountability and integrity

### Module 4: Peak Performance

- Movie: What is Rocky strategy?
- Internal customer relationships
- Maintaining balance skills
- Ensuring peak performance
- 6 levels of performance

### Module 5: Overcome differences

- Openness
- Effective communication skills
- Right interdepartmental relationships
- Handling conflict

## Module 6: Team Commitment

- Developing 2007s' goals
- Establish action plans
- Leaderships vs. follower ships
- 5 components of effective team