



MEF ACADEMY



PERSEKUTUAN MAJIKAN-MAJIKAN MALAYSIA
MALAYSIAN EMPLOYERS FEDERATION

2024 TRAINING DIRECTORY



www.mef.org.my/mefacademy



**International
Labour
Organization**



**MALAYSIA UNIVERSITY of
SCIENCE and TECHNOLOGY**

- HUMAN RESOURCE MANAGEMENT & DEVELOPMENT
- INDUSTRIAL RELATIONS MANAGEMENT
- BUSINESS & MANAGEMENT
- OCCUPATIONAL SAFETY & HEALTH
- INFORMATION & COMMUNICATION TECHNOLOGY (ICT)
- UNIVERSITY & ACADEMIC COURSES

APPROVED TRAINING PROVIDER



PERKESO
SOCSO



TRAINING DIRECTORY 2024

MEF Academy's Vision

“To be the leading edge of business and management training and education, that meets the requirements of the industry.”

MEF Academy's Mission

“By developing and delivering leading edge business and management training and education, recognised by the industry.”

Introduction

The Malaysian Employers Federation is the central organisation of employers in the private sector in Malaysia. It is recognised nationally and internationally as the most representative organisation of employers in Malaysia. It is established to promote and safeguard the rights and interest of employers. It provides a forum for consultation and discussion among members on matters of common interests, and seeks for adoption of sound principles and practices of personnel and industrial relations through information, advice, training and other activities.

The MEF Academy brings into reality the Malaysian Employers Federation's (MEF) vision of being the pioneer institution to merge the tripartite requirements of the employer/employment market, the education industry as well as the individual/human resource development needs.

MEF Academy proudly presents a comprehensive range of corporate training programs for MEF members, non-members and the general public. All programs are offered as public programs and customized in-house programs. MEF Academy has also extended its training programs regionally and courses are now conducted within ASEAN countries.

MEF Academy has also developed industry focused Executive courses, including Masters Degree, Diploma & Certification courses and continuous professional education to provide opportunity for working personnel to upskill and obtain academic and professional qualifications. MEF Academy certification and academic courses are in collaboration and endorsed by:



MALAYSIA UNIVERSITY of
SCIENCE and TECHNOLOGY



INTRODUCTION	
Human Resource Development Corporation Guidelines	04
Training Registration Form / Online Form QR Code	05
In-House Training Request Form	06

TRAINING PROGRAM SCHEDULE 2024	
Public Training Calendar 2024 – MEF Academy Petaling Jaya	07
Public Training Calendar 2024 – Regional Office	11
University & Academic Courses	12

UNIVERSITY & ACADEMIC COURSES	
• Professional / Diploma in Industrial Relations	14
• Professional / Diploma in Human Resource Management & Development	16
• Certificate in Human Resource Management	18
• Certificate in Industrial Relations Management	19
• Certificate in Occupational Safety and Health Coordinator	20
• Certificate in Performance Coaching & Counseling	21
• Certificate Professional Leadership in Management	22
• Certified Training Needs Assessor	23
• Certified On-The-Job Trainer	24
• Certificate in Basic of Business Operations Management	25
• Certificate In Competency Based Human Resource Management	26
• Certified Professional Trainer	27
• Certificate Supervisor Development	28
• Certificate in Basic Financial Management	29
• Certified Total Rewards Professional	30

INDUSTRIAL RELATIONS TRAINING	
• Understanding Labour Laws	32
• Employment (Amendment) Act 2022	32
• Memahami Akta Kerja 1955	33
• Industrial Relations Act 1967	33
• Collective Bargaining & Collective Agreement	34
• Disciplinary Procedures	34
• Tatacara Menangani Masalah Disiplin	35
• Handling Misconduct Of Absenteeism	35
• Termination of Employment	36
• Employment Laws For Non-HR Managers	36
• Criminal Misconduct in Employment	37
• Employment Relationship	37
• Labour Ordinance (Sabah Chapter 76)	38
• Labour Ordinance (Sarawak Chapter 76)	39
• Domestic Inquiry	39

INDUSTRIAL RELATIONS WORKSHOP	
• Managing Workplace Issues & Challenges	42
• Practical Aspects of Collective Agreement Negotiations	43
• Managing Workplace Misconduct	44
• Implementing Cost – Cutting Measures	44

HUMAN RESOURCE MANAGEMENT TRAINING	
FLEXIBLE WORK ONLINE SERIES	
• Developing Key Competencies for Remote Working	46
• Managing Performance of Work From Home (WFH)	46
• Performance Appraisals for Work From Home (WFH) Employees	47
• Effective Strategies for Remote Working	47

HUMAN RESOURCE & TALENT DEVELOPMENT / PERFORMANCE MANAGEMENT & COMPENSATION BENEFITS	
• Performance Improvement Plan with Coaching (C.L.E.A.R model)	49
• Train The Trainer	49
• Power of Coaching & Counselling For Performance	50
• HR for Beginners	51
• Training Impact – What Next?	51

MANAGEMENT & SUPERVISORY SKILLS	
• Advanced Management Training	53
• Basic Management Training	53
• The Professional Manager	54
• The New Supervisor	55
• Developing Supervisors Into Managers Workshop	56
• Penyelia Efektif, Pekerja Berjaya	56

CUSTOMER SERVICE	
• Customer Service Superstar	58
• Frontliner's Impact on Customers!	59
• Winning Difficult Customers	59

COMMUNICATION & EQ	
• Mind Your Business English	61
• Business Writing - Made Simple!	61
• Communication & Emotional Intelligence	62
• Power of Interpersonal & Communication Skills at the Workplace	62
• Email Etiquette	63
• Projecting Your Presentation Skills	63

MOTIVATION & ADMINISTRATION	
• You Can Do It! - How To Be Effective at Work	65
• Positive Attitude At Your Workplace	65
• Positive Work Culture	66
• Sikap Kerja Positif	66
• Handling Work Stress for Non-Executives	67
• Kecerdasan Emosi	67
• Excellent Clerical Skills for Organisational Success	68
• Keberkesanan Kerani, Organisasi Berjaya	68



RECRUITMENT & COMPETENCY SERIES

• Mastering Behavioral Based Interviewing	70
• Behavioral Interview Assessment Using The Star Methodology	70
• Competency Mapping for Performance Improvement	71
• Competency Based Human Resource Management	72
• Developing and Implementing Competency Systems	72

LEADERSHIP & TEAM MANAGEMENT

• Manage Your Team Dynamics!	74
• Leadership Skills For Supervisors	74

OCCUPATIONAL SAFETY & HEALTH (OSH) / KURSUS DALAM BAHASA MALAYSIA

• Accident Investigation	76
• Formation Of An Effective Safety & Health Committee	76
• Occupational Safety & Health Act 1994	77
• Occupational Safety & Health at the Workplace	77
• OSH Management System for Executives (OSHMS)	78
• OSH Performance-for Small-Medium Enterprises	78
• Understanding & Implementing OSH Act 1994 And Its Regulations	79
• Understanding and Implementing Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease Regulations 2004 (NADOPOD)	79
• Behavioural Based Safety (BBS)	80
• Job Safety Analysis (JSA)	80
• Occupational Safety and Health in the Office	81
• Fire and Emergency Response Plan	81
• Hazard Identification, Risk Assessment And Risk Control (HIRARC)	82
• Chemical Safety: Managing Chemical Hazard At The Workplace	82
• Understanding Chemical Data & Legal Requirements	83

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

• Microsoft EXCEL	
• Microsoft POWERPOINT	
• Microsoft PROJECT	
• Microsoft WORD	
• Microsoft ACCESS	



Human Resource Development Corporation Guidelines



MEF and MEF Academy courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992.

Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the **HRD Corp Claimable Course Scheme** to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?

HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1 April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?

MEF Academy will submit their Courses registration via the HRDC e-Tris system. Once course is approved as **Claimable Course** (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application. Once HRDC approves Employer grant, the company must provide the approved grant code to MEF Academy.

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of MEF Academy invoice. MEF Academy will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?

Please click on link for information on training grants application: <https://hrdcorp.gov.my/employer-guidelines/>

4. What are the supporting documents required?

Please click on link for information on training grants application: <https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/>

5. How can a training provider submit a complete claim application for a training that has been conducted?

There are two (2) types of claims for **HRD Corp Claimable Course**. Training Providers will have to submit claims for the course fees while employers will submit the claims for their allowances.

Please click on the following link for more information on training claims application:

- <https://hrdcorp.gov.my/employer-guidelines/>
- <https://hrdcorp.gov.my/training-provider-forms>

Note:

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my

Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at ithelpdesk@hrdcorp.gov.my

IMPORTANT NOTICE:

- Due to the above HRDC Corp Claimable Courses process, **MEF Academy training fees for members will be INCLUSIVE of Sales and Service Tax (SST)**. However for non-members, the stated training fees will be **EXCLUDING** the SST and stated in the brochure/invoice.
- In the event HRDC rejects the Employer approved grant submitted by MEF Academy, for any unresolved queries or lack of documentation on the training (including short of attendance timing, change of participant details or unqualified participants eg. foreigner) MEF Academy reserves the right to issue invoice directly to the company / employer. Thereby the company is obligated to settle the MEFA invoice directly for training conducted and services provided to the company.

TRAINING PROGRAM ADMINISTRATION

Registration

Persons interested in participating in any of the courses should submit their names via link or QR Scan their nominations to MEF Academy not later than one week prior to the commencement of the course. Registration is on a first come first serve basis.

Payment for Non-HRDC Employers

Payment must be made in favour of **MEF Academy Sdn Bhd**, unless specifically notified.

Confirmation Process

Once the public programme is confirmed with the minimum members of participants, the official confirmation will be issued. Upon final participant confirmation, **no cancellation will be allowed**. However replacement of participants are welcome.

Withdrawal and Cancellation Fees

Participants, who have registered and who wish to withdraw from any of the courses, should inform the MEF Academy in writing at least two working days before the commencement of the course.

Participants who have confirmed, but do not show up or attend only part of the training, will be charged full course fees.

Certificate

Certificates of attendance will be issued to participants who attend a full course. Certificates for both in-house and public courses will be issued to the participants, upon full settlement of course fees by HRDC or the company.

Course Fees

The course fees are inclusive of course materials and certificates. For classroom training, meals & refreshment may be separately charged whilst parking fees are self-payment.

* Sales and Service Tax (SST)

All course fees will be subject to Sales and Service Tax (SST) as announced by the government in 2023.



Training Registration Form / Online Form QR Code

☐

TRAINING PROGRAMMES

MEF ACADEMY SDN BHD

Attn : Pn. Zana / Pn. Ina
E-mail : roszanariah@mef.org.my / nazlina@mef.org.my
Tel : 603 - 7498 7200 – Ext. 7244 / 7237

☐

UNIVERSITY & ACADEMIC COURSES

MEF ACADEMY SDN BHD

Attn : Mr. Lim Chan How
E-mail : chanhow_lim@mef.org.my
Tel : 603 - 7498 7200 – Ext 7243

☐

MEF – IPOH BRANCH

c/o MEF Perak Branch
A-1-3, 1st Floor, Wisma MFCB
No. 1, Persiaran Greentown 2
Greentown Business Centre, 30450 Ipoh, Perak.
Attn : Pn. Manjit Kaur
E-mail : mefip@mef.org.my
Tel : 605 - 210 3800

☐

MEF – SOUTHERN REGION

c/o MEF Johor Branch
No. 17-01 & 17-02, Jalan Cantik 6
Taman Pelangi Indah, 81800 Ulu Tiram, Johor.
Attn : Pn. Liza
E-mail : mefjb@mef.org.my
Tel : 607-679 7500

☐

MEF – SARAWAK BRANCH

c/o MEF East Malaysia Branch
Lot 376, Section 54, Kuching Town
Land District (Commonly Known As L3-03
(Second Floor)) DUBS Commercial / Complex
Jalan Petanak, 93100 Kuching, Sarawak.
E-mail : mefkch@mef.org.my
Tel : 6082 - 405 200

☐

MEF – NORTHERN REGION

c/o MEF Penang Branch
GF-12 Kompleks Sempilai, Jalan Sempilai,
13700 Seberang Jaya, Pulau Pinang
Attn : Cik Alyaa Izyan
E-mail : mefpg@mef.org.my
Tel : 604 - 688 0300

☐

MEF – EAST COAST REGION

c/o MEF Pahang Branch
B-8 & B-10, 1st Floor, Jalan Haji Ahmad 3
Sri Pahang Business Centre
25300 Kuantan, Pahang.
Attn : Pn. Rohana
E-mail : mefktn@mef.org.my
Tel : 609 - 509 1700

☐

MEF – SABAH BRANCH

c/o MEF East Malaysia Branch
Lot No 1, Block A, 3rd Floor, Damai Point
Luyang, 88300 Kota Kinabalu, Sabah.
Attn : Cik Maryama
Email : mefkk@mef.org.my
Tel : 6088 - 634 800

We would like to enrol:

Mr / Ms Full Name	Designation	E-mail & Tel No (Trainee)	Course	Date & Venue

Company

Address

Tel No

Fax No

Contact person

Designation

E-Mail Contact Person

Signature

Attached is our cheque no.

Payable to : **MEF ACADEMY SDN BHD**

Account No: AFFIN ISLAMIC BANK BHD 105280002875

NO CASH PAYMENT / CASH CHEQUE ACCEPTED

Please tick ☐ where applicable and fax / send the registration form to the respective offices where the course is being held. For further information on the courses, please contact the nearest MEF office.



SCAN ME



In-House Training Request Form

Thank you for your interest in MEF's in-house training programs. Kindly complete the details required below for purposes of preparing the proposal and quotation. For any inquiries, please contact us at 03 - 7498 7200

COMPANY NAME

Please provide complete name

MEMBERSHIP NUMBER / INDIVIDUAL OR GROUP

Please provide membership number, and whether this is individual or group membership. Please note quotations differ for members and non-members.

CONTACT NAME

TELEPHONE NO

Please provide name & tel number of contact person

EMAIL ADDRESS

FAX NO

Please provide email address & fax number. Kindly mark the preference for us to revert via email or fax.

Please provide complete details on the programs requested:

COURSE TITLE

PARTICIPANTS

Please state title of program. Kindly note that we have similar Public Programs available conducted at MEF premises. Please contact us for the scheduled dates.

Please state number of participants per program. Note that quotation varies according to the number stated. We recommend limit of 20-25 participants per course.

PSMB CLAIM

TENTATIVE DATES / PERIOD

Please state if PSMB claim will be made

Please provide dates or tentative period for this training.

OBJECTIVES TO BE ACHIEVED

Please briefly clarify the objectives to be achieved or skills gap to be addressed with this training

LOCATION OF TRAINING / DISTANCE

Please state the venue for the training and an estimate distance from PJ / KL or from the nearest airport, for estimation of travelling expenses.

POSTPONEMENT OR CANCELLATION

Once In-House training is confirmed, the company is required to complete Confirmation Letter with company signatory / stamp which constitutes contract for service by MEF Academy. Accordingly, company may NOT cancel the training and invoice will be issued for the confirmed training. However postponement of the training may be rescheduled, with due notice of 5 working days."

Upon completion, please send Form via email to

☛ **MEF ACADEMY SDN BHD (MEFA) –**

- HR & Management courses – thilagarani@mef.org.my
- HR & Regional courses – vahlsan@mef.org.my
- IR & Diploma courses – aspa@mef.org.my
- University courses – chanhow_lim@mef.org.my
- Certificate / IT / OSH courses – roszana@mef.org.my
- Public courses enquiries – nazlina@mef.org.my
- Finance enquiries – kenix@mef.org.my
– fatihah@mef.org.my

▲ MEF – IPOH BRANCH

A-1-3, 1st Floor, Wisma MFCB, No. 1
Persiaran Greentown 2
Greentown Business Centre, 30450 Ipoh, Perak.
E-mail : mefip@mef.org.my
Tel. : 605 - 210 3800

▲ MEF – NORTHERN REGION

GF-12 Kompleks Sempilai, Jalan Sempilai
13700 Seberang Jaya, Pulau Pinang.
E-mail : mefpg@mef.org.my
Tel. : 604 - 688 0300

▲ MEF – SOUTHERN REGION

No. 17-01 & 17-02, Jalan Cantik 6
Taman Pelangi Indah, 81800 Ulu Tiram, Johor.
E-mail : mefjb@mef.org.my
Tel : 607 - 679 7500

▲ MEF – EAST COAST REGION

B-8 & B-10, 1st Floor, Jalan Haji Ahmad 3
Sri Pahang Business Centre
25300 Kuantan, Pahang.
E-mail : mefktn@mef.org.my
Tel. : 609 - 509 1700

▲ MEF – SARAWAK BRANCH

Lot 376, Section 54, Kuching Town Land District
(Commonly known as L3-03 (Second Floor))
DUBS Commercial Complex
Jalan Petanak, 93100 Kuching, Sarawak.
E-mail : mefkch@mef.org.my
Tel. : 6082 - 405 200

▲ MEF – SABAH BRANCH

Lot No 1, Block A, 3rd Floor,
Damai Point, Luyang,
88300 Kota Kinabalu, Sabah.
Email: mefkk@mef.org.my
Tel : 6088 - 634 800

ADDITIONAL INFORMATION

Please state any further details that may be required by your company.

Public Training Calendar 2024 • MEF Academy Petaling Jaya

Dates stated are subject to confirmation or as published via future email notices. All Course Outlines are available at the MEF Academy website www.mef.org.my/mefacademy in the Training Directory 2024 image icon (click & scroll down).

INDUSTRIAL RELATIONS TRAINING					SCHEME	DAYS	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
ULL	Understanding Labour Laws (English/Mandarin)	SBL Khas	2	1600					5-6			10-11				9-10			
EAR	Employment Act 1955 & Regulations (Inc Books)	SBL Khas	2	1800		18					9-10				13-14				10-11
MAK	Memahami Akta Kerja 1955 (Inc Books)	SBL Khas	2	1800					19-20					11-12				4-5	
IRA	Industrial Relations Act 1967 (Inc Books)	SBL Khas	2	1800				20-21				27-28					8-9		
CB	Collective Bargaining (Inc Books)	SBL Khas	2	1800							15-16			5-6					12-13
DP	Disciplinary Procedures	SBL Khas	2	1600							22-23					5-6			
TMMD	Tatacara Menangani Masalah Disiplin	SBL Khas	2	1600					18-19					13-14				11-12	
HMA	Handling Misconduct of Absenteeism (Inc Books)	SBL Khas	1	1000			16						7				15		
TE	Termination of Employment	SBL Khas	2	1600			14-15					9-10			15-16				
ELFN	Employment Laws For Non-HR Managers	SBL Khas	2	1600					7-8				13-14					4-5	
CME	Criminal Misconduct in Employment (Inc Books)	SBL Khas	1	1000					9				20					15	
ER	Employment Relationship (Inc Books)	SBL Khas	2	1800					25-26					1-2				14-15	
DI	Domestic Inquiry	SBL Khas	1	1000			29					31			22				19
INDUSTRIAL RELATIONS WORKSHOP																			
MWI	Managing Workplace Issues	SBL Khas	2	1600									5-6				2-3		
PACA	Practical Aspects of Collective Agreement Negotiations	SBL Khas	2	1600		17-18			18-19				20-21					6-7	
MWM	Managing Workforce Misconduct- Effective Disciplinary Process & Domestic Inquiry Procedures (NEW)	SBL Khas	2	1600								13-14			13-14				
ICCM	Implementing Cost – Cutting Measures (NEW)	SBL Khas	2	1600								30-31						7-8	
HUMAN RESOURCE & TALENT DEVELOPMENT								JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
TI	Training Impact – What Next?	SBL Khas	2	1600						1-2			4-5				1-2		
NTU	Train The Trainer	SBL Khas	2	1600						18-19			27-28					5-6	
TTT	Certified HRDC Train The Trainer (NEW)	SBL Khas	5	2788						11-15						2-6			
HRFB	HR for Beginners	SBL Khas	2	1600							15-16					2-3			
CTNA	Certified Training Needs Assessor	SBL Khas	2	1800			19-20					30-31				10-11			
CPT	Certified Professional Trainer	SBL khas	2	2000					1-2						6-7				
COJT	Certified On The Job Trainer	SBL Khas	2	2000			27-28							10-11					7-9
RECRUITMENT & COMPETENCY SERIES																			
BBIS	Mastering Behavioural Based Interviewing	SBL Khas	2	1600						11-12			24-25					8-9	
BIAS	Behavioural Interview Assessment Using The STAR Methodology	SBLKhas	1	850			14					27					2		
CMP	Competency Mapping For Performance Improvement	SBL Khas	2	1600					16-17					17-18				6-7	
CBSP	Developing & Implementing Competency Systems	SBL Khas	2	1600					28-29					29-30					
CBHR	Competency Based Human Resource Management	SBL Khas	2	1800			1-2			4-5						25-2			
PERFORMANCE MANAGEMENT & COMPENSATION BENEFITS																			
PCC	Power of Coaching & Counselling for Performance	SBL Khas	2	1600					9-10						5-6				
PIPC	Performance Improvement Plan with Coaching (C.L.E.A.R Model) (NEW)	SBL Khas	2	1600			19-20				23-24				22-23				
CTRP	Certificate Total Rewards Professional (NEW)	SBL Khas	2	1800							15-16				11-12			6-7	
CPCC	Certificate In Performance Coaching & Counselling	SBL Khas	3	2200			5-7							2-4					11-13
BFM	Certificate In Basic Financial Management	SBL Khas	3	2200					26-28						26-28			20-22	

• All programmes can be conducted in-house and customised to your organisation's needs.

** All course fees are as follows : For Members – the price indicated includes SST
For Non-members – the price indicated EXCLUDES SST
(as announced by government in 2023)

All courses are HRDC claimable. **Selected Programs will be offered 'ONLINE' and scheduled in 2024**



Public Training Calendar 2024 • MEF Academy Petaling Jaya

Dates stated are subject to confirmation or as published via future email notices. All Course Outlines are available at the MEF Academy website www.mef.org.my/mefacademy in the Training Directory 2024 image icon (click & scroll down).

MANAGEMENT & SUPERVISORY SKILLS					SCHEME	DAYS	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AMT	Advanced Management Training	SBL Khas	2	1600						28-29			26-27			24-25			
BMT	Basic Management Training	SBL Khas	2	1600							24-25				22-23				
TPM	The Professional Manager	SBL Khas	2	1600							1-2			11-12		19-20			
ESS	Supervisory Skills For The New Workforce	SBL Khas	2	1600						21-22			27-28					6-7	
ESS	The New Supervisor	SBL Khas	2	1600				19-20				9-10					1-2		
PE	Penyelia Efektif	SBL Khas	2	1600							4-5				15-16				
DSM	Developing Supervisors Into Managers Workshop	SBL Khas	2	1600								6-7					22-23		
CUSTOMER SERVICE																			
FSCS	Customer Service Superstar	SBLKhas	2	1600						6-7			27-28			19-20			
FAYS	Frontliners - At Your Service!!	SBLKhas	1	850				19					12				9		
WDC	Winning Difficult Customers	SBL Khas	1	850						11		27			13				
COMMUNICATION & EQ																			
MYBE	Mind Your Business English	SBL Khas	2	1600			15-16						7-8			7-8			
BWMS	Business Writing – Made Simple!	SBL Khas	2	1600							11-12				17-18				
CEQ	Communication & Emotional Intelligence	SBL Khas	1	850			10				24			24					
PCIS	Power of Interpersonal & Communication Skills at Work Place	SBL Khas	2	1600	18-19					25-26				26-27					
EETQ	Email Etiquette (NEW)	SBL Khas	1	850			7						28				19		
PYP	Projecting Your Presentation Skills	SBL Khas	2	1600						11-12					8-9				4-5
MOTIVATION & ADMINISTRATION																			
HTBE	You Can Do It!- How To Be Effective at Work	SBL Khas	1	850						25			5				4		
PWA	Positive Attitude At Your Workplace	SBL Khas	2	1600				6-7					26-27			23-24			
PWC	Positive Work Culture	SBL Khas	1	850				28					19				14		
SKP	Sikap Kerja Positif	SBL Khas	2	1600			20-21						27-28			23-24			
HWS	Handling stress for non-Executives	SBL Khas	1	850			22						24			11			
ECSOS	Excellent Clerical Skills for organization success	SBL Khas	2	1600			15-16						6-7				2-3		
KKOB	Keberkesanan Kerani, Organisasi Berjaya	SBL Khas	2	1600			18-19						11-12			3-4			
KE	Kecerdasan Emosi	SBL Khas	1	850			16					30					20		
FLEXIBLE WORK ONLINE SERIES																			
EQR	EQ Resilience @ Work	SBL Khas	1	700			14-15					14-15					17		
DKCWFH	Developing Key Competencies for Working From Home	SBL Khas	1	700			23-24				11-12			8-9					
PCWFH	Managing Performance of Work From Home Employees	SBL Khas	1	700			21-22					7-8					17-18		
APWFH	Performance Appraisals For Work From Home Employees	SBL Khas	1	700				25-26						1-2					
ESFRW	Effective Strategies for Remote working	SBL Khas	1	700			20-21					1-2					5-6		
STM	Stress & Time Management for WFH	SBL Khas	1	700							18-19			1-2					
RTWM	Return To Work Motivation	SBL Khas	1	700						20-21				29-30					
LEADERSHIP & TEAM MANAGEMENT																			
MYTD	Manage Your Team Dynamics!	SBL Khas	1	850			4							26				21	
CLS	Certificate in Professional Leadership Management	SBL Khas	2	1800						20-21				12-13					
LS	Leadership Skills for Supervisors	SBL Khas	2	1600	15-16						13-14					26-27			

• All programmes can be conducted in-house and customised to your organisation's needs.

** All course fees are as follows : For Members – the price indicated includes SST
For Non-members – the price indicated EXCLUDES SST
(as announced by government in 2023)

All courses are HRDC claimable. *Selected Programs will be offered 'ONLINE' and scheduled in 2024*

Public Training Calendar 2024 • MEF Academy Petaling Jaya

Dates stated are subject to confirmation or as published via future email notices. All Course Outlines are available at the MEF Academy website www.mef.org.my/mefacademy in the Training Directory 2024 image icon (click & scroll down).

OCCUPATIONAL SAFETY & HEALTH (OSH)				SCHEME	DAY	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
OSH 01	Accident Investigation	SBL Khas	2	1600						18-19				5-6				
OSH 02	Formation of an Effective Safety & Health Committee	SBL Khas	2	1600				6-7					8-9					10-11
OSH 03	Understanding OSHA Act & Amendments	SBL Khas	1	850		22				25					3			
OSH 04	OSH at the Workplace	SBL Khas	2	1600			5-6					13-14			26-27			
OSH 05	OSH Management System for Executives (OSHMS)	SBL Khas	2	1600			26-27					27-28				8-9		
OSH 06	OSH Performance – for Small-Medium Enterprises	SBL Khas	1	850						1					2			
OSH 07	Understanding & Implementing OSH Act 1994 and Its Regulations	SBL Khas	2	1600				28-29				6-7			10-11			
OSH 08	Understanding and Implementing Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease Regulations 2004 (NADOPOD)	SBL Khas	1	850				13					12			1		
OSH 09	Behavioural Based Safety (BBS)	SBL Khas	1	850					1				17				7	
OSH 10	Job Safety Analysis (JSA)	SBL Khas	1	850			28						15				19	
OSH 11	Occupational Safety and Health in the Office	SBL Khas	1	850			5						26				25	
OSH 12	Fire and Emergency Response Plan	SBL Khas	1	850				12						21				
OSH 13	Hazard Identification , Risk Assessment And Risk Control (HIRARC)	SBL Khas	2	1600			22-23						30-31					16-17
OSH 14	Chemical Safety: Managing Chemical Hazard At The Workplace	SBL Khas	2	1600			27-28					24-25						10-11
OSH 15	Certificate Occupational Safety & Health Coordinator	SBL Khas	3	–						23-25					9-11			
OSH 16	Understanding Chemical Data & Legal Requirements <i>(NEW)</i>	SBL Khas	1	850				27						5			22	

KESELAMATAN & KESIHATAN PEKERJAAN (OSH)				SKIM	HARI	BAYARAN	JAN	FEB	MAC	APR	MEI	JUN	JUL	OGO	SEP	OKT	NOV	DIS
OSH 01	Penyiasatan Kemalangan di Tempat Kerja	SBL Khas	2	1600					5-6									
OSH 02	Penubuhan Jawatankuasa Keselamatan dan Kesihatan Pekerjaan	SBL Khas	2	1600							6-9							
OSH 03	Memahami Akta Keselamatan dan Kesihatan Pekerjaan dan Peraturan-peraturan	SBL Khas	2	1600					1-2									
OSH 04	Keselamatan dan Kesihatan di Pejabat	SBL Khas	2	1600			5-6						16-17					
OSH 05	Plan Keselamatan Kebakaran di Tempat Kerja	SBL Khas	1	850								13			25			
OSH 06	Pengenalan-Pastian, Penaksiran Risiko dan Kawalan Risiko	SBL Khas	2	1600							7-8					10-11		
OSH 07	Keselamatan Bahan Kimia Berbahaya di Tempat Kerja	SBL Khas	2	1600							25							
OSH 08	Memahami Risalah Data Keselamatan (Bahan Kimia)	SBL Khas	1	850					1				17				7	

• All programmes can be conducted in-house and customised to your organisation's needs.

** All course fees are as follows : For Members – the price indicated includes SST
For Non-members – the price indicated EXCLUDES SST
(as announced by government in 2023)

All courses are HRDC claimable. *Selected Programs will be offered 'ONLINE' and scheduled in 2024*



Public Training Calendar 2024 • MEF Academy Petaling Jaya

Dates stated are subject to confirmation or as published via future email notices. All Course Outlines are available at the MEF Academy website www.mef.org.my/mefacademy in the Training Directory 2024 image icon (click & scroll down).

CORE MICROSOFT EXCEL COURSES															
	DAY (Hour)	FEE RM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	HRD CORP CLAIMABLE
Microsoft PowerPoint (Fundamental & Intermediate)	1 (7 hr)	212.00	15	5	11	1	8	6	22	5	4	7	4	4	YES
Microsoft PowerPoint (Advanced)	1 (7 hr)	233.20	16	8	12	2	9	7	23	6	5	8	5	5	YES
Effective Presentation using Microsoft PowerPoint	1 (7 hr)	318.00	22	21	13	18	27	13	29	12	18	14	11	12	YES
Infographic: Your PowerPoint Tool to an Engaging and Effective Presentation	1 (7 hr)	371.00	23	22	20	19	28	14	30	13	19	15	12	13	YES
MICROSOFT PROJECT COURSE															
Microsoft Project Made Easy	1 (7 hr)	477.00	19	2	25	3	21	4	30	26	30	4	22	11	YES
MICROSOFT WORD COURSE															
Discover The Techniques to A Professional Word Report	1 (7 hr)	371.00	3	27	19	23	6	4	15	7	20	10	14	26	YES
Microsoft Word Mail Merge in Depth Application	1 (7 hr)	477.00	4	28	21	24	7	5	16	8	25	9	6	30	YES
MICROSOFT ACCESS COURSE															
Microsoft Access (Fundamental & Intermediate)	2 (14 hr)	636.00	-	6-7	-	4-5	-	12-13	-	5-6	-	9-10	-	9-10	YES
Microsoft Access (Fundamental & Intermediate)	2 (14 hr)	636.00	11-12	-	11-12	-	8-9	-	1-2	-	9-10	-	7-8	-	YES
Microsoft Access (Advanced)	2 (14 hr)	636.00	-	8-9	-	29-30	-	27-28	-	21-22	-	28-29	-	26-27	YES
Microsoft Access (Advanced)	2 (14 hr)	636.00	17-18	-	26-27	-	20-21	-	9-10	-	19-20	-	18-19	-	YES
MICROSOFT EXCEL COURSE															
Microsoft Excel Essential Skills (Level 1 & 2)	2 (14 hr)	455.80	11-12	6-7	14-15	4-5	6-7	10-11	15-16	5-6	9-10	17-18	4-5	12-13	YES
Manipulating Data Effectively with Microsoft Excel (Level 1 & 2)	2 (14 hr)	487.60	17-18	21-22	21-22	15-16	13-14	24-25	22-23	15-16	19-20	28-29	18-19	19-20	YES
Microsoft Excel Essential Skills (Level 1)	2 (7 hr)	227.90	11	6	14	4	6	10	15	5	9	17	4	12	YES
Microsoft Excel Essential Skills (Level 2)	2 (7 hr)	227.90	12	7	15	5	7	11	16	6	10	18	5	13	YES
Manipulating Data Effectively with Microsoft Excel (Level 1)	2 (7 hr)	243.80	17	21	21	15	13	24	22	15	19	28	18	19	YES
Manipulating Data Effectively with Microsoft Excel (Level 2)	2 (7 hr)	243.80	18	22	22	16	14	25	23	16	20	29	19	20	YES
HIGH END MICROSOFT EXCEL COURSES - MANAGING AND ANALYSING DATA															
Data Management with Pivot Table using Microsoft Excel	1 (7 hr)	561.80	10	20	6	22	15	12	17	7	18	14	6	4	YES
What If Analysis with Microsoft Excel	1 (7 hr)	636.00	29	23	1	30	8	6	24	21	3	29	13	17	YES
HIGH END MICROSOFT EXCEL COURSES - FUNCTIONS & FORMULAS															
Data Analysing with Microsoft Excel Functions	1 (7 hr)	350.00	3	23	6	1	8	5	24	14	11	11	6	5	YES
Optimizing the Power of Microsoft Excel 365	1 (7 hr)	561.80	4	9	6	22	15	11	9	23	18	3	26	23	YES
Microsoft Excel Functions & Formulas	2 (14 hr)	1007.00	8-9	21-22	7-8	15-16	6-7	10-11	10-11	12-13	12-13	15-16	11-12	4-5	YES
Advanced Microsoft Excel Functions & Formulas	1 (7 hr)	636.00	15	28	20	22	13	27	22	19	26	24	25	9	YES
Mastering Microsoft Excel Array Formulas	1 (7 hr)	636.00	30	29	13	23	14	28	23	20	27	25	26	10	YES
Unleash the Power of Microsoft Excel Lookup Functions	1 (7 hr)	636.00	10	5	13	29	15	5	17	14	2	28	13	18	YES
HIGH END MICROSOFT EXCEL COURSES - AUTOMATION OF TASKS															
Tasks Automation with Microsoft Excel Macro / VBA (Fundamental & Intermediate)	2 (14 hr)	1049.40	8-9	7-8	18-19	2-3	2-3	13-14	4-5	22-23	9-10	17-18	14-15	2-3	YES
Tasks Automation with Microsoft Excel Macro / VBA (Advanced)	2 (14 hr)	1166.00	15-16	26-27	25-26	15-16	6-7	20-21	29-30	28-29	23-24	28-29	21-22	30-31	YES
Microsoft Excel Survey Automation and Consolidation	1 (7 hr)	636.00	24	9	13	17	20	12	11	30	3	8	27	24	YES
HIGH END MICROSOFT EXCEL COURSES - ANALYTIC MODELS															
Interactive Visual Dashboard Reporting and Analysis with Microsoft Excel	2 (14 hr)	1400.00	4-5	5-6	11-12	18-19	9-10	20-21	15-16	26-27	12-13	21-22	18-19	2-3	YES
HIGH END MICROSOFT EXCEL COURSES - POWER BUSINESS INTELLIGENT															
PowerQuery: Transforming work processes in Microsoft Excel	1 (7 hr)	954.00	16	19	18	17	20	12	2	21	23	23	25	19	YES
Advanced PowerQuery Functions in Data Transformation	1 (7 hr)	954.00	30	26	20	29	29	26	3	28	24	24	26	20	YES
PowerPivot : Powerful Data Analysis and Data Modelling in Microsoft Excel	2 (14 hr)	1908.00	29-30	19-20	7-8	4-5	23-24	10-11	18-19	1-2	19-20	7-8	11-12	12-13	YES
PowerPivot DAX Functions	1 (7 hr)	954.00	31	28	25	17	30	12	29	23	25	23	8	23	YES
Power BI Desktop Essential Skills	2 (14 hr)	1400.00	2-3	21-22	14-15	18-19	13-14	13-14	10-11	19-20	4-5	9-10	18-19	9-10	YES
PowerBI Data Modelling	1 (7 hr)	700.00	18	23	26	30	21	4	12	22	18	14	1	16	YES
Advanced Analytic to PowerBI	2 (14 hr)	1400.00	8-9	27-28	21-22	25-26	27-28	24-25	25-26	26-27	26-27	15-16	28-29	17-18	YES
MICROSOFT EXCEL COURSES - HUMAN RESOURCES APPLICATION															
Optimizing the Power of Microsoft Excel in HR	2 (14 hr)	1007.00	11-12	19-20	4-5	25-26	2-3	27-28	18-19	19-20	26-27	23-24	11-12	23-24	YES
Applying Microsoft Excel for HR	2 (7 hr)	350.00	29-30	28-29	14-15	2-3	16-17	4-5	25-26	1-2	12-13	17-18	28-29	19-20	YES
HR Dashboard Analytics	2 (14 hr)	1400.00	22-23	7-8	14-15	23-24	9-10	20-21	22-23	8-9	2-3	21-22	4-5	17-18	YES
MICROSOFT EXCEL COURSES - SALES & MARKETING															
Analysing Sales & Marketing Data using Microsoft Excel	2 (14 hr)	1007.00	8-9	5-6	18-19	29-30	20-21	24-25	25-26	15-16	23-24	1-2	28-29	30-31	YES

- All programmes can be conducted in-house and customised to your organisation's needs.
- ** All course fees are as follows : For Members – the price indicated includes SST
For Non-members – the price indicated EXCLUDES SST
(as announced by government in 2023)

All courses are HRDC claimable. *Selected Programs will be offered 'ONLINE' and scheduled in 2024*

Public Training Calendar 2024 • MEF Academy Regional

Dates stated are subject to confirmation or as published via future email notices. All Course Outlines are available at the MEF Academy website www.mef.org.my/mefacademy in the Training Directory 2024 image icon (click & scroll down).

PENANG		SCHEME	DAY	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
UEAA	Understanding Employment Act and the Amendments	SBL Khas	2	1600						27-28				22-23		
HMA	Handling Misconduct & Absenteeism	SBL Khas	1	1000						6					25	
DI	Domestic Inquiry	SBL Khas	1	1000		26					17					
HSH	Handling Sexual Harrassment at the Workplace	SBL Khas	2	1600				24-25				19-20				
PIPC	Performance Improvement Plan with Coaching (C.L.E.A.R Model)	SBL Khas	2	1600		22-23							16-17			
MOC	Managing Of Contracts	SBL Khas	1	1200			14				9					
JOHOR BAHRU		SCHEME	DAY	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MPP	Managing Poor Performance (PIP) using effective Coaching Tools (C.L.E.A.R Model)	SBL Khas	2	1600								26-27				
UEAA	Understanding Employment Act and the Amendments	SBL Khas	2	1600	8-9											
MWM	Managing Workplace Misconduct & Absenteeism	SBL Khas	2	1600		26-27							2-3			
HRB	HR for Beginners	SBL Khas	2	1600			11-12									
CB	Collective Bargaining	SBL Khas	2	1600				22-23						14-15		
OSHA	Understanding OSHA Act & Amendments	SBL Khas	2	1600					29-30							
DI	Domestic Inquiry	SBL Khas	1	1000						28						
HSH	Handling Sexual Harassment at the Workplace	SBL Khas	2	1600											5-6	
TNS	The New Supervisor	SBL Khas	2	1600						6-7						
MHP	Managing & Handling Probationers	SBL Khas	1	950					6							
SARAWAK & SABAH		SCHEME	DAY	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
UEAA	Basic Introduction on The Employment and Industrial Relations Law	SBL Khas	1	850	22											
MWM	Understanding Key Provisions of Labour Ordinance Sarawak Chapter 76	SBL Khas	2	1600		28-29										
HRB	Understanding Key Provisions of Industrial Relations Laws & Practices in Malaysia	SBL Khas	2	1600			25-26									
EHRP	Excel For HR Professionals	SBL Khas	2	1600				23-24								
DI	Domestic Inquiry : Procedure	SBL Khas	2	1600				29-30								
PMED	Performance Management & Employee Development	SBL Khas	2	1600						26-27						
EIR	Basic Intro on the Employment and Industrial Relations Law	SBL Khas	1	850							24					
LOSC	Understanding Key Provisions of Labour Ordinance Sabah Chapter 76	SBL Khas	2	1600								12-13				
PAHANG		SCHEME	DAY	FEE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
UEAA	Understanding Employment Act and the Amendments	SBL Khas	2	1600			18-19						26-27			
HMA	Handling Misconduct & Absenteeism	SBL Khas	1	1000						6					25	
DI	Domestic Inquiry	SBL Khas	1	1000							17					
HRFB	HR for Beginners	SBL Khas	2	1600					14-15							

For trainings conducted in Hotels, the fees may be vary between RM50-RM100 per participant.

For more information on PUBLIC or INHOUSE courses, please contact MEF Regional / Branch Office:

- **MEF ACADEMY SDN BHD** or **MEF REGION / BRANCH**
– MEF Branch Contact details on page 6.

- All programmes can be conducted in-house and customised to your organisation's needs.
- ** All course fees are as follows : For Members – the price indicated includes SST
For Non-members – the price indicated EXCLUDES SST (as announced by government in 2023)

MEF ACADEMY SDN BHD

3A06-3A07, Block A, Pusat Dagangan Phileo Damansara II, No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor D.e.

Homepage: <http://www.mef.org.my/mefacademy>

Attn : Pn Zana (roszanariah@mef.org.my) / Pn Aspa (aspa@mef.org.my)
Pn Nazlina (nazlina@mef.org.my) / Mr Sri Vahlsan (vahlsan@mef.org.my)

UNIVERSITY & ACADEMIC COURSES



Academic courses are awarded credit points and exemptions for MEF Academy and the partner University Masters Programme with Dual Qualification. Commencement Dates will be published via future email notices.



COURSES OFFERED:

- ▶ Doctorate Business Administration (DBA) – *tbc*
- ▶ Master Human Resource Management
- ▶ Master Business Administration (MBA)
- ▶ Professional Diploma in Industrial Relations
- ▶ Professional Diploma in Human Resource Management & Development
- ▶ Professional Diploma in Business Management

Dual Qualification

- ▶ *Certificate in Human Resource Management*
- ▶ *Certified Human Resource Practitioner*
- ▶ *Certified Human Resource Professional*
- ▶ *Certified Human Resource Manager*
- ▶ *Certificate in Industrial Relations*
- ▶ *Certified Industrial Relations Practitioner*
- ▶ *Certified Industrial Relations Professional*
- ▶ *Certified Industrial Relations Manager*

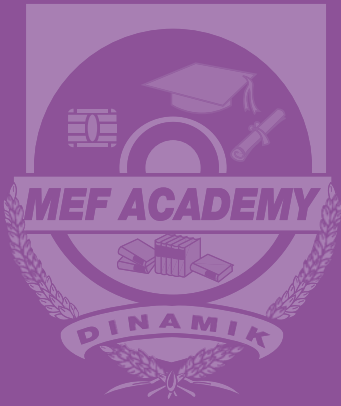
- ▶ Certified HRDC Train The Trainer
- ▶ Certified Training Needs Assessor
- ▶ Certified On-The-Job Trainer (OJT)
- ▶ Certified Professional Trainer
- ▶ Certificate in Professional Leadership Management
- ▶ Certificate in Basic of Business Operations Management
- ▶ Certificate in Basic of Finance Management
- ▶ Certificate in Supervisor Development
- ▶ Certificate in Performance Coaching and Counselling
- ▶ Certificate in OSHA Coordinator
- ▶ Certificate in Competency Based Human Resource Management

www.mef.org.my/mefacademy

For more details or enquiries, please contact :

MEF ACADEMY SDN BHD

- Tel : 03 - 7498 7200
- Email : thilagarani@mef.org.my
chanhow_lim@mef.org.my
vahlsan@mef.org.my



• UNIVERSITY & ACADEMIC COURSES



Professional Diploma in Industrial Relations

MEF Academy Executive Diploma in Industrial Relations – the only comprehensive industrial relations course in collaboration with and endorsed by the International Labour Organization (ILO).

The Executive Diploma is designed as an in-depth advanced course targeted at Human Resource practitioners and specialist Industrial Relations / Labour Laws personnel. This is a highly acclaimed and private sector recognized course, conducted by industrial relations practitioners, lawyers, human resource specialist, academicians and representatives from the ILO. The syllabus covers an excellent blend of theory and practical knowledge covering the entire scope of industrial relations & labour laws in Malaysia and its application within the human resource management framework.

The program is designed to:

- Formalize the competency standards required for effective application of the industrial relations & labour law activities within an organization.
- Provide formalised qualification and recognition for Industrial Relations & Labour Laws specialist.
- Provide a comprehensive and in-depth understanding of the practice of Industrial Relations & Labour Laws, focusing on critical areas which equip participants with the skills to handle industrial relations.
- Develop knowledge and skills in providing practical advisory and implementation of industrial relations and labour laws, including first-hand experience in union related scenarios and proceedings in industrial and labour courts.

Who Should Obtain This Degree?

Organizations are encouraged to provide formal certification Diploma in Industrial Relations & Labour Laws competencies for the following categories of staff:

- Human Resource Management (HRM) executives, supervisors and managers
- Industrial Relations (IR) executive, officers & managers involved in the IR administration functions and activities
- Individuals with or without experience, having an interest in Industrial Relations & Labour Laws and seeking to pursue a career in IR or HRM.

Assessment

ASSESSED COMPETENCIES	
Assignment & Project Paper Participants are required to research and develop assignments / project papers to display level of understanding on specific modules	50% of competency assessment
Examination Participants are required to prepare & sit for 4 examination on specified modules to display level of understanding on each module	50% of competency assessment
Course Fee RM 8,500.00	

Organizations are encouraged to provide formal certification Diploma in Industrial Relations & Labour Laws competencies for the following categories of staff:

- Human Resource Management (HRM) executives, supervisors and managers
- Industrial Relations (IR) executive, officers & managers involved in the IR administration functions and activities
- Individuals with or without experience, having an interest in Industrial Relations & Labour Laws and seeking to pursue a career in IR or HRM.

Venue / ONLINE

MEF Training Centre
 3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15,
 Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan,

Date of Commencement

As per schedule

Time

9am - 1pm (Sunday)

Entry Requirements

- Qualification :
 Minimum 3 credits in SPM/SPVM or MCE with 2 years working experience in Human Resource or Industrial Relations.

Certification

Executive Diploma in Industrial Relations will be awarded by the MEF Academy, in collaboration with the International Labour Organisation (ILO) upon completion of all program requirements.



1. Introduction To Employment Laws – Employment Act 1955 (Amendments) & Regulations	3. Trade Union Movement & Trade Union act	5. Grievance Handling Disciplinary Procedure & Termination of Employment
<ol style="list-style-type: none"> Common Law position of employer - employee relations Employment Law – Rights, Liabilities & Remedies Employment Act 1955 <ul style="list-style-type: none"> Definition of employee under EA 1955 Applicability of the EA 1955 Wages Deductions Prohibitions Allowances Hours of work, rest day etc. Registers, Returns and Notice Boards Discussion of Cases on Employment Law Other Employment Legislations & Regulations <ul style="list-style-type: none"> Regulations under Employment Act Termination and lay-off Overtime Children & Young Person's Act Weekly Holidays Act Workers Housing Act Wages Council Act Workmen Compensations Act (foreign workers) Provisions of the EPF / SOCSO laws Provisions of the HRDF Act Role of Labour Department and Labour Court <ul style="list-style-type: none"> Briefing by Labour Dept Field Visit to Labour Court 	<ol style="list-style-type: none"> Trade Unionism in Malaysia <ul style="list-style-type: none"> Classification of unions Number of unions by sector Role and influence of the MTUC / MEF The Trade Union <ul style="list-style-type: none"> Definition Registration Composition Recognition Membership Trade Union Act 1959 <ul style="list-style-type: none"> Workers right to participate in union activities Federal constitutions ILO conventions Registration & de-registration of Trade Unions Officers and employees of Trade Unions Rights and liabilities of Trade Unions Strikes 	<ol style="list-style-type: none"> Grievance Handling <ul style="list-style-type: none"> Four-step approach to handling grievances Grievance Procedure – In Unionized & non-unionized companies Grievance Case Study – Exercise Meaning of Discipline <ul style="list-style-type: none"> Meaning of positive and negative discipline Definition of misconduct Misconduct arising from breaches of express and implied duties Concept of Social Justice Disciplinary Procedures <ul style="list-style-type: none"> Domestic Inquiry Legal & contractual requirements, demands of Natural Justice and Industrial Court Guidelines Domestic Inquiry Procedures Employee Misconduct <ul style="list-style-type: none"> Due inquiry Natural justice Issues under Section 14 EA Case Studies on handling disciplinary problems Misconduct in Employment Constructive Dismissal <ul style="list-style-type: none"> Test for CD Substantive breach Forced resignation Handling claims of CD Forms of termination of employment Mock domestic inquiry exercises
2. Industrial Relations in Malaysia – Industrial Relations Act 1967 & Regulations	4. Dynamics of Collective Bargaining & Productivity / Performance Linked Wage System	6. International Perspective On Employment / Industrial Relations
<ol style="list-style-type: none"> Overview of the Industrial Relations Act 1967 Protection of Rights of Workmen and Employers <ul style="list-style-type: none"> Rights of workmen and employers protection Rights and Prohibitions on employers / trade unions Reference of complaint to Industrial Court Managerial Prerogatives Industrial Court <ul style="list-style-type: none"> Composition Jurisdiction Awards Dispute Resolution <ul style="list-style-type: none"> Negotiation Conciliation Arbitration Role of Industrial Relations Department <ul style="list-style-type: none"> IR Rules Conciliation Field Visit to IR Department Scope of Judicial Review in respect of Minister's decision <ul style="list-style-type: none"> Definition of judicial review Application of judicial review Doctrine of ultra vires Role of Industrial Court <ul style="list-style-type: none"> Briefing on Industrial Court Field Visit 	<ol style="list-style-type: none"> Legal Framework on Collective Bargaining/ Collective Agreements <ul style="list-style-type: none"> Definition Right to collective bargaining ILO Convention No. 98- the Right to Organise and to Bargain Collectively Statutory provisions relating to collective bargaining & collective agreement (IRA): Justification for statutory provisions. Union's proposal for collective agreement Collective Bargaining / Collective Agreements Process <ul style="list-style-type: none"> The company's preparation for collective bargaining Review of financial capacity to pay wage increase Review of comparative terms and conditions of service with Wage fixation policy: Industrial court Awards Consumer Price Index (CPI) & salary adjustment Performance /Productivity Linked Wage System <ul style="list-style-type: none"> PLWS concept Organization, trade union and individual objectives of PLWS Developing Salary Structure Types of incentives What is gain sharing Model of flexi-wage Model for generating profit sharing pool PLWS at Work - Implementation of PLWS <ul style="list-style-type: none"> Case Study 1 Case Study 2 Principles of Collective Agreements Knowing your Collective Agreement Awards Issues in Collective Bargaining Mock Collective Bargaining Process 	<ol style="list-style-type: none"> International evolvement of Industrial Relations (<i>NEW</i>) <ul style="list-style-type: none"> Social clauses & WTO Global compact Free Trade Agreements Social Security Net Corporate Social Responsibility <ul style="list-style-type: none"> Principles & Concept CSR & HR Management Fair Employment Practices International Labour Organisation (ILO) <ul style="list-style-type: none"> Functions of ILO International Labour Standards (ILS) and industrial relations ILO Conventions



Professional Diploma in Human Resource Management & Development

The Professional Diploma in Human Resources Management & Development (PDHRMD) is designed to provide comprehensive competencies for personnel working in / entering into Human Resources field. The course is delivered by MEF / MEFA Consultants, Industry Experts and Speakers from the International Labour Organization (ILO). The course covers the strategic aspects of human resource (HR) management and implementation of effective HR management initiatives, with crucial elements of industrial relations, occupational safety and strategic HRM. The course will be delivered ONLINE during the current Conditional Movement Control Order (CMCO), blended with classroom training to be conducted after the CMCO.

The EDHRM syllabus is designed to:

- Formalize competency standards required for effective administration of the human resource management activities
- Provide qualification and recognition for human resource personnel in anticipation of the implementation of the HR Professional Act.
- Provide strong foundation of the practice of Human Resources Management, focusing on strategic HR, resource planning, performance management, international policies and Malaysian labour & safety laws.
- Develop knowledge and skills in Human Resource Development, including organizational behaviour, competency models and organization culture

Assessed

ASSESSED COMPETENCIES	
Research & Project Paper Assignments Participants are required to research and develop 2 assignment to display level of understand on specific modules	50% of competency assessment
Examination Participants are required to prepare & sit for a comprehensive examination to display level of understanding on each module	50% of competency assessment

Course Fee

RM 7,500.00

Who Should Obtain This Diploma?

Organizations are encouraged to provide formal certification in human resource management and development competencies for the following categories of staff:

- Human Resource Managers, Personnel Executives, HR assistants, non-executives and clerical staff seeking formal qualification in HRMD.
- Operational company personnel currently involved and/or providing assistance in HR administration functions and activities
- Individuals with or without experience, having an interest in HRMD and seeking to pursue a career in HRMD.
- Newcomers to the HRMD area may complete the Certificate level (Module 1 – 4) for future pathway to this Executive Diploma.

Entry Requirements:

- Minimum 3 credits in SPM/SPVM or MCE with 2 years working experience.

Venue / ONLINE

MEF Training Centre
 3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

Date of Commencement

As per schedule

Time

9am - 5pm (Sunday)

Certification

Executive Diploma in Human Resources Management & Development will be awarded by the MEF Academy, in collaboration with the International Labour Organisation (ILO) upon completion of all program requirements.



1. Management Process - Theory & Practice	5. Industrial Labour Laws of Malaysia	8. International Aspects of Human Resource Management
<p>Provides solid foundation on understanding organizations & management:-</p> <ul style="list-style-type: none"> • Management concepts & functions • Development of people management theories • Strategic Human Resource Management 	<ul style="list-style-type: none"> • Introduction to Labour Relations and the Malaysian Industrial Laws. • Scope of the Employment Act 1955 • Employment Law - Rights, Liabilities and Remedies • Scope of Industrial Relations Act 1967 • Rights of workmen and employers protection • Employment contract & terms of service • Employee issues on absenteeism, discipline & misconduct • Disciplinary Procedures & domestic inquiry • Termination of Employment 	<ul style="list-style-type: none"> • Understanding international aspects of human resource management: <ul style="list-style-type: none"> - Social clauses & WTO - Global Impact - Free Trade Agreements - Social Security Net • Corporate Social Responsibility <ul style="list-style-type: none"> - Principles & Concept - CSR & HR Management - Fair Employment Practices • International Labour Organisation (ILO) <ul style="list-style-type: none"> - Functions of ILO - International Labour Standards (ILS) and industrial relations - ILO Conventions
2. Employee Resource Planning & Policies	6. Employees Health & Safety Laws of Malaysia	
<ul style="list-style-type: none"> • Introduction to Human Resource Management • HR Balance Scorecard • Manpower planning & job evaluation • Resourcing strategy, demand & supply forecasting • Organisational structure & design of jobs • Breakdown of job contents of task, activities, tools & equipment and person specification • Recruitment & employment contract • Succession and career management planning. 	<ul style="list-style-type: none"> • Introduction to Malaysian legislation <ul style="list-style-type: none"> - OSH Act, 1994 - Factories and Machinery Act, 1967 - Safety and Health Committee Regulation 1996 • Occupational Health <ul style="list-style-type: none"> - Overview of Occupational Health - Occupational Diseases & Health Related Problem • Occupational Safety <ul style="list-style-type: none"> - Housekeeping and Physical Arrangement - Physical Hazards 	
3. Designing, Benefits Compensation Plans & Policies	7. Organisational Behaviour & Development	
<ul style="list-style-type: none"> • Introduction on Reward Systems • Wage theories like Compensation Management, Job Evaluation Wage setting • Development of Salary Structures • Employee benefits/fringe benefits • Productivity / Performance Linked Wage System (PLWS) • Three dimensional reward system and Industrial Court Guidelines 	<ul style="list-style-type: none"> • Understanding of Organisational Behaviour • Theory on human behaviour • Motivation Models • Impact of Organizational Structure • Group & Team Dynamics • Organisational Leadership • Development of Organizational Culture • Principles of Change management 	
4. Performance Management & Employee Development		
<ul style="list-style-type: none"> • Performance management process & methods • Performance appraisals – quantitative & qualitative approaches • Concepts of Balance Scorecard • Appraisal techniques - competency, key performance indicators, key result areas, management by objectives • Practical aspects of implementing the performance appraisal • Poor performance improvement • Performance development - training needs analysis • Adult learning principles for development • On-the-job training / performance coaching 		



Certificate in Human Resource Management

The MEF Academy – Asia e University Certificate Program in Human Resources Management is designed to provide practical knowledge and skills for individuals currently employed in the human resources and administration function and who are considering entering the Human Resources field.

The program is designed to:

- Formalize the competency standards required for effective administration of the human resource administration activities
- Provide basic qualification and recognition for human resource non-executives, clerical assistants and executives
- Provide an overview of the practice of Human Resources Management, focusing on key HR administration areas which equip participants with skills in performing and supervising activities in the HR department
- Develop knowledge and skills in providing practical assistance in human resource practices including motivation, maintaining and retaining organization employees.

Certification

Certificate will be awarded by MEF Academy and Asia e University to participants upon successful completion of the course. This programme is the foundation for the Executive Diploma in HRM & Development.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

Date of Commencement

As per schedule

Duration

2 months

Time

9am - 5pm (Sunday)

Assessment

ASSESSED COMPETENCIES	
Research & Project Paper Assignments Participants are required to submit an assignment (2,500 words / 10 pages) on : <ul style="list-style-type: none"> • Organisational HR Management Project (25%) • Performance Management Systems Project (25%) 	50% of competency
Examination Participants are required to prepare & sit for a comprehensive examination on all 5 modules to display level of understanding on each module	50% of competency

Course Fee

RM 4,000.00

INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

HR Management Theories and practices

Overview of HR Functions

- Skills, Qualifications of HR Professionals

Understanding HR Administration & Planning

- Processes, duties and roles

HR Reports – communications

Recruitment & Selection – Processes

- Job Requisition – justification and approval
- Job Specifications and Job Description
- Planning and organizing interviews

Appointment letters – Outlines of terms

Employee Induction – Orientation

- Case Studies & Assignment

INTRODUCTION TO CORE EMPLOYMENT LEGISLATIONS

Overview of Employment Act 1955

- on employer-employee relations
- key provisions EA1955

Overview of Industrial Relations Act 1967

- Rights of workmen and employers protection
- Key provisions IRA1967

Overview of Trade Union Act 1959

- Workers right to participate in unions

INTRODUCTION TO PERFORMANCE MANAGEMENT & APPRAISALS

Performance Management

- overview and importance

Performance Appraisals

- understanding evaluation process

Methods of Evaluation

- types of appraisals and ratings

Training Needs Analysis

- process identifying training requirements

OVERVIEW OF OCCUPATIONAL SAFETY AND HEALTH

- Introduction to M'sian legislation
- OSH Act 1994



Certificate in Industrial Relations Management

The MEF Academy Certificate in Industrial Relations is designed to provide basic and practical knowledge & skills for all levels of employees, including industrial relations personnel, human resources personnel, operational supervisors & managers requiring a wide understanding of the industrial relations and labour laws in managing human resources.

The program is designed to:

- Formalize the competency standards required for effective application of the industrial relations activities within an organisation
- Provide basic qualification and recognition for human resource and industrial relations non-executives, clerical assistants and executives.
- Provide an overview of the practice of Industrial Relations & Labour Laws, focusing on key areas which equip participants with the skills in performing and supervising human resource management.
- Develop knowledge and skills in providing practical assistance in disciplinary procedures, termination, collective bargaining and compensation administration.

Certification

Certificate in Industrial Relations Management will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

Assessment

ASSESSED COMPETENCIES	
Research & Project Paper Assignments Research & Project Paper Assignment Participants are required to submit an assignment	50% of competency assessment
Examination Participants are required to prepare & sit for a comprehensive examination on all 5 modules to display level of understanding on each module	50% of competency assessment

Course Fee

RM 4,500.00

COURSE OUTLINE

1. Employment Act 1955 & Regulations

- Introduction to Act 1955
- Fundamental minimum terms of employment e.g. hours of work, annual / sick leave, priority of wages, advances, deductions, contracts
- Employment Regulations

2. Industrial Relations Act 1967

- Rights of Workmen & Employers
- Management functions
- Trade Union
- Recognition of Trade Union
- Collective bargaining & agreement
- Industrial Court matters
- Assignment: Project on Module 1 & 2 (25%)

3. Disciplinary Procedures

- Principles of Natural Justice
- Misconduct
- Due Inquiry
- Excessive leave, absenteeism and poor performance
- Domestic Inquiry Procedures

4. Discipline & Termination of Employment

- Types of misconduct
- Dismissal
- Termination of Employment
eg. Poor performance, retrenchment, constructive dismissal, fixed term contract
- Assignment: Project on Module 3 & 4 (25%)



Certificate in Occupational Safety and Health Coordinator

The MEF Academy Certificate Occupational Safety and Health Coordinator is designed to provide practical knowledge and skills for individuals currently employed in the occupational safety and health or Human Resources function and who are considering entering the OSH field.

The program is designed to:

- Formalize the competency standards required for effective management of the occupational safety and health activities.
- Provide basic qualification and recognition for individuals implementing occupational safety and health activities in particular non-executives, clerical assistants and executives.
- Provide an overview of the legal requirements and OSH management focusing on four main areas namely OSH managements, OSH legislation, Safety management and Health management.

Certification

Certificate in Occupational Safety and Health Management will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Who Should Attend

- OSH Assistants/non-executives
- HRM/ Personnel executives, assistants, non-executives, clerical staff
- OSH committee members/representatives

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

Date of Commencement

As per schedule

Duration

2 1/2 days

COURSE OUTLINE

1. OSH Management

- Introduction and history perspective of OSH
- Principle of Incident Prevention
- Risk Assessment Technique
- OSH Management Systems
- Emergency Response Preparedness and Recovery Planning
- Incident Analysis and interventions
- *Mini Assignment 1 (12.5%)*

2. OSH Legislation

- Introduction to OSH Legislation
- OSH Act 1994
- Factories and Machinery Act 1967
- Safety and Health Committee Regulation 1996
- *Mini Assignment 2 (12.5%)*

3. Occupational Health

- Overview of Occupational Health
- Occupational Diseases & Health Related Problem
- Biological Hazards
- Chemical Hazards
- Ergonomics
- *Mini Assignment 3 (12.5%)*

4. Occupational Safety

- Housekeeping and Physical Arrangement
- Physical Hazards
- Fire safety
- Office Safety

Certificate in Performance Coaching & Counseling

The MEF Academy Certificate Performance Coaching & Counselling is designed to provide practical knowledge and skills for individuals to develop professional interpersonal communication skills leading towards supporting motivation, behaviour change and conflict resolution at the workplace. The course covers range of topics on understanding employee situations, personality differences, legal concepts of discipline as well as techniques on coaching, facilitation and counselling towards performance improvement & development.

The program is designed to:

- Formalize the competency standards required for effective management of employee welfare and performance improvement / development
- Provide basic qualification and recognition for human resource personnel and business operational leaders in handling legal, personal and performance related employee matters
- Provide an overview of the practice of Personnel Management, focusing on key techniques of coaching, counselling, discipline and grievance handling in the HR department and as team leaders, supervisors and managers in business operations
- Develop knowledge and skills in providing practical assistance in human resource practices including motivation, maintaining and retaining organization employees

Certification

Certificate in Performance Coaching & Counseling will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

Day 1 – PEOPLE AND PERFORMANCE MANAGEMENT

- Employee Motivation & Performance
- Understand concept of coaching & counseling
- Role of Coach & Counselor
- "The Skilled Helper Model" (Gerard Egan, 1998)
- The counselling processes: Identifying problem situations, Determining the needs, devising resources; Formulating action strategies and assessing outcomes

Day 2 – PERFORMANCE COUNSELING

- Psychology & Counselling
 - Definition of counselling
 - Personality and psychological issues
 - Common psychological issues at work place
 - Signs & symptoms of Depression & anxiety at the workplace
 - Psychological First Aid at workplace.

Assignment: Coaching & Counselling Model

Day 3 – EMPLOYEE GRIEVANCE HANDLING & DISCIPLINE

- Understanding legal concepts on managing employee welfare
 - Complaint and grievances
 - What is grievances
 - Causes of grievances
 - Grievance handling procedure
- Understanding the legal rules eg. Employment
- Laws on managing employee issues
 - Corrective discipline
 - Misconduct
 - Disciplinary Procedure

Day 4 – PRACTICAL APPROACH TO PERFORMANCE COACHING

COACHING

- Competency checklist
- Building a coaching process
- Principles of coaching
- The GROW performance coaching model
- Critical Skills for Performance coaching

PRACTICAL APPROACH:

Coaching & Counseling Role Play

Assignment: Coaching & Counselling Model



Certificate in Professional Leadership in Management

Management roles have evolved with globalization, competition, technology advances in production and rapid development in technology as well as the impact of the new generation of work force and new work culture. Managers have to grapple with a full employment market and the populist policies on "Work Life Balance" and "Flexible Work Arrangement"! Are you in a situation in which you feel that the organization is "over-managed" but "Underled"? In some cases, it's not mismanagement but "missing" management! Here are the essential tools and Empowerment Techniques you need!

Just prodding along with the present managing skills would not be desirable. Managing Gen Y and soon, Gen Z with the above changing landscape and "scarce" resources demand a gear shift in approach. The departure from the traditional managing approach to Leading style management is the critical turning point. Entrepreneurs and Managers need to graduate to the next level and adopt their leadership skills to steer their operations to weather the rough and turbulent sea of change as well as the need to manage conflict and discipline. People Managers need to move from being a Specialist to a Generalist - to be a Strategist to survive and change tactics for smooth transition from managing to leading.

You will find it desirable to dig deeper into your authenticity character and influencing skills. Leadership transitions are no small feats and the move is more challenging than managing in its scope and complexity. This workshop will also explore the need to energize and marshal your team to take on the wave of change for a Sustainable Enterprise and be more reliant in the new Business Era!

Certification

Certificate in Professional Leadership in Management will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Who Should Attend

- Directors, Heads of Departments, Managers and Senior Executives
- Human Resource Management (HRM) / Personnel seeking formal qualification towards Leadership in Management.
- Operational managers, supervisors and team leaders

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

Course Outline

Module 1

- Introduction – Management vs Leadership;
- Globalization Exposures: Over-managed! Underled!
- The Future of Work! [Hi Tech Era & New Entrepreneurship]
- Traditional Management Principles, Functions and Practices

Module 2

- Evolving Business Trends & Changing Landscape
- New Generation of Work-force/Culture
- Work Life Balance and Flexible Work Arrangement

Module 3

- A walk through; Leadership Styles, Types & Qualities
- Shifting Gear to Leading Management: Focus, Skills & Techniques. Leading Functions?

Module 4

- Reshaping the Organization: Aligning, Motivating & Controlling.
- Avoid Tripping over when shifting from managing to leading
- Setting Directions & Planning
- Eradicate fear of Leading

Module 5

- Navigate through waves of Changes and eradicate fear of leading
- Strengthening your Emotional Intelligence Skills
- Staff Engagement, Empowerment and Challenges overcoming Challenges
- Leadership in Change Management

Module 6

- Reconcile & remedies for social gaps in leading
- Adopt leading strategies and Shift from Corporate Communication to Organizational Conversation
- Explore depth of Authenticity and enhance Influencing Skills





Certified Training Needs Assessor

Training and Development is crucially important to the success of an organisation at all levels. It can and should be a powerful, positive process that helps individuals, groups and the whole organisation. Yet Training Needs Analysis (TNA) can be construed as expensive, or misunderstood, and not planned in a wider context of change and growth. It is necessary to recognise the value of properly implemented TNA in order to provide appropriate, cost-effective training that develops and motivates staff.

It is undoubtedly important to have the right assessor to conduct the TNA, especially someone who knows to use the various tools TNA and propose the different method of training in accordance to the complete employee development.

OBJECTIVE

- Understanding Competency Mapping in TNA
- Blending in the Competency Modal with Organization's Competency Framework
- Using graphs in finding TNA Gaps
- Drawing out a Training Plan.

Who Should Obtain This Certification

Training Managers / Executives; HR Staffs; All involved in training

Certification

Certificate in Training Needs Assessor will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

1. UNDERSTANDING THE SCOPE OF TRAINING & DEVELOPMENT

- Overview of Training function
- Understanding HR planning process

2. INTRODUCTION TO COMPETENCY & COMPETENCY MAPPING

- Overview about Competencies
- Developing Competency Model

3. INTRODUCTION TO TNA AND 3 LEVELS OF NEEDS ASSESSMENT

- Setting the OJT Objective
- Components of the Organization, Task and Person that needs to be analyzed
- Identifying key areas and linking to specific analysis

4. TRAINING NEEDS ANALYSIS TECHNIQUES

- Looking at the various methods of compiling information
- Plans on preparing the Questionnaire
- Approach in formal and non-formal interviews

5. EVALUATING DIFFERENT METHODS OF TRAINING

- Understanding different Training methods to the different levels within the organization

6. WRITING TNA REPORT AND PREPARING YOUR TRAINING PLAN

- Using graphs to collect results of the findings
- To write an effective report pertaining to the overall hours and areas of focus

7. PREPARING THE TRAINING SCHEDULE

- Plotting in the topics
- Allocating frequencies of Training
- Criteria for selecting internal and external Trainers
- Allocations of hours by quarterly





Certified On-The-Job Trainer

On-the-job Training (OJT) is becoming the preferred alternative to classroom training as it is considered to be practical and effective, as well as more cost effective, less disruptive to the business and employees learn directly from experience, based on company standards and working environment. However the effectiveness of OJT depends on the OJT trainer. An OJT Trainer requires critical skills to ensure effective transfer of knowledge, and this goes beyond showing and following the experienced worker. Having a structured program helps the OJT Trainer and the organization to develop employees knowledge & skills while maintaining a higher productivity and keeping cost low. This program is designed to equip the OJT Trainer on how to develop and manage OJT efficiently and effectively, with the time and resources available to ensure trainees learn and internalize the knowledge required to perform the job.

Who Should Obtain This Certification

- Training Managers, Operational managers, supervisors and team leaders managing and/or involved in employee Skills Trainings/ On The Job Training.
- Individuals with or without experience, having an interest becoming a Departmental Trainer and seeking to pursue a career in Training & Development.

Certification

Certified Trainer On The Job Training (OJT) will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

1. The OJT Trainer & Adult Learning

- What is OJT Coaching
- OJT team & the coach
- Selection Criteria of the OJT Coach
- Adult Learners
- David Kolby's Experiential Learning
- Effective Coaching
- Coaching Checklist

2. Step-By-Step OJT

- Setting the OJT Objective
- Planning the OJT Outline
- Work Processes - Grouping & Order
- Trainer Perspective On Important Considerations
- OJT Coaching Methods

3. Preparing Training Outline

- Writing the Objective
- Preparing the outline based on Standard Operating Procedures

4. Selecting Your OJT Trainer

- Selection Criteria for OJT Trainer
- Reference guides for Trainer

5. Preparing Your OJT Calendar

- Plotting the Hours
- Grouping Trainings
- Determining time and participant list

6. Assesment Of Training

- Kirkpatrick's Training Evaluation Model
- Relationship between levels
- Step by Step Assessment using Kirkpatrick's modal



Certificate in Basic of Business Operations Management

This 4-day comprehensive course will provide basic business and management skills for candidates in the SMEs and also the B40 Group to understand and manage their business and performance. The course objectives and outline are designed so that the candidates will attain complete understanding of what is "Management", Theories and System including the Internal employee environment specifically on staffing, managing organization and human capital, including staff rewards and compensation. On the External business environment, it also provide guidelines and training on legal compliance with Labour Laws and effective communication for legal compliance, operations and leadership skills which covers motivation, grievance handling, and relationship building.

Objectives

Assess and evaluate your business goals, mission and vision – the "Why" of the business;

- Understand the Dynamics of Business Organization, Structures and the Balance Scorecard
- Learn the techniques and art of managing, business theories, employee's management, staff compensation, training and grievance handling;
- Develop skills or upskill in control management, delegation duties, effective communication and encourage teamwork;
- Raise your awareness on the employment legislations, regulations and management procedures & policies.

Certification

Certificate in Basic of Business Operations Management will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Who Should Obtain This Certification

The Pandemic and the imposition of the MCO when existing businesses came to a near standstill require the "New Normal" for graduate / employees entrants to businesses to have new business management competencies and skills to weather the post MCO business environment. This course will be suitable:

- Graduate or working adults who are in business;
- Employees of SMEs who need to upskill and reskill for future growth and development in the company;

COURSE OUTLINE

PART 1 - MANAGEMENT AND THEORIES

- Setting Directions & Business Skills
- Fostering Teamwork
- Employee Development – Talent
- Interpersonal and Social Skills in Business

PART 2 - MANAGEMENT LEGAL ENVIRONMENT

- Compliance & Limitations – Understanding Legal Governance & Labour Laws
- Employment Act
- Industrial Relations Act
- Employer Obligations

PART 3 - THE MANAGEMENT PRACTICES

- The Board and Management Reporting
- The Balance Scorecard Reporting – Financial, Customers, Processes & Development
- Structure and Functional Organizations
- Management Decision Making Skills

PART 4 - EMPLOYEE CONTROL, ENGAGEMENT AND EMPOWERMENT

- HR Balance Scorecard
- Span of Control in Management
- Employee - Engagement & Empowerment
- Reward and Compensation

PART 5 - LEADING MANAGERIAL SKILLS

- Setting Directions & Business Skills
- Fostering Teamwork
- Employee Development – Talent
- Interpersonal and Social Skills in Business

PART 6 - LEADERSHIP & PERFORMANCE MANAGEMENT

- Leadership in Management
- Performance Management
- Productivity with Flexibility
- Employee Relations & Performance

PART 7 - EMPLOYEE COMMUNICATION SKILLS

- Effective Communication
- Listening and Problem Solving
- Feedbacks & Issues Management
- Non-verbal Communication

PART 8 - CONFLICT MANAGEMENT & MOTIVATION

- Motivation and Drive in Business
- Diversity & Personality
- Grievance Management
- Conflict Management



Certificate In Competency Based Human Resource Management

This 2 days training program is designed for individuals who are undertaking competency modeling or performance initiatives in their organizations and are looking to build personal capability in Competency Based Human Resources Management. In this workshop, you will learn how to develop a cost effective competency model by breaking down the detailed process into a practical set of specific actions that are easily transferable to your organization. Apply learning from dozens of organizations that have leveraged competency models to make an impact on workforce performance and strategy execution. We will also review how to align your competency model with your organization's strategic initiatives, develop a comprehensive project plan, use a variety of techniques to gather and refine competencies, design a structure that will differentiate your organization from others, and accommodate current and future needs.

COURSE OBJECTIVES

- Define competencies, describe their history and explain the important role they play in human resources and the organization
- Analyze the main components of a competency and the differences between each
- Design and produce a competency framework and model by extracting competencies from business plans
- Apply competencies in the recruitment and selection processes
- Use competencies to assess training needs, identify talent pools and produce succession plans
- Utilize competencies and behavioral indicators in performance appraisal systems

Certification

Certificate In Competency Based Human Resource Management will be awarded by MEF Academy and Swinburne University upon completion of all program requirements. Certified courses are awarded credit points and exemptions for MEFA Masters Degree.

Who Should Attend

Managers, supervisors, administrators, specialists, team leaders, business partners and officers in the functions of human resources and training and development. The course is also very useful for line managers whose organization is currently, or about to start, using competencies as a framework for recruiting, selecting and training employees.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

1. FRAMEWORK FOR BUILDING COMPETENCY BASED HR MANAGEMENT

This introductory module orients participants to understand the different HR Functional Divisions and evaluate Competencies for the functions

2. DEVELOPING COMPETENCY MODEL

This introductory module orients participants on the use of Competencies in Human Resource Management which covers the process of identification and definition of Core and Functional Competencies and levelling of Competencies. How to use the different approached to identifying Core Competencies will also be explored by the participants.

3. COMPETENCY BASED INTERVIEW

The module focuses on how the participants can assess competencies with the use of Competency-based interviews and assessment centers for the selection of job applicants/candidates.

4. COMPETENCY BASED CAREER PLANNING

The module presents how Competencies are linked to Talent Development with an organization.

5. COMPETENCY BASED TRAINING & DEVELOPMENT

This modules involves the participants in developing Competency Based Training and Development plans. Moreover, participants will learn how to anchor career development plans on Competencies.





Certified Professional Trainer

The Certificate in Training provides participants with a solid foundation in understanding the strategic role of training within an organization as well as the step-by-step approach of developing and delivering effective training programs. This practical course involves a range of learning activities with emphasis on 'demonstration role-play' presentation using questioning, feedback and facilitation techniques to stimulate participation and deal with difficult participants. The program is designed to:

- Provide basic qualification and recognition as professional trainer
- Develop knowledge, skills and expertise in the organizational development and the training cycle within an organisation
- Develop knowledge and skills in conducting training needs analysis, development of training documentation and training evaluation
- Demonstrate knowledge and skills in adult learning, training designs that facilitate active learning and presentation skills for training at the workplace

Who Should Obtain This Certification

Organizations are encouraged to provide formal certification for executives /team leaders / supervisors / managers as well as staff who are required to train others in the course of their work.

Certification

Certificate in Professional Trainer will be awarded by the MEF Academy and Swinburne University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

1. ORGANISATIONAL DEVELOPMENT & TRAINING CYCLE

- Overview of Organisational Development
- Comprehensive knowledge on the steps involved in a training cycle
- Knowledge on the step-by-step process of the Training Needs Analysis (TNA)
- Understanding the competency analysis and the training intervention required.

2. ADULT LEARNING & PROGRAM DESIGN

- Understanding learning objectives and program structure
- Developing the Program concepts & materials
- Understanding Kolb's learning styles and experiential learning cycles
- Developing the Program Design using adult learning principles

3. PRESENTATION & TRAINING SKILLS

- Developing the Instructional Design
- Preparing the Training Environment and equipment
- Trainer competencies in 5 steps
- Delivering the training using presentation skills - Public speaking, body language, visual aids, handling participants

4. TRAINING EVALUATION TOOLS

- Understanding Kirkpatrick's 4 levels of Evaluation
- Assessment of Trainer Skills via demonstration presentations





Certificate in Supervisor Development

The **Certificate Supervisor Development (CSD)** is specially designed for non-executives, executives and team leaders to develop into Supervisors involved in and/or responsible for managing teams and operations.

The CSD is a comprehensive workshop on the basic knowledge of management and provides a full range of the techniques and approaches that will develop core Supervisor competencies and skills.

Objectives

The learning and development objective of the CSD is as follows:

- To develop skills and abilities to be an effective supervisor meeting the organization, departmental and personal goals
- To develop core competencies required as a supervisor and for team management
- To develop the competencies on self management, team management, leadership and communication at the workplace.

Certification

Certificate in Supervisor Development (CSD) will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

MODULE 1 – MANAGEMENT COMPETENCIES (PERSONAL DEVELOPMENT)

- Robert Katz Management Skills
- Managing Work & Process
- Time Management
- Business Writing Skills

MODULE 2 – MANAGEMENT SKILLS (MANAGING PRODUCTIVITY)

- Performance Management
- Delegating Effectively
- Coaching & Counseling skills
- Performance Appraisals

MODULE 3 – WORKPLACE COMMUNICATION (MANAGING PEOPLE)

- Interpersonal Skills
- Effective superior / subordinate communication
- Understanding Human Behaviour
- Motivation theories

MODULE 4 – LEADERSHIP AND TEAMWORK (MANAGING PEOPLE)

- Types of Leadership
- Working as an individual & team member
- Team and Supervisor roles
- Team management

MODULE 4 – LEADERSHIP AND TEAMWORK (PROBLEM SOLVING)

- Handling Work Problems
- Problem Solving Skills
- Managing People Problems
- Managing Discipline



Certificate in Basic Financial Management

Overview

In many instances, small companies use outsource services to handle accounts but basic knowledge is essential, especially the day to day management on cash flows and dealing with banks and suppliers. For non-Financially trained Entrepreneurs or Staff handling Finance and Accounts, basic understanding on Accounting transactions and the Profit & Loss Statements and Balance Sheet will be part of the course. The course will also provide guidelines and training on legal compliance covering business techniques, tax, accounts and effective administration.

Objectives:

The contents of the course are designed with the objectives that the candidates will attain complete understanding of Financial Management, Internal and External Business environment and the legal requirement for compliance under the Companies Act, Corporate Tax and Audit.

Certification

Certificate in Basic Financial Management will be awarded by the MEF Academy and Asia e University upon successful completion of the customized course above together with submission of an Assignment by each participant.

Who Should Obtain This Certification

Intermediate to Managerial Level

Venue / ONLINE

MEF Training Centre
3A06 -3A07, Block A, Pusat Dagangan Phileo Damansara II No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya, Selangor Darul Ehsan.

COURSE OUTLINE

PART 1 – BASIC PRACTICAL BUSINESS ACCOUNTING

- The Accounting Equation and Terminology
- The Double Entry System - Assets and Liabilities
- Accounting for Expenses, Revenue and the effect on Profit or Loss
- Accounting transactions – Payment Records, Journals and Ledgers
- Basic Trading and Profit and Loss Accounts and Balance Sheets
- Financial Reports and Directors Responsibilities

PART 2 – ACCOUNTING CONCEPTS AND STANDARDS

- Accounting Concepts
- Statements of Standard Accounting Practice
- Depreciation of Fixed Assets: Nature and Calculations
- Adjustments for Final Accounts: Accruals, Provisions & Prepayments.
- Difference between Capital and Revenue Expenditure
- Significance of Bank Reconciliation Statements

PART 3 – ACCOUNTING RATIOS, RETURNS AND VALUATIONS

- Introduction to Accounting Ratios – ROI, ROE & ROTA
- Receipts and Payments Accounts and Income and Expenditure Accounts
- What is Goodwill – the Intangible Assets
- Final Accounts of Companies: Format
- Cash Flow Statements: An Introduction
- Basic Financial Analysis and Interpretation of Accounting Statements
- Purchase of Existing Partnership and Businesses - Valuations

PART 4 – FINANCIAL FORECAST, POLICIES AND GOVERNANCE

- Accounting Policies and Estimates
- Recognition and timing of revenue and expenses
- Non-recurring and Non-Operating items
- The Balance Sheet – the statement on the financial condition of the business
- The Income statement – operating performance of a business
- Cash Flow statement – Information about cash inflows and outflows
- Financial Integrity – a "true & fair" view





Certified Total Rewards Professional

Objectives

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

- Apply the total rewards approach to any reward issue
- Evaluate a job to determine grade
- Conduct benchmarking to determine market value of a job or set of jobs
- Support core benefits for an organization
- Apply related technical and soft skills to perform C&B work more effectively

Certification

Certificate In Total Rewards Professional will be awarded by MEF Academy and Asia eUniversity upon completion of all program requirements. Certified courses are awarded credit points and exemptions for MEFA Masters Degree.

Who Should Attend

HR professionals and executives for practical and specific skills in compensation, benefits and total rewards management

Methodology

- Online Lectures / Interactive Discussions
- Case studies and Analysis

COURSE OUTLINE

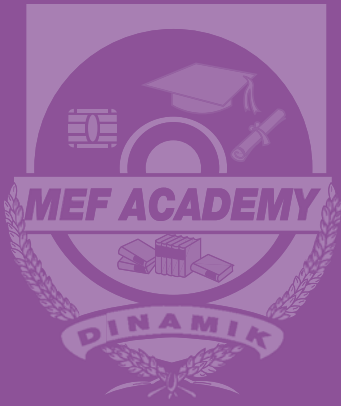
DAY 1

- Introductions
- Total Rewards Approach
- Job Evaluation

DAY 2

- De-Brief
- Market Benchmarking
- Salary Range Structures
- Core Benefits
- Summary





• INDUSTRIAL RELATIONS TRAINING

Understanding Labour Laws

OBJECTIVES

Acquiring up-to-date information on labour laws is essential to develop sound industrial relations and personnel policies in any organisation. Hence, this course is specially designed to provide an overview of the principal legislations in the field of labour.

TOPICS COVERED

1. Employment Act 1955 (include latest amendments)
 - Scope of the Act
 - Contract of service/Contract for service
 - Day
 - Due inquiry
 - Confinement
 - Maternity allowance & benefits
 - Employment of women
 - Rest Day
 - Sick leave
 - Overtime
 - Termination & lay-off benefits
2. Industrial Relations Act 1967
 - Definition
 - Strike
 - Lock-outs
 - Trade disputes
 - Management functions
 - Collective bargaining
 - Collective Agreements (CA)
 - Representations on dismissal
 - Conciliation
 - Industrial Court
 - Notice of strike
 - Picketing
 - Interpretation of a CA
 - Non-compliance of CA

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Analysis of relevant Court Awards
- Discussions
- Practical Exercise

Duration :

14 hours (2 days)

Employment (Amendment) Act 2022

OBJECTIVES

Employment Act is a fundamental law, which provides minimum terms of employment to those recognised as employees under the Act. This course will address all relevant provisions highlighting the latest amendments, which came into effect in the year 2000. Upon completion, participants would be able to identify accurately the obligation of an employer under this law.

TOPICS COVERED

1. Scope of the Act
2. Definition of the terms
3. Contracts of service/Contracts for service
4. Advances & deductions
5. Employment of women
6. Maternity protection
7. Priority of wages
8. Contractors & Principals
9. Rest Day
10. Hours of work
11. Overtime
12. Public holidays
13. Annual leave
14. Sick leave
15. Employment regulations
 - Termination
 - Lay-Off
 - Change of ownership/business
 - Calculation of ordinary rate of pay
 - Case studies

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Discussions
- Analysis of relevant Court Awards

Duration :

14 hours (2 days)

Memahami Akta Kerja 1955 / Employment (Amendment) Act 2022 [Act A1651]

OBJEKTIF

Akta Kerja 1955 adalah undang-undang & peraturan-peraturan asas yang menyediakan terma-terma minimum pekerjaan. Kursus ini akan membincangkan akta-akta berkaitan dan perubahan terbaru yang berkuatkuasa tahun 2003. Setelah tamat, peserta berkebolehan untuk menjalankan tanggungjawab sebagai majikan di bawah akta ini.

KANDUNGAN KURSUS

1. Skop Akta
2. Definisi terma-terma
3. Kontrak untuk perkhidmatan
4. Pembayaran upah
5. Pendahuluan / Pemotongan
6. Keutamaan Upah
7. Kontraktor & Prinsipal
8. Perlindungan Bersalin
9. Pekerja Domestik
10. Hari Rehat
11. Jam Kerja
12. Kerja Shif
13. Cuti Am
14. Cuti Rehat
15. Cuti Sakit
16. Pengiraan ORP
17. Peraturan Kerja
 - Penamatan
 - Henti Kerja
 - Faedah Hentikerja
 - Penukaran Pemilikan Perniagaan

PESERTA KURSUS

Kursus ini terbuka kepada semua yang menjalankan tugas "personnel" dan perhubungan industri.

KAEDAH KURSUS

- Perbincangan
- Kajian Kes
- Analisa "Court Award"

Jangkamasa Kursus :
14 jam (2 hari)

Industrial Relations Act 1967

OBJECTIVES

This course offers an in-depth understanding of all relevant aspects of the Industrial Relations Act 1967 and its recent amendments. It prepares participants to deal effectively and yet fairly with workers and enhances harmony in the place of employment.

TOPICS COVERED

1. Rights of workmen and employers
2. Leave on trade union business
3. Prohibitions on workmen and their trade unions
4. Claims for recognition
5. Collective bargaining
6. Management functions
7. Effective of collective agreements
8. Conciliation
9. Representations on dismissal
10. Industrial Court
11. Trade disputes
12. Strike
13. Lock-outs
14. Picketing
15. Interpretation
16. Non-compliance
17. Industrial Court awards

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Discussions
- Practical exercises

Duration :
14 hours (2 days)

Collective Bargaining & Collective Agreement

OBJECTIVES

This programme is designed to assist employers, human resource practitioners, trade union officials, students and all those involved in industrial relations in the effective conduct of collective bargaining leading to mutually beneficial and satisfying collective agreement.

Collective bargaining and the resultant collective agreement may appear to be a simple process but is in fact a complex subject involving legal and social issues. Collective bargaining is defined as bargaining carried out collectively as distinct from individual bargaining. The conditions which must be met for successful collective bargaining are as follows:

- First the parties must attain sufficient degree of organization
- Second they must be ready to enter into agreement with each other a condition known as mutual recognition.
- Third, their agreement must be generally observed by those to whom they apply.

TOPICS COVERED

DAY ONE

- Collective Bargaining - its development
- Legal issues relating to recognition and scope of representation
- The exercise of management prerogatives
- Binding effect of collective agreement
- Disputes relating to collective agreements
- Industrial action relating to collective bargaining and collective agreements
- Variation of collective agreements

DAY TWO

- Collective Agreement – Format:
 - Part I – Statutory provisions
 - Part II – Employer union recognition
 - Part III – Terms and conditions of employment
 - Part IV – General conditions.
- Salary structure, wage adjustment & Annual increment
- Productivity Linked Wage System (PLWS) – various models adopted in collective agreements
- Productivity Linked Wage System – Mode of implementation
- Collective Bargaining - Negotiating strategies and tactics

WHO SHOULD ATTEND

HR Managers, IR, Human Resource Management and all involved in collective agreement negotiation process.

METHODOLOGY

- Discussions
- Analysis of collective agreements

Duration :
14 hours (2 days)

Disciplinary Procedures

OBJECTIVES

This programme is designed to familiarise participants on the procedures that need to be followed in enforcing discipline in the place of employment. Participants upon completion of this course would be able to deal with misconduct issues and able to take appropriate disciplinary action while complying with basic procedures. The participants would also be able to issue show cause letter and draft charges.

TOPICS COVERED

- Principles of natural justice
- Duties and obligations of an employer/worker
- Section 14 (1) Employment Act 1955
- Section 20 Industrial Relations Act 1967
- Misconduct
 - Major Misconduct
 - Minor Misconduct - is verbal warning sufficient?
 - Handling workers with excessive leave, absenteeism, malingering
 - Poor performance is it a misconduct?
 - Breach of contract
- Preliminary Investigation
 - Investigation of complaints
 - Investigation Report
 - Show Cause Letter
 - Drafting of Charge sheet
- The importance of Domestic Inquiry
- Condonation

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Discussions
- Mock domestic inquiry

Duration :
14 hours (2 days)

Tatacara Menangani Masalah Disiplin

OBJEKTIF

Program ini adalah bertujuan untuk memberi pendedahan kepada peserta tentang Tatacara Disiplin yang perlu dipatuhi di dalam melaksanakan disiplin di tempat kerja. Kandungan kursus ini adalah Syarahan, Kajian Kes dan juga 'mock' Siasatan Dalaman. Apabila selesainya kursus ini, peserta dijangkakan berkeupayaan untuk merangka Pertuduhan, menjadi pendakwa semasa Siasatan Dalaman atau mengendalikan Siasatan Dalaman.

KANDUNGAN KURSUS

1. Asas-asas Keadilan Asasi
2. Tugas dan tanggungjawab Majikan/Pekerja
3. Salah laku
4. Kemaafan
5. Siasatan Sewajarnya
6. Perlanggaran Kontrak
7. Menangani Pekerja yang bermasalah dari segi kehadiran
8. Menangani Pekerja yang lemah prestasi
9. Penamatan Perkhidmatan di bawah Seksyen 15 (2) Akta Kerja
10. Kajian Kes dan Mock Siasatan Dalaman
11. Tatacara siasatan dalaman
 - Siasatan Awal
 - Peranan pegawai pendakwa dan pegawai penyiasat
 - Pemilihan Panel Siasatan
 - Peranan Panel Siasatan
 - Pemeriksaan Utama
 - Pemeriksaan Balas
 - Pemeriksaan semula
 - Keterangan
 - Hukuman
 - Panduan daripada kes yang telah diputuskan oleh mahkamah perusahaan

PESERTA KURSUS

Semua yang terlibat di dalam mengendalikan tugas-tugas Perhubungan Perusahaan dan kepada individu yang mungkin dilantik untuk mengendalikan siasatan dalaman sebagai pendakwa atau penyiasat.

KAEDAH KURSUS

- Perbincangan
- Mock Siasatan Dalaman

Jangkamasa Kursus :
14 jam (2 hari)

Handling Misconduct Of Absenteeism

INTRODUCTION

Absence of employees from work affects productivity of an organisation and is a burden to employers. The absence of employees from work would upset working schedules and affect the morale of other employees in the organisation. It can also cause conflicts and adversely affect human relations in employment.

Absenteeism may be managed and controlled. In order to handle absenteeism effectively, employers have to determine the reasons for the employees' absence. The management must initiate action to prevent or at least minimize absenteeism through the various control methods.

TOPICS COVERED

PART I – MANAGING LEAVE

- What is leave?
- The right to take leave
- The authority to grant leave
- Applying & Approval of leave
- Sick leave entitlement
- Abuse of sick leave

PART II – MANAGING ABSENTEEISM

- Provisions in EA 1955 relating to absence
- Absence on medical grounds
- Absence due to strike
- Absence causing frustration of contract

PART III – EFFECTIVE CONTROL OF ABSENTEEISM

- Costs of absence
- Calculating absence rate
- Preventive measures
- Awareness programmes and communications
- Health care programme
- Programmes against Addiction in the workplace
- Work organisation
- Good attendance schemes
- Flexitime
- Data Collection & Interpretation
- Dissemination of Information
- Setting norms
- Disciplinary Action

WHO SHOULD ATTEND

All personnels involved in handling human resource/industrial relations functions.

METHODOLOGY

- Discussions
- Practical exercises

Duration :
7 hours (1 day)

Termination of Employment

OBJECTIVES

This course has been designed to identify specifically the different kinds of termination of employment and dismissal cases. Participants will be informed of the proper procedures that need to be adopted in dealing with different situations. Specific cases dealt with by the Industrial Court identifying the pitfalls will be discussed.

TOPICS COVERED

1. DISMISSAL FOR MISCONDUCT
 - Procedures
2. TYPES OF MISCONDUCT THAT MERIT DISMISSAL
3. SOME TERMS OF TERMINATION OF EMPLOYMENT
 - Poor performance
 - Negligence
 - Failure to meet targets
 - Malingering
 - Absenteeism
 - Assault of a superior
 - Retrenchment
 - Retirement
 - Fixed-term contract
 - Constructive dismissal
 - Conflict of interest
 - Confessions
 - Medical Leave
 - Resignation
 - Victimisation

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Discussions
- Analysis of relevant awards

Duration :
14 hours (2 days)

Employment Laws For Non-HR Managers

OBJECTIVES

Line managers i.e. operations managers, department/section heads, are in charge of accomplishing the basic goals of the organization. Basically managers get things done through the efforts of others. The production manager meshes resources and workers to produce goods in sufficient numbers and quality; the marketing manager works through sales representatives to sell the firm's products; and the finance manager obtains capital and manages investment to ensure sufficient operating funds.

Managers too, have the responsibilities of personnel-related activities. Human resource managers normally act in advisory capacity, working with other managers regarding human resource matters. Establishing day-to-day relationship of mutual respect and trust with subordinates, applying labour laws and labour contract consistently, handling grievances, discipline etc., Therefore, the knowledge of salient labour regulations are essential for all managers so as to reduce legal exposures.

This two-day course offers in respect of the industrial relation perspective introduce to key issues in Malaysian employment law and provides practical guidance on employment issues. At the end of this programme, participants will be able to apply the relevant provisions in the labour legislations in handling employee relations.

TOPICS COVERED

1. EMPLOYMENT ACT 1955
 - Scope
 - Contract of service
 - Section 14 – Misconduct
 - Section 15 – Breach of contract
 - Rest Days, Hours of work, Annual Leave, Holidays
2. INDUSTRIAL RELATIONS ACT 1967
 - Dispute settlement
 - Grievance procedure
 - Dismissal
3. DISCIPLINARY PROCEDURE
 - Discipline
 - Natural Justice
 - Grievance Handling
4. FORMS OF TERMINATION
 - Termination simplicitor
 - Constructive dismissal
 - Breach of contract
 - Retrenchment
 - Frustration of contract
 - Retirement etc.

Duration :
14 hours (2 day)

Criminal Misconduct in Employment

OBJECTIVES

Criminal misconduct may take several forms namely theft, sexual harassment, committing violence or fraud at the workplace. Employers need to deal specifically with each criminal misconduct, and the laws that govern it from the legal and industrial point of view.

TOPICS COVERED

The course will deal with the general concept of misconduct particularly "criminal" misconduct.

1. Meaning and concept of misconduct
2. Types of misconduct
3. Sources of misconduct
4. Meaning and concept of Criminal misconduct
5. "Burden of proof" for criminal misconduct
6. Inquiry process for 'Criminal' misconduct
7. Dishonesty and cheating at the workplace
8. Theft at the workplace
9. Violence at the workplace
10. Sexual harassment at the workplace
11. Punishment for 'criminal' misconduct

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Discussions
- Practical exercises

Duration :
7 hours (1 days)

Employment Relationship

OBJECTIVES

The course will assist all who are involved in industrial law especially industrial relations and human resource practitioners to understand better the various facets of employment relationship. The course provides detailed analysis and discussion on employment relationship between employers and employees. An outline will be given on the framework of individual contracts and collective relations as it affects rights, immunities and obligation of employers and employees. The aim is to present a systematic and integrated view of the related laws, regulations and practices that have impacted employment relationship. Various situations that arise in the context of employment relationship will be discussed and analysed. This course would guide employers in avoiding pitfalls in the management of employment relationship especially in the context of rapidly changing work environment.

TOPICS COVERED

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Contract of Employment 2. Structure of the Contract 3. Obligations of Employers & Employees 4. Contractual Performance 5. Fixed Term Contract 6. Transfer, Relocation & Change of Ownership 7. Order of a Superior in Employment Relationship 8. Termination of Contract of Employment 9. Constructive Dismissal 10. Employee Handbook 11. Retirement Age | <ol style="list-style-type: none"> 12. Recruitment and Job Offer 13. Drawing the Employment Contract 14. The Duty to Exercise Due Care in respect of Occupational Safety & Health 15. Sources of Individual Right, Obligations and Restriction Imposed on Employment Contract by Statutes 16. Variation of Employment contract 17. Secondment 18. Probationer 19. The Right to Dismiss 20. Collective Agreement 21. Absenteeism and Sick Leave |
|--|--|

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

Duration :
14 hours (2 days)

LABOUR ORDINANCE (SABAH CHAPTER 67)

(Understanding and Application)

OBJECTIVES

The Labour Ordinance (Sabah Chapter 67) is the principal labour legislation governing terms and conditions of employment in Sabah since it was introduced in 1952. In 2005 it has undergone significant changes as a result of the amendment including greater scope of coverage, improved benefits, provision of labour inquiry (Labour Court), employment permit, employment of children and young person as well as deletion of some irrelevant sections. To ensure an effective and comprehensive implementation of the Ordinance, eight Rules were also introduced in which the major one includes contents of contract, termination and lay-off benefits, limitation of overtime, labour register, notification of retrenchment, employment of children and young person and part time employment. The Ordinance has been proposed to be amended to provide greater coverage and new terms and benefits consistent with the changes in the labour market and to be at par with the Employment Act 1955 which had been amended and enforced in 2022. The proposed change to the Ordinance incorporates many of the amended Employment Act such as scope of coverage, provision on working hours, greater maternity benefits, flexible working arrangement, workplace discrimination and sexual harassment. The proposed amendment will also include new provision on workers housing.

The focus of this course is on the application and interpretation of various provisions of the Ordinance and highlights related of major court cases at Labour Court and High Court.

OBJECTIVES

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

- (i) understand the key provisions of the Labour Ordinance (Sabah Chapter 67) and the related Labour Rules.
- (ii) developed and revise employee handbook and policies to be consistent with the requirement of the Ordinance and Rules.
- (iii) implement the correct application of the Ordinance and Rules in the workplace.
- (iv) comprehend the correct interpretation of various disputes relating to provisions of the Ordinance and court cases.

COURSE OUTLINE

1. INTRODUCTION
 - Definition and Interpretation of Employee
 - Manual versus non manual labour
 - Master and servant relationship
 - Exemption
2. CONTRACT OF EMPLOYMENT
 - Contract of Service vs. Contract for Service
 - Contents of Contract
 - Termination of Contract
 - Breach of Contract
 - Obligations of Employer and Employee
 - Case Review I
3. WORKING HOURS & EMPLOYEE BENEFITS
 - Rest days
 - Holidays
 - Shift work
 - Annual leave & Sick Leave
 - Labour (Limitation of Overtime Work)
 - Other conditions of service
 - Facilitated Discussion I
4. PAYMENT OF WAGES
 - Definition- with variation in different contexts
 - Ordinary Rate of Pay
 - Wage Period
 - Advance on Wages
 - Deductions from Wages
 - Priority of Wages
 - Case Review II
5. TERMINATION, LAY-OFF, AND RETIREMENT BENEFITS
 - Interpretation and eligibility
 - Method of calculation
 - Other redress
 - Case Review III
6. SPECIAL EMPLOYMENT
 - Employment of Women
 - Employment of Children and Young Person
 - Foreign Workers
 - Part Time and Casual Workers
 - Facilitated Discussion II
7. PROPOSED SIGNIFICANT AMENDMENT
 - Sexual Harassment
 - Workplace Discrimination
 - Flexible Working Arrangements
 - Workers Housing
 - Case Review IV

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Lecture
- Case Studies
- Group Discussion
- Games

Duration :
14 hours (2 days)

LABOUR ORDINANCE (SARAWAK CHAPTER 76)

(Understanding and Application)

OBJECTIVES

The Labour Ordinance (Sarawak Chapter 76) is the principal labour legislation governing terms and conditions of employment in Sarawak since it was introduced in 1952. In 2005 it has undergone significant changes as a result of the amendment including greater scope of coverage, improved benefits, provision of labour inquiry (Labour Court), employment permit, employment of children and young person as well as deletion of some irrelevant sections. To ensure an effective and comprehensive implementation of the Ordinance, eight Rules were also introduced in which the major one includes contents of contract, termination and lay-off benefits, limitation of overtime, labour register, notification of retrenchment, employment of children and young person and part time employment. The Ordinance has been proposed to be amended to provide greater coverage and new terms and benefits consistent with the changes in the labour market and to be at par with the Employment Act 1955 which had been amended and enforced in 2022. The proposed change to the Ordinance incorporates many of the amended Employment Act such as scope of coverage, provision on working hours, greater maternity benefits, flexible working arrangement, workplace discrimination and sexual harassment. The proposed amendment will also include new provision on workers housing.

The focus of this course is on the application and interpretation of various provisions of the Ordinance and highlights related of major court cases at Labour Court and High Court.

COURSE OUTLINE

1. INTRODUCTION
 - Definition and Interpretation of Employee
 - Manual versus non manual labour
 - Master and servant relationship
 - Exemption
2. CONTRACT OF EMPLOYMENT
 - Contract of Service vs. Contract for Service
 - Contents of Contract
 - Termination of Contract
 - Breach of Contract
 - Obligations of Employer and Employee
 - Case Review I
3. WORKING HOURS & EMPLOYEE BENEFITS
 - Rest days
 - Holidays
 - Shift work
 - Annual leave & Sick Leave
 - Labour (Limitation of Overtime Work)
 - Other conditions of service
 - Facilitated Discussion I
4. PAYMENT OF WAGES
 - Definition- with variation in different contexts
 - Ordinary Rate of Pay
 - Wage Period
 - Advance on Wages
 - Deductions from Wages
 - Priority of Wages
 - Case Review II
5. TERMINATION, LAY-OFF, AND RETIREMENT BENEFITS
 - Interpretation and eligibility
 - Method of calculation
 - Other redress
 - Case Review III
6. SPECIAL EMPLOYMENT
 - Employment of Women
 - Employment of Children and Young Person
 - Foreign Workers
 - Part Time and Casual Workers
 - Facilitated Discussion II
7. PROPOSED SIGNIFICANT AMENDMENT
 - Sexual Harassment
 - Workplace Discrimination
 - Flexible Working Arrangements
 - Workers Housing
 - Case Review IV

WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Lecture
- Case Studies
- Group Discussion
- Games

Duration :
14 hours (2 days)

Domestic Inquiry

OBJECTIVES

This programme is designed to familiarise participants on the do and don't in conducting a Domestic Inquiry and the procedures that has to be adhered in conducting a Domestic Inquiry. The course will include a presentation on the concept, processes, roles and responsibilities in conducting a Domestic Inquiry. Also, the participants would be given an opportunity to participate in a mock Domestic Inquiry where they would be able to experience various roles such as Chairman, Panel Member, Prosecutor and Accused. Participants upon completion of this course would be competent in handling a Domestic Inquiry.

TOPICS COVERED

1. Principles of natural justice
2. Duties and obligations of an employer/worker
3. Misconduct
4. Condonation
5. Due Inquiry

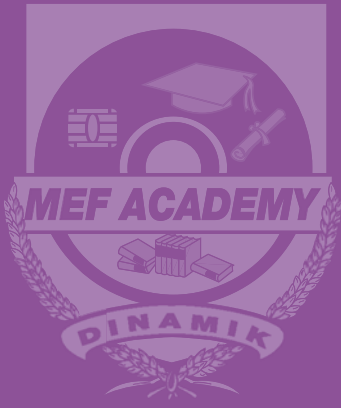
WHO SHOULD ATTEND

All those involved in handling personnel and industrial relations functions.

METHODOLOGY

- Interactive discussions
- Mock domestic inquiry

Duration :
7 hours (1 days)



• INDUSTRIAL RELATIONS WORKSHOP

Managing Workplace Issues & Challenges

(on EA 1955, IRA 1967 and TUA 1959)

OBJECTIVES

The Employment Act (EA) 1955 provides for minimum terms and conditions of employment for employees under the scope of the Act. The IRA 1967 seeks to promote and maintain industrial harmony and provides for the regulation of relations between employers, workmen and trade unions, and the prevention and settlement of disputes arising from their relationship. The TUA regulates all matters on the registration of trade unions, rights and liabilities of trade unions, its constitution, formation of or affiliation with federation of trade unions and consultative bodies, disputes, property and funds and accounts of trade unions, and offences and penalties.

This 2-day training program is designed for HR/IR practitioners and managers who need a proper interpretation, good working knowledge and correct application of the above three (3) employment laws to manage people and business issues and challenges at the workplace.

DAY 1 – The Salient Provisions of the EA 1955

MODULE 1

- Scope of the EA – 1st Schedule and “employee” in Sec. 2 EA.
- Interpretation/Definition of Key Words.
- Contract of Service & Contract for Service.
- Termination under Secs. 13, 14 & 15 of EA 1955.

MODULE 2

- Wa ges – Payments, Deductions & Priority.
- Contractors & Principals for Labour.
- Employment of Women – Prohibitions.
- Maternity Protection – Paid Maternity Leave regardless of salary levels.
- Quiz Questions using Kahoot

MODULE 3

- Rest Day & Rest Day Work
- Limits on Contracted Hours of Work
- Shift Work, Public Holidays, Annual Leave & Sick Leave.
- Ordinary Rate of Pay (ORP), Hourly Rate of Pay (HRP) and Piece Rated employees.

MODULE 4

- Employment (Termination & Lay-Off Benefits) Regulations 1980
- Employment of Foreign Employees
- Sexual Harassment Claims – Obligations of Employers
- Q&A Session.
- Group Assignment – Case Study 1 & Case Study 2.

DAY 2 – The Salient provisions of the IRA 1967 and TUA 1959

MODULE 1

- Interpretation/definition of Key Words & Second Schedule IRA.
- Protection of Rights of Workmen, Employers and Trade Unions.
- Recognition & Scope of Representation of Unions.
- Collective Bargaining & Collective Agreements.

MODULE 2

- Representation on Dismissals – Section 20 IRA 1967.
- The Industrial Court – Reference of Disputes, Powers, Court Awards and Appeals.
- Declaration of Trade Disputes, Strikes & Lockouts
- Exclusion of Evidence, Non-Compliance of Award or CA and General Penalties.
- Q & A Session.

MODULE 3

- Interpretation/definition of Key Words in Sec. 2 TUA 1959.
- Registration of Trade Unions.
- Rights & Liabilities of Trade Unions – Are Union Leaders immune from Civil or Tortious Liability?
- Role of Trade Unions - Why employees Join Trade Unions.

MODULE 4

- Constitution of Trade Unions.
- Property & Funds/Accounts of Trade Unions.
- Offence & Penalties under TUA 1959.
- Federation of Trade Unions & Consultative Bodies.
- Q & A Session.
- Case Study 3 – Is there a legal or illegal Strike?

WHO SHOULD ATTEND

- Owners of SMEs and Businesses.
- Business leaders, Heads of Finance/Accounts.
- HR Directors/Managers.
- Department Heads/Managers.
- HR Generalists & ER/IR Specialists.

Duration :
14 hours (2 days)

Practical Aspects of Collective Agreement Negotiations

OBJEKTIF

Many HR/IR practitioners have a general understanding of the law and practice on CA negotiations in Malaysia. However, many HR generalists and new IR practitioners are keen to understand the practical aspects, and apply the knowledge, process, law, and techniques on CA negotiations to successfully conclude the CA. This 2-day program is designed to provide a practical and hands-on approach to HR/IR practitioners to manage union recognition claims, prepare a proper cost impact on salary and benefits items for three (3) years, and understanding the company's legal rights and options in managing issues if a deadlock is declared during CA negotiations. It covers the entire spectrum of CA negotiations from the company's 1st counteroffer till the conclusion of the CA.

DAY 1

MODULE 1

- Code of Conduct for Industrial Harmony (CCIH), ILO Conventions on Collective Bargaining.
- Interpretation/Definition of KeyWords.
- Relevant Sections of IRA 1967 & TUA 1959.
- Selected theories on Negotiating Behaviours.
- An overview of the number and type of unions and the union density in Malaysia, union recognition claims, and the renewal of CAs based on the IRA 1967.

MODULE 2

- CA preparations – actions and information needed prior to presenting mandate paper to management.
- Selecting company's chief negotiator and team, reviewing financial position of company, and conducting salary and benefits survey of companies in similar Industries.
- Studying CAs of companies in similar industry, working out the CPI increase in the last three (3) years prior to CA renewal.
- Prepare a compendium of Industrial Court Awards on CA disputes and amending problematic clauses in the CA and analysing and costing the union and management's proposals for proposed CA mandate paper.
- Grouping issues and setting objectives for Company and Union and planning strategies to achieve company's objectives.
- Preparing three (3) sets of documents on all status quo articles and a spreadsheet of union versus companies' proposals.

DAY 2

MODULE 1

- Group Activity: Case Study

MODULE 2

- CA Negotiations – the entire process flow from start to end, including where deadlock is declared.
- Briefing of company's financial position and preliminary discussion of union's proposals.
- Submitting company's package proposals to union and listening to union's response to company's proposals.
- Documenting all agreed articles and items for signing at next CA session and documenting sensitive issues in an MOU.
- Passing signals and watching out for signals from the union and offering concessions to union to encourage reciprocity.
- Establish linkage between issues, controlling the momentum continuum and analysing the rations of movement (ROM) of union and company.

MODULE 3

- Using information to revise company's CA strategy and managing the final momentum.
- Escalating and communicating finality of package offer.
- Looking out for signs of tacit acceptance by the union.
- Positioning the company for the close of CA negotiations.
- Deadlock in CA Negotiations – types of industrial actions.
- Options for company to explore in resolving a CA deadlock.

MODULE 4

- Group Activity
- Preparing CA for signing and cognisance by the Industrial Court and conducting a postmortem on the entire CA negotiations.
- Analysing difficult issues for future CA negotiations and conducting post-CA briefing to operations team members.
- Maintaining open communications with trade union officers to build trust and cordial relations.

WHO SHOULD ATTEND

- Owners of SMEs and Businesses.
- Business leaders, Heads of Finance/Accounts.
- HR Directors/Managers.
- Department Heads/Managers.

Duration :
14 hours (2 days)

Managing Workplace Misconduct

OBJECTIVES

This program is a comprehensive program for the Small and Medium Enterprises (SME) to understand the systematic approach of managing workplace misconduct and handling the entire disciplinary process. Participants will be guided through the stages of identifying the category of misconduct, the investigation & evidence gathering process, the practical letters on show cause, suspension, warning, demotion, dismissal etc. as well as the stages of conducting the Domestic Inquiry (DI) including the role of Investigating officer, Presenting Officer, Chairman & Panel during the DI.

MODULE 1

- Common examples of employment misconduct
- Employment Misconduct, Condonation & Rules of Natural Justice

MODULE 2

- Disciplinary Process
- Conducting proper investigations
- Gathering of evidence
- Due Inquiry & Guidelines for Conducting a Domestic Inquiry (DI)

MODULE 3

- Section 20 IRA 1967 (employee's statutory right)
- Duty of Industrial Court
- Drafting of Charges
- Principles/Best Practice in conducting a DI.

MODULE 4

- Disciplinary Process & DI Procedures
- Drafting of Show Cause Letter
 - For AWOL
 - For Gross Insubordination
 - For Alteration of medical leave
 - For Submitting a false entertainment claim

MODULE 5

- Role of an Investigating Officer (IO)
- Presenting Officer (PO)
- Principles in the conducting fair Domestic Inquiry
- Role of Chairman & Panel members

MODULE 6

- Employee Actions after dismissal
- Hefty costs for companies in cases of wrongful dismissals

Duration :
14 hours (2 days)

Implementing Cost – Cutting Measures

INTRODUCTION

During this unprecedented pandemic and economic crisis, many companies are contemplating serious cost cutting measures to sustain their operations and manage business. One of the most difficult cost cutting measures include the downsizing of employee headcount such as retrenchment, temporary lay-off, mutual separation or voluntary separation. These measures involve the termination of employment of an employee due to a situation of redundancy arising from the economic crises.

This program is designed as a guide for companies, especially the Small and Medium Enterprises (SME) to understand the legal aspects of security of tenure, redundancy, the Last-In-First-Out (LIFO) Rule, differences between VSS, MSS and the retrenchment process.

TOPICS COVERED

MODULE 1

- Security of Tenure, redundancy, retrenchment
- Difference between VSS, MSS and retrenchment

MODULE 2

- Retrenchments – Last-In-First-Out (LIFO) Rule
- Departure from LIFO using objective criteria.
- Judicial principles – reasons/justification for retrenchments.
- Alternatives prior to carrying out retrenchments

MODULE 3

- Code of Conduct for Industrial Harmony (CCIH)
- Employment Issues & Employers Obligations during Lockdown (MCO).

MODULE 4

- Notification to employees, unions
- Notification to labour department (Borang PK 2004)

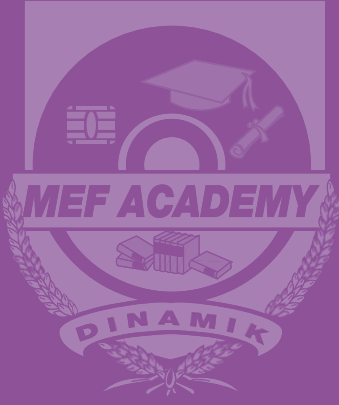
MODULE 5

- Employment Issues, Salary Cuts & Unemployment Benefits during Lockdown (MCO).
- Managing retrenchment process

MODULE 6

- Documents on VSS
- Letter of Pay Cut
- Invitation for VSS
- letter of acceptance / rejection VSS

Duration :
14 hours (2 days)



• FLEXIBLE WORK ONLINE SERIES

Developing Key Competencies For Remote Working

OBJEKTIF

A competency model is an organizing framework that lists the competencies required for effective performance in a specific job, job family (e.g., group of related jobs), organization, function, or process. Individual competencies are organized into competency models to enable people in an organization or profession to understand, discuss, and apply the competencies to workforce performance. With the surge in Working From Home (WFH) practices, this norm has further introduced more variations in Behavioral Competencies. Behavioral Competencies that build the soft side of Competencies, needs to be redefined with additional Competencies and Behaviors that complements Team working away from office.

With the new norm of working remotely, organizations are concerned about developing an effective framework that is suitable for working from home. Competencies are relevant in measuring performance outcome with the suitable behaviors applied, anyway with Work From Home (WFM) that makes it somewhat transparent to direct supervision online. As the measurement tools are being developed for Working From Home (WFM), having a clear framework outlines clearer expected outcomes.

In this program participants will be able to identify the expectations of their employers. Using a Framework to develop Competency model to evaluate the Work From Home employees and their requirements for future recruitment. Monitoring and effectively building a remote team and using Competencies to evaluate their

TOPICS COVERED

1. UNDERSTAND THE NATURE OF WORKING FROM HOME
This topic introduces participants to the new work norm and the misconceptions of the new work norm.
2. CONCEPT OF COMPETENCIES IN THE NEW WORK NORM
Using examples, participants will be able to understand the types of Competency Models that are used in by organizations.
3. DEVELOPING A COMPETENCY FRAMEWORK FOR REMOTE WORKING
Participants will be taken through the various stages in developing the Competency Framework and incorporating the Technical & Behavioral Competencies for Remote Working
4. THE ROLE OF LEADERS IN ASSISTING EMPLOYEES TO IMPROVE THEIR COMPETENCIES
Understanding the role of a Leader in improving the Competency Performance

WHO SHOULD ATTEND

HR Managers/ Executives, Hiring Managers and Training Managers

METHODOLOGY

- Groups Activities
- Case Study

Duration :
7 hours (2 days) –
3.5 hours per day

Managing Performance of Work From Home (WFH)

OBJECTIVES

Companies that have embraced the bold step of implementing Work From Home (WFH) convey to their employees that they are trusted and valued in their organisation, no matter the location of their work.

Micromanaging of these WFH employees therefore, would not be the most effective method of managing their performance. This program considers the challenges both managers and employees face in WFH arrangement and provides framework to meeting performance expectations whilst ensuring work-life balance.

During the recent Covid19 Movement Control Order (MCO), WFH frequently asked questions include:-

TOPICS COVERED

MODULE 1 – WFH POLICY ON PERFORMANCE

- Challenges of manager / leaders supervision
- Clear communication on WFH policy
- Rules of engagement – Productivity vs Performance
- Employer expectations vs Employee accountability Break

MODULE 2 – COMMON ISSUES OF WFH

- Working hours – Fixed or Flexible
- Claims of tools or equipment expenses for WFH
- Treatment of Annual Leave / Time Off
- Treatment of Medical or Unpaid leave for forced quarantine
- Performance or Discipline issues if uncooperative employee
- Adjustment of work allowances or salaries for WFH
- New contract or terms for WFH

MODULE 3 – MANAGING WFH PERFORMANCE

- Performance Appraisals
 - Relevance of evaluation criteria
 - Coaching and communication
- Tracking Productivity vs Performance
 - Reporting hours
 - Task productivity
- Tracking Productivity vs Performance
 - Work progress
 - Short term vs. Long term indicators
 - Data collection and reporting methods
- Team accountability
 - Key Performance Indicators
 - Key Results Area / MBO
 - SMART objectives

WHO SHOULD ATTEND

HR Managers / Executives Managers and Supervisors

Duration :
7 hours (2 days) –
3.5 hours per day

Performance Appraisals For Work From Home (WFH) Employees

OBJECTIVES

Performance Appraisals have always been considered challenging and now, the COVID19 Movement Control Order which necessitated businesses to rapidly shift to working from home (WFH), has increased the uncertainty and challenges.

As businesses adjust to their new normal, both management and the workforce are grappling with traditional methods of employees' performance management and performance appraisals. With reduced visibility of employees during the workday, should performance appraisals be discontinued or should the traditional methods and process of appraisals be re-evaluated? This is a unique opportunity to improve employee performance management and in fact, this pandemic can serve as a catalyst to adapt better performance appraisal processes.

TOPICS COVERED

DAY 1 – RE-DEFINE PERFORMANCE APPRAISALS

- Legal relevance of Performance Appraisals
- Company practices for WFH performance management
- Evaluating Productivity vs Performance
- Qualitative & Quantitative evaluation
- Key Performance Indicators & Competencies

DAY 2 – PERFORMANCE COMPETENCIES

- Concept of competencies
- Behavioural Competency models
- Competency framework for WFH
- Competency Performance evaluation

WHO SHOULD ATTEND

HR Managers/ Executives Managers and Supervisors

METHODOLOGY

Lectures
Discussion
Case examples

Duration :
7 hours (2 days) –
3.5 hours per day

Effective Strategies For Remote Working (WFH)

INTRODUCTION

Working in a home office requires a unique set of skills. Remote or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job and recognizing these challenges will help your participants become great teleworkers. Through the Art of Working Remotely your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

Despite the new advances of remote working, the concerns such as Performance Management, Disciplinary rules applicability and common pit falls to be avoided by Employers and Employees in WFH arrangements are outcomes that must be considered. Despite WFH, performances must be measured and compensated as they are still under employment. This program looks at the 3 key practices concerning WFH especially the understanding the best practices, ergonomics and legal aspect of WFH.

OBJECTIVE

The participants will be able to understand;

- Understand the best practices of working from home
- Enable participants to understand safety aspects of working from home
- Enable participants to understand the regulations for working from home
- To be able to fulfill the employment regulations for WFH.

TOPICS COVERED

1. Future of work
2. Communication and managing remote workers
3. Common questions about remote work
4. Ergonomics setup at home
5. Work-related accident and reporting under OSH Act 1994 while working from home
6. Hazards and risk while working at home
7. Employer responsibilities for WFH arrangements.
8. Employee responsibilities for WFH arrangements.
9. General rules to be adopted by Employers for WFH implementation.
10. Applicability of Disciplinary rules in WFH situations.

WHO SHOULD ATTEND

HR Managers / Executives Managers and Supervisors

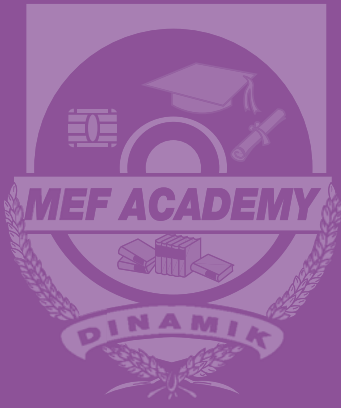
METHODOLOGY

Oral and video Presentations, Discussions and Case Study

METHODOLOGY

Lectures
Discussion
Case examples

Duration :
7 hours (2 days) –
3.5 hours per day



- HUMAN RESOURCE & TALENT DEVELOPMENT
- PERFORMANCE MANAGEMENT & COMPENSATION BENEFITS

Performance Improvement Plan with Coaching (C.L.E.A.R Model)

OBJEKTIF

The purpose of a performance improvement plan is to look at the employee's performance over a given period and determining areas where improvement should happen. Setting performance goals using performance improvement plan to help employees determine professional goals and to create measurable steps to help them meet their goals.

TOPICS COVERED

Module 1:

UNDERSTANDING POOR PERFORMANCE

In this module, participants will be able to learn about importance of managing performance systematically and handling poor performance. Participants will be educated on collection of evidence, including Case law and Court Guidance on Performance Improvement Plans

Module 2:

DEVELOPING A PERFORMANCE IMPROVEMENT PLAN (PIP).

In this module, participants will be taken through a step by step process of implementing the Performance Improvement plan. Participants will be guided on the roles of Human Resource Department, the Manager and the Employee under PIP

Module 3:

COACHING SKILLS DURING PERFORMANCE IMPROVEMENT PLAN

Participants will learn about applying basic communication skills, particularly in using the SOLER model and understanding what is being said when using simple principles of 'mirroring' and commonality in body language while knowing the type of questions that are asked, and flow of conversation.

Module 4:

USING MANAGEMENT BY OBJECTIVES (MBO) & C.L.E.A.R IN COACHING FOR PIP

Participants will learn some of the principles of the Management By Objectives (MBO) and using C.L.E.A.R model to guide participants as this is a tool to develop future talents, and leveraging the effective Coaching techniques.
- Includes ROLE PLAY

WHO SHOULD ATTEND

- This program is for HR professionals, Management and Operations Managers seeking for practical skills on managing poor performance.

METHODOLOGY

- Online Lectures /Interactive Discussions
- Case studies and Exercises

Duration :
14 hours (2 days)

Train The Trainer

OBJECTIVES

This 1-day introductory course is to enable participants to acquire the confidence and basic skills to conduct a training session effectively.

TOPICS COVERED

1. BASIC SKILLS FOR NEW TRAINERS

- Survival Skills Inventory
- Trainer's Skills
- Do's & Don'ts For New Trainers

2. ADULT LEARNING

- Know Your Trainees
- Basic Principles
- Steps of Adult Learning
- Methods Variety Scale

3. DELIVERING TRAINING

- Communication Skills
- Non-Verbal Communication
- Questioning Skills
- Answering Questions/Giving Feedback
- Active Listening
- Building Trainee's Self-Esteem

WHO SHOULD ATTEND

New Trainers, Supervisors, Executives and all those who are required to train, instruct, either on a one-to-one basis or as a small group in the work environment.

METHODOLOGY

- Individual & group exercises
- Discussions
- Role play

Duration :
7 hours (1 day)

Power of Coaching & Counselling For Performance

OBJECTIVES

To enable participants to:

- Understand the importance of Coaching & Counselling at the workshop and how they are part of the change process
- Have a better understanding of their role as a coach and counsellor
- Understand the difference between Coaching & Counselling (Can't do and won't do)
- Know when to coach staff and when to counsel them
- Acquire the skills of Coaching & Counselling
- Apply the effective steps of Coaching & Counselling at the workplace

TOPICS COVERED

1. WHY DO EMPLOYEES FAIL TO PERFORM?
 - Performance Factors
 - Personal Issues
2. CONCEPT OF COACHING & COUNSELING
 - Leadership & People Management skills
 - Key differences / Approach
3. DEFINITION OF COACHING
 - Coaching Process
 - Coaching Techniques
 - Identifying work problem
 - Solution and actions
 - Skills required
4. COACHING A PROBLEM EMPLOYEE
 - Step-by-Step Coaching Interview
 - Situational Role-Play
5. DEFINITION OF COUNSELING
 - Counseling Process & Techniques
 - Personal / Attitude / Motivation
 - Video Presentation
6. ATTITUDE / MOTIVATION
 - Psychology of Human Behavior
 - Maslow / Herzberg's Motivation
 - Difficult Behaviour
7. COACHING & COUNSELLING SKILLS:
 - Positive Acknowledgement
 - Constructive Feedback
 - Questioning Skills
 - Listening Skills
 - Body Language
8. COACHING & COUNSELING PROBLEM
 - Case-study
 - Situational Role-Play

WHO SHOULD ATTEND

Supervisors & Managers who are ultimately responsible for producing results both directly and indirectly through the effort and competency of others.

METHODOLOGY

- Discussions
- Role play
- Video presentation

Duration :
14 hours (2 days)

Training Impact – What Next?

OBJECTIVES

For training to be accountable, the training process and evaluation process need to be an integrated system. Evaluations require thoughtful planning to gather “critical information,” that reveals the impact of the training to the participants as well as the organisation. Participants will be introduced to the concepts of formative evaluation and summative evaluation and detailed understanding of the Kirkpatrick's 4 Levels of Evaluations, including the development of the appropriate evaluation tools at each level.

TOPICS COVERED

1. OVERVIEW OF TRAINING CYCLE
 - Elements of Training Impact
 - Evaluation System
2. KIRKPATRICK'S 4 LEVELS OF EVALUATION
 - Classroom Evaluation
 - Post-Training Evaluation
3. KIRKPATRICK LEVEL 1 & LEVEL 2
 - Tools development
 - Implementation issues
4. KIRKPATRICK LEVEL 3
 - Competency Based Assessment
 - Evaluation Methodology
 - Data collection & analysis
5. KIRKPATRICK LEVEL 4
 - Business Impact
 - Qualitative & Quantitative
6. LEVEL 5 – RETURN ON INVESTMENT
 - Introduction to ROI
 - Dr. Philips ROI Methodology
 - ROI Calculator Examples

WHO SHOULD ATTEND

Those who are involved in training, especially HR and Training Managers and Executives

METHODOLOGY

- Presentation
- Discussion
- Hands-on tool development
- Self Evaluation

Duration :
14 hours (2 days)

HR For Beginners

OBJECTIVES

The Human Resource Department hardly gets the spotlight on them. Other popular departments such as Marketing and Operations are normally the area of focus. However, the HR Department is indeed the backbone of any organisation unless the organisation can make do without their employees. But managing or working in a HR Department is not an easy task, it requires various skills and people management. This comprehensive course includes various essential skills needed for beginners in a HR Department. The participants should aim to:

- Understand and gain the essential skills in managing human resources
- Understand and acquire the interviewing skills
- Understanding the appraisal process and skills
- Understanding the process and methods of mapping competencies

TOPICS COVERED

1. MANAGING HUMAN RESOURCES
 - What do you need to know as a human resource personnel
 - Skills needed in managing human resources
2. RECRUITMENT AND SELECTION
 - Understanding personalities to select better
 - Process of recruitment, selection and interview session
 - Conducting interviews
3. INTERPERSONAL COMMUNICATION FOR HR PERSONAL
 - What is Verbal & Non-Verbal
 - Understanding interpersonal comm
 - Active listening skills
4. ADMINISTRATION AFTER HIRING
 - Documentation involved on first month
 - Conducting and organising briefing and orientation
 - Monitoring the employees
 - Writing Human Resource related letters
5. TRAINING AND DEVELOPMENT
 - Mapping competencies and utilising competencies for analysing training needs
6. JOB ANALYSIS AND PERFORMANCE APPRAISAL
 - The process of conducting performance appraisal
 - The documentation involved
 - The unwritten skills for effective appraisal interview

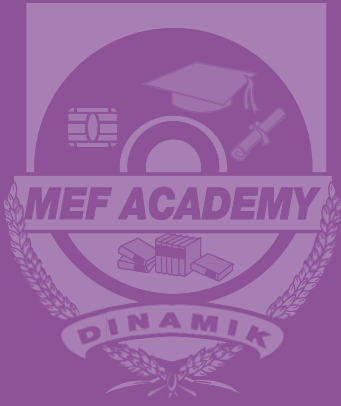
WHO SHOULD ATTEND

HR Personnel who have not had any formal training.

METHODOLOGY

- Individuals and group discussion
- Games

Duration :
14 hours (2 day)



• MANAGEMENT & SUPERVISORY SKILLS



Advanced Management Training

OBJECTIVES

This 2-day Advanced Management Training – is the final part of the Japan Industrial Training Association (JITA) developed training package. A continuation of the first part, it highlights techniques which are instrumental in propelling organisation towards continuous improvement, innovation, creative thinking, productivity, and international competitiveness.

TOPICS COVERED

PART I – FUNDAMENTAL CONCEPTS

- Principles of Management & Organizational Management
- Management and Standards

PART III – ADVANCED IMPROVEMENT OF WORK

- KAIZEN – Continuous Improvement
- Improvement Analysis Techniques
- Improvement of Job Assignments & Work Methods
- Improvement of Business Activities – Prior & Post
- Improvement Procedures

PART II – PROBLEM AWARENESS & CREATIVITY

- Improvement & Renovation of Work
- Problem Awareness & Enhancements
- Process of Creativity
- Techniques for Creativity

PART VI – LEADERSHIP & GOOD MANAGEMENT

- What is Leadership?
- Four Types of Leadership
- Leaders & Maturity of Subordinates
- Sources of Power
- Implementation Action Plan

WHO SHOULD ATTEND

- Newly-appointed Managers
- Aspiring Executives & Managers seeking formal training in Management Skills

METHODOLOGY

- Case studies
- Individual, group exercises & discussions
- Video presentation

Duration :
14 hours (2 days)

Basic Management Training

OBJECTIVES

This 2-day Basic Management Training program contents are developed by the Japan Industrial Training Association (JITA) and targeted at new managers as well as for existing managers who need to upgrade and keep abreast of new management styles. The Basic Management Training is the first of a 2-part training package designed to provide in-depth understanding of the basic principles of Management that nurtures and channels the skills, experience and industry-oriented abilities of individual employees into the competitive strength of the organisation.

TOPICS COVERED

PART I - PRINCIPLES OF MANAGEMENT

- Basic Principles of Management
- Principles of Organisational Management

PART III - TRAINING & DEVELOPMENT

- Meaning of Developing Subordinates
- Cultivation of Individual Skills & Abilities
- Cultivation of Team Skills & Abilities

PART V – BASICS OF IMPROVEMENT OF WORK

- Efficiency Awareness
- Organisation Chart of Functions

PART II – OPERATIONAL MANAGEMENT

- Principles of Planning
- Rules of Directing
- Art of Controlling & Co-ordinating

PART IV - BUILDING OF TRUST IN SUBORDINATES RELATIONSHIPS

- Understanding Human Behaviour
- Attitudes and Their Development
- Handling Problems Concerning People

WHO SHOULD ATTEND

- Newly-appointed Managers
- Aspiring Executives & Managers seeking formal training in Management Skills

METHODOLOGY

- Individual, group exercises & discussions
- Case studies
- Video presentation

Duration :
14 hours (2 days)

The Professional Manager

OBJECTIVES

The success of a particular department is highly dependent on the effectiveness of the Manager(s) managing the department. This 2-day course aims to provide useful insights into the nature of management and the challenges the managers are facing.

1. A CAREER IN MANAGEMENT
 - The Challenges of A Manager
 - Self Assessment – Strengths & Weaknesses
 - The Dos & Don'ts
2. LEADERSHIP AND MOTIVATION
 - Identifying Leadership Styles
 - Applying effective styles
 - Motivation - The Individuals & The Team
3. CONFLICT MANAGEMENT
 - Understanding Group Dynamics Leading to Conflict
 - Identifying Strategies For Dealing With Conflict
4. MANAGING RELATIONSHIPS
 - Professionalism and Effective Communication
 - Managing your superiors & subordinates
 - Teamwork and teambuilding
5. MANAGING DISCIPLINE
 - Principles of natural justice
 - Duties and obligations of an employer/worker
 - Misconduct
 - Condonation
 - Due Inquiry
 - Breach of contract
 - Handling workers with excessive leave, absenteeism, malingering
 - Termination on breach of contract under section 15(2) EA 1955
 - Domestic inquiry procedures

WHO SHOULD ATTEND

Seasoned, new or soon-to-be appointed Managers
Executives & Supervisors without formal training in management skills

METHODOLOGY

- Case studies
- Role play
- Video presentation

Duration :
14 hours (2 days)

The New Supervisor

(Focusing on Workplace improvements and efficiency)

INTRODUCTION

As Supervisors are the linking pin between the Management and the lower-level workforce in the organization, the many expectations lie beyond just motivating and delegating jobs. On Productivity and efficiency levels, Supervisors are inclined to develop with management in ensuring the total job expectations are met and achieved. Supervising the day-to-day operations and focusing on minimizing wastage and utilizing the resources effectively is the goal of many operations.

In this program we focus on developing specific tools for Supervisors to use in handling their day-to-day job processes, by focusing on specific models that are applicable for the different situations.

OBJECTIVES

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

1. Have a 'hands on' experience in dealing with day-to-day Supervisory challenges
2. Understanding specific functions and using certain models to assist in job executions
3. To have a wider perspective in job planning and execution.

TOPICS COVERED

1. BEING A SUPERVISOR TODAY
 - i. An operational role
 - ii. A leadership role
 - iii. A communication role
 - The supervisor's skills checklist
 - i. Technical
 - ii. Human
 - iii. Conceptual
 - Setting goals as a Supervisor for the future
2. WORK PROCESS & COMMUNICATION SKILLS
 - Understanding workflow
 - Planning workflow process
 - Organizing & delegating to improve work efficiency
 - Directing superior workforce
 - Control based on established standards
3. PROBLEM SOLVING USING DESIGN THINKING
 - Understanding problem solving
 - Issues pertaining to problem solving
 - Introduction to Design Thinking
 - Approaching Problem Solving using Design Thinking
4. BEHAVIOURAL STYLES
 - Understanding different behavioural styles
 - Taking the right attitude
 - The benefits of being assertive
 - Key steps to being assertive
5. MONITORING AND DEVELOPING THE TEAM'S PERFORMANCE
 - Monitoring your team's progress
 - Helping the team members build on their strengths
 - Increasing the team's productivity
 - Identifying the right time for coaching
 - Being accessible and providing support
6. LEADERSHIP
 - Definition of leadership and the qualities required to lead people
 - Different leadership roles
 - Your preferred personal leadership style
 - Leadership styles – which is appropriate?

METHODOLOGY

- Roleplay
- Case Study
- Games

Duration :
14 hours (2 days)

Developing Supervisors Into Managers Workshop

INTRODUCTION

Developing Supervisors into Managers Workshop is a comprehensive workshop on the basic working knowledge of management and provides a full range of the techniques and approaches that will help supervisors become professional managers to achieve the best in the people and company.

OBJECTIVES

- To correct any misconceptions the newly promoted managers may have in their new position;
- To help them develop core managerial competencies and skills needed for a successful transition into the new role;
- To show the ways on how to become an effective manager in meeting the organization, departmental as well as personal goals.

TOPICS COVERED

1. MANAGING CHANGE – SUPERVISOR TO MANAGER
 - What are the key roles?
 - Roles and responsibilities of supervisors
 - Success & Failures of Supervisors
 - Transition from Worker to Supervisor
2. INTERPERSONAL & COMMUNICATION
 - Interpersonal Skills
 - Communication at the office
 - Ideal communication competency
 - Effective superior / subordinate communication

WHO SHOULD ATTEND

The programme is designed for supervisors and newly appointed managers

Duration :
14 hours (2 days)

Penyelia Efektif, Pekerja Berjaya

OBJEKTIF

Program ini diwujudkan bagi membantu para peserta didalam memperbaiki kemahiran mereka serta mempelajari teknik-teknik terbaik didalam meningkatkan semangat kerja kakitangan. Selepas menghadiri program ini dengan jayanya, para peserta juga dijangka berupaya untuk membantu merangsang kakitangan seliaan mereka didalam memperbaiki produktiviti dan bersama mencipta persekitaran kerja yang kondusif dan sihat.

KANDUNGAN KURSUS

1. FUNGSI, PERANAN DAN TANGGUNGJAWAB PENYELIA
 - Peranan Penyelia didalam cara penyeliaan masakini
 - Perancangan
 - Arahan
 - Kawalan
 - Koordinasi
2. STRATEGI-STRATEGI UNTUK BERJAYA
 - Disiplin
 - Delegasi
 - Menyelesai masalah dan membuat keputusan
3. KEPIMPINAN: MENYESUAIKAN CARA DENGAN KAKITANGAN
 - Apa makna Kepimpinan?
 - 4 cara Kepimpinan
 - 4 Jenis kakitangan
4. MEMBINA KEMAHIRAN KOMUNIKASI & HUBUNGAN MANUSIA
 - Mengapa perlu memperbaiki kemahiran komunikasi & hubungan manusia?
 - Masalah-masalah dalam komunikasi
 - Komunikasi lisan dan bukan lisan
 - Apa makna hubungan manusia?
 - Enam kemahiran dalam hubungan manusia
 - Lima prinsip hubungan manusia
5. KEJURULATIHAN, KAUNSELING DAN MOTIVASI
 - Kejurulatihan
 - Kaunseling
 - Motivasi
6. MENGURUS PERUBAHAN DENGAN 7 TABIAT ORANG YANG BERKESAN

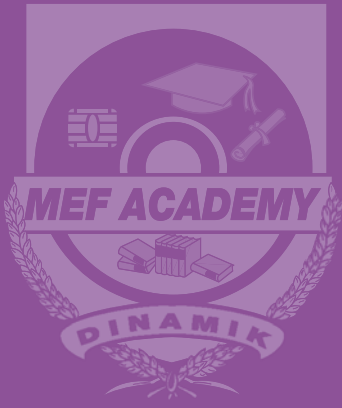
PESERTA KURSUS

Kursus ini terbuka kepada pegawai, penyelia, line leader, shift leader dan semua yang menjalankan tugas penyeliaan.

KAEDAH KURSUS

- Latihan individu & kumpulan
- Perbincangan
- Sesi video

Jangkamasa :
14 jam (2 hari)



• CUSTOMER SERVICE

Customer Service Superstars!

OBJECTIVES

This training will enable participants to;

1. To build a proactive attitude towards customer needs
2. Providing exemplary service that exceed customer needs
3. To continuously build an exemplary service attitude towards meeting and exceeding customers' expectations.

TOPICS COVERED

1. THE SERVICE PERSONAL
Participants will understand their role in an organization and the expectation of their employers in serving Customers well.
2. HOW TO CREATE A COMPETITIVE EDGE USING C.A.R.E
Understanding your Product and its features and using it to create a unique selling point.
3. SUPPORTING CUSTOMER SERVICE THROUGH THE PANDEMIC CRISIS
Examines the role of the Service Provider in maintaining and sustaining customer relations.
4. WHO ARE OUR CUSTOMERS
Explains more on the role of both the Internal and External Customers and how to build a sustainable internal customer focus. Team first is essential in retaining repeat business from External Customers.
5. BUILDING A CORPORATE IMAGE THROUGH 5 STAR CUSTOMER SERVICE
Explains about the importance of Branding your organization and yourself as a preferred choice and as a STAR in your customer's eyes.
6. INTERPERSONAL COMMUNICATION
Understanding the Communication sensitivities when communicating with Customers.
7. CUSTOMER SERVICE TELEPHONE SKILLS
Explains the etiquettes of handling Customers and using the correct salutations in creating an impression.
8. HANDLING CUSTOMER COMPLAINS
If dealt well, complaints can be an opportunity to create a positive outcome. The personal methods of handling recognizing the emotions and dealing with the feelings will be explained.

WHO SHOULD ATTEND

- Front-line practitioners serving customers.
- Staff who have to deal directly with customers in any business which has a customer service dimension.

METHODOLOGY

- Group Exercises
- Games
- Video Presentation

Duration :
14 hours (2 days)

Frontliners Impact On Customers!

OBJECTIVES

This course presents a framework for continuous improvement of service where it really counts - at the point contact with the customers. The introduction of the Kaizen concept in this course would enlighten the participants of the effectiveness of applying Kaizen for continuous improvement in their day-to-day work. In addition to this, this course equips participants with strategies and skills that will help them make the most of their day-to-day interactions with people who receive their services, both inside and outside their organisations. Thus, this is considered as an "all-in-one" course for front liners catering for busy service industries.

PARTICIPANTS WILL:

- Acquire core skills at the root of good service
- Learn to respond to customer needs in ways that both please the customer and build the organisation

TOPICS COVERED

1. YOUR RESPONSIBILITY IN FRONTLINE SERVICE
 - Analysing your job and managing your time for each task
 - The negative and positive effect of front liner's attitude to their customers and business
 - Keeping a service oriented attitude
2. CUSTOMER RELATIONS
 - Understanding various personalities of customers
 - Methods of handling each type of customers
 - Using your emotional intelligence
 - Meeting and exceeding customer needs
3. COMMUNICATING EFFECTIVELY
 - Understanding body language, gestures and facial expression
 - Selling and marketing your service
 - Telephone handling skills
4. PROBLEM SOLVING
 - Analysing complaints
 - Handling customer complaints – the emotion and the problem
 - Reducing complaints by continuous improvement (Kaizen)

WHO SHOULD ATTEND

Front-line staff e.g. Front Desk Assistants, Customer Relations Officers and those who come in constant contact with the customers

METHODOLOGY

- Discussions
- Case studies
- Video presentation

Duration :
7 hours (1 day)

Winning Difficult Customers

OBJECTIVES

The program has been designed to develop the HR Practitioner's Skills in:

- Gain insights into people are different yet predictably different with different needs and Customers are people!
- Develop emotional intelligence and application of emotion-reducing method in the most challenging situation
- Develop confidence when involved in difficult customer interactions

TOPICS COVERED

MODULE 1: OVERVIEW OF CUSTOMER SERVICE

- Customer Expectation
- Accept that customers may not be always right but always Important
- Right customer service mindset

MODULE 2: UNDERSTAND WHAT BINDS US WITH CUSTOMERS

- Understand the communication style that affect relationship
- The impact of Verbal Communication on customer relationship
- The impact of Non Verbal Communication on customer relationship
- Effective principles of listening with empathy

MODULE 3: STRATEGIES FOR HANDLING COMPLAINS

- Understanding the nature of Customers' Problems and Emotions
- Managing the situation while the complains last
- Showing empathy
- Maintaining calm

MODULE 4: WINNING THE CUSTOMER BACK

- Strategies for winning the Customer back
- Building and maintaining repeat business
- Turning complains to opportunities

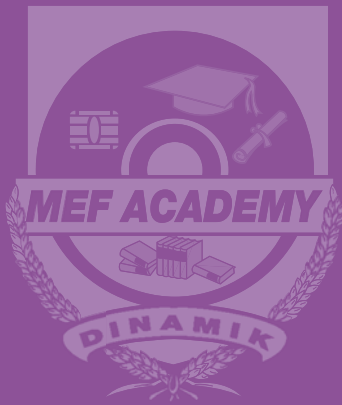
WHO SHOULD ATTEND

HR Practioner who are keen to develop knowledge on Competencies

METHODOLOGY

- Lectures
- Discussion
- Games

Duration :
7 hours (1 day)



• COMMUNICATION & EQ



Mind Your Business English

OBJECTIVES

The course aims to extend the participants' vocabulary into areas relating to their jobs and develop fluency and spontaneity so that they are able to establish and sustain business relationships with confidence. The objectives of this course are to enable participants to:

- use basic grammar correctly (Simple Tenses, Continuous Tenses and Perfect Tenses)
- speak and respond appropriately in given work-related situations
- use appropriate language structures and expressions in internal and external written communication (memoranda, minutes, faxes, notices)
- understand and acquire the 4 basic language skills (speaking, listening, reading and writing)

TOPICS COVERED

- | | | |
|---|---|--|
| 1. GRAMMAR IN CONTEXT <ul style="list-style-type: none"> - Simple tenses - Continuous tenses - Perfect tenses | 2. SKILLS <ul style="list-style-type: none"> - Speaking - Listening - Reading <ul style="list-style-type: none"> - Pre-reading questions - Reading for gist - Writing <ul style="list-style-type: none"> - Internal written communication (e-mail, facsimile, memoranda, minutes, notices) - External written communication (business letters) | 3. SITUATIONAL <ul style="list-style-type: none"> - Understanding and expressing greetings and introductions - Understanding and expressing thanks - Making and accepting offers and apologies - Describing events - Describing jobs and talking about responsibility - Asking for and giving information and directions - Telephone etiquette |
|---|---|--|

WHO SHOULD ATTEND

This course is for non-executives who can "get by" in English but whose skills need refining for use at work.

METHODOLOGY

- Individual exercises
- Role play
- Case studies
- Individual and group discussion
- A pre-test and post-test on content of course

Duration :
14 hours (2 days)

Business Writing - Made Simple!

OBJECTIVES

The purpose of this course is to enable employees, specifically secretaries and other support staff to be proficient and business-minded in handling their day-to-day correspondence. This way, they are able to represent their company more effectively and are personally better and confident writers.

TOPICS COVERED

- | | | | | | | | | | |
|---|---|----------------|------------|-----------------|----------------|-------------|--|-----------|----------------------|
| 1. THE BASIC PRINCIPLES OF BUSINESS WRITING <ul style="list-style-type: none"> - to develop a clear focus - to create an awareness of purpose - to respond to the needs of the reader | 4. EXTERNAL CORRESPONDENCE <ul style="list-style-type: none"> - understanding why we write letters - planning the letter - format styles | | | | | | | | |
| 2. THE PROPER ORGANISATION AND PLANNING IN WRITING <ul style="list-style-type: none"> - deciding on the correct channels - what to accentuate and what to avoid - dealing with writer's block - getting started - paragraph development | 5. GOOD WRITING ETIQUETTE <ul style="list-style-type: none"> - The principles of good writing: <table border="0"> <tr> <td>a) Conciseness</td> <td>d) Clarity</td> </tr> <tr> <td>b) Completeness</td> <td>e) Correctness</td> </tr> <tr> <td>c) Courtesy</td> <td></td> </tr> </table> - What to avoid: <table border="0"> <tr> <td>a) Sexism</td> <td>b) Cliches & Jargons</td> </tr> </table> | a) Conciseness | d) Clarity | b) Completeness | e) Correctness | c) Courtesy | | a) Sexism | b) Cliches & Jargons |
| a) Conciseness | d) Clarity | | | | | | | | |
| b) Completeness | e) Correctness | | | | | | | | |
| c) Courtesy | | | | | | | | | |
| a) Sexism | b) Cliches & Jargons | | | | | | | | |
| 3. INTERNAL CORRESPONDENCE <ul style="list-style-type: none"> - memos, basic report layout & minutes of meetings | 6. CHECKING <ul style="list-style-type: none"> - spelling & basic grammar checking - proof reading | | | | | | | | |

WHO SHOULD ATTEND

Secretaries, Clerical staff, Admin Assistants and other individuals who wish to improve their business writing skills.

METHODOLOGY

- Discussions
- Individuals and group exercise
- Case studies

Duration :
14 hours (2 days)

Communication & Emotional Intelligence

OBJECTIVES

Communicating intelligently is an essential tool for every individual. Communication may seem an easy task, however misinterpretation of work instructions, poor staff performance, difficult team relationships or frustrated customers result from lack of emotional intelligence (EQ) in communication. Emotional intelligence is the ability to perceive emotions; to access and generate emotions so as to assist thought; to understand emotions and emotional knowledge; and to reflectively regulate emotions so as to promote emotional and intellectual growth.* This program provides participants with crucial communication skills, which are further advanced with EQ towards improved communication etiquette and personal / work relationships.

TOPICS COVERED

1. WHAT IS EMOTIONAL INTELLIGENCE?
 - Definition
 - Principles of EQ
 - EQ in Communication (CQ)
 - EQ and CQ – Self Esteem, Self Image, Self Talk
2. WHAT IS COMMUNICATION SKILLS?
 - Art of Communication
 - 9 Behavioural skills of successful communication
 - Body Language
 - Verbal Communication skills
 - Questioning & Listening Skills
3. IMPROVING COMMUNICATION USING EQ
 - Understanding Personalities
 - EQ and Personalities
 - Handling People Problems
 - Relationships
 - Working in a Team
 - Customer Service

METHODOLOGY

- Lectures
- Individual and group discussions
- Individuals presentation

Duration :
7 hours (1 day)

Power of Interpersonal & Communication Skills at the Workplace

OBJECTIVES

Good communication is an essential tool in achieving productivity and maintaining strong working relationships at all levels of an organization. Employers who invest time and energy into delivering clear lines of communication will rapidly build trust among employees, leading to increases in productivity, output and morale in general. Meanwhile, employees who communicate effectively with colleagues, managers and customers are always valuable assets to an organisation and it is a skill which can often set people apart from their competition when applying for jobs. Poor communication in the workplace will inevitably lead to unmotivated staff that may begin to question their own confidence in their abilities and inevitably in the organisation.

OBJECTIVES

1. Professionally Communicate with different types of people
2. Understand the sensitivities during communication
3. Able to respond and clarify information effectively
4. Enhance the listening abilities and connect better with audiences

OUTLINE

MODULE 1 – UNDERSTANDING COMMUNICATION PROCESS

- What is communication all about
- Understanding the process of communication
- Getting to grips with individual responses

MODULE 2 – SEEING, HEARING & FEELING YOUR WAY TO BETTER COMMUNICATION

- Getting to grips with senses
- Listening to the world of words
- Acknowledge the importance of the eye
- Making VAK system work for you

MODULE 3 – QUESTIONING AND LISTENING SKILLS

- Listen, Clarify & Respond
- Paraphrase / Summarize
- Asking question tips
- Asking questions to help make decisions
- Challenging limited beliefs

MODULE 4 – CREATING A RAPPORT

- Knowing why rapport is important
- Having basic techniques of building rapport
- Understanding others point of view

MODULE 5 – INFLUENCING WITH INTEGRITY

- Language of persuasion
- Understanding the META Communication model

WHO SHOULD ATTEND

Managers, Executives, Supervisors

METHODOLOGY

- Case study
- Group activities
- Games

Duration :
14 hours (2 days)

Email Etiquette

OBJECTIVES

In this age of technology, emails tend to be the most efficient form of communication. Although emails represent the company to both internal and external customers, most employees misuse, poorly draft and undervalue the significance of emails to the business. From grammar mistakes, unclear content, detailed or sufficient information, to unstructured emails that confuse the reader. This course objective is to educate participants on the business email etiquette to ensure healthy business communications and boost email productivity.

TOPICS COVERED

1. PLAN THE EMAIL
 - Understanding the Reader
 - Layperson
 - Expert
 - Executive
 - User
 - Purpose of Writing
 - Why writing?
 - To whom / level of understanding?
 - What information /message to convey
 - What results needed?
2. EMAIL CONTENTS
 - Content Classification
 - Request for information
 - Providing estimate of time
 - Acknowledge / Appreciate
 - Reminder or follow-up
 - Provide Solution /Move to Action
 - Specific situations
3. EMAIL WRITING ETIQUETTE
 - Rules for Emails
 - Legal issues / company policy
 - Structure & Format
 - Correct Language
 - Reader Courtesy
 - Proof Reading

METHODOLOGY

- Group discussions
- Practical exercises / case studies

Duration :
7 hours (1 day)

Projecting Your Presentation Skills

OBJECTIVES

Presentation Skills are one of the first managerial skills which an executive or manager should acquire. This course aims to fulfill that by providing a step-by-step approach to build presentation skills among the participants. It also includes a hands-on-experience in developing an effective presentation and presenting it effectively. The objectives are to enable participants to:

- understand the essential ingredients of presentations
- acquire the confidence, poise and proficiency in presentation/speaking

TOPICS COVERED

1. BEFORE YOUR PRESENTATION
 - Defining your objectives
 - Developing and rehearsing your presentation
 - Overcoming your nervousness
2. BEGINNING YOUR PRESENTATION
 - What do you do in the first three minutes
 - Being credible
 - Setting the right tone
 - Exceeding expectations
3. THE BODY OF YOUR PRESENTATION
 - Keeping their attention
 - Using the right tools
 - Managing your presentation
4. CLOSING YOUR PRESENTATION
 - Summarising
 - Close your presentation right
 - Improving continuously

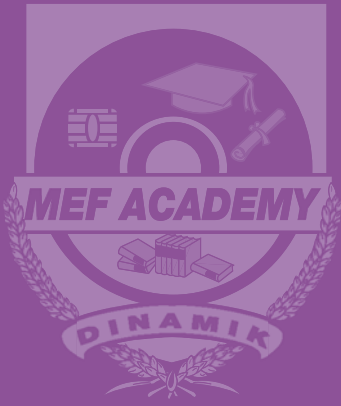
WHO SHOULD ATTEND

Supervisors, Executives and those who make presentations to internal and external clients and customers.

METHODOLOGY

- Lectures
- Individuals and group discussions
- Individuals presentation

Duration :
14 hours (2 days)



• MOTIVATION & ADMINISTRATION

You Can Do It! - How To Be Effective at Work

OBJECTIVES

Personal Effectiveness relates to an overall approach to optimising your personal life and your career. By understanding your personal goals, approach to life and link to work achievement, an employee would be equipped to discover success at work and experience job satisfaction. Personal effectiveness also motivates towards productivity by developing understanding of the organisation, willingness to learn and excel, as well as fostering effective relationships within the work environment.

TOPICS COVERED

1. PERSONAL MANAGEMENT
 - Self Analysis – Attitudes & Personality
 - Motivation levels
 - Value of Goal Setting
 - Job satisfaction and life objectives
2. YOUR ROLE & THE ORGANISATION
 - Understanding the employer – worker relationship
 - Your role in the Organisation's Culture
 - Your work and potential for success
 - Secrets of achievers and peak performers
3. TIME & STRESS MANAGEMENT
 - Time management grid
 - Prioritization and Checklists
 - Avoiding and dealing with time wasters
 - Understanding stress and symptoms
 - Handling change
4. MANAGING RELATIONSHIPS
 - Professionalism and communication
 - Managing your superiors & subordinates
 - Teamwork and teambuilding
 - Handling conflict

WHO SHOULD ATTEND

The course is designed for all levels of executives and non-executives in & across all industries.

METHODOLOGY

- Case Studies
- Discussions
- Learning Activities

Duration :
7 hours (1 day)

Positive Attitude At Your Workplace

OBJECTIVES

Positive Work Attitude relates to an overall approach to optimizing your personal life and your career by doing the right thing. By understanding your personal goals, approach to life and link to work achievement, an employee will be equipped to discover success at work and experience job satisfaction. Positive Work Attitude also motivates towards productivity by developing understanding of the organisation, willingness to learn and excel, as well as fostering effective relationships within the work environment.

TOPICS COVERED

1. PERSONAL MANAGEMENT
 - Self Analysis – Attitudes & Personality
 - Motivation levels
 - Value of Goal Setting
 - Job satisfaction and life objectives
2. YOUR ROLE & THE ORGANISATION
 - Understanding the employer – worker relationship
 - Your role in the Organisation's Culture
 - Your work and potential for success
 - Secrets of achievers and peak performers
3. TIME & STRESS MANAGEMENT
 - Time management grid
 - Prioritization and Checklists
 - Avoiding and dealing with time wasters
 - Understanding stress and symptoms
4. MANAGING RELATIONSHIPS
 - Professionalism and communication
 - Managing your superiors & subordinates
 - Teamwork and teambuilding
5. MANAGING CONFLICTS
 - Understanding Group Dynamics Leading to Conflict
 - Identifying Strategies For Dealing With Conflict

WHO SHOULD ATTEND

The programme is designed for all levels of executives and non executives in and across all industries.

METHODOLOGY

- Case studies
- Discussions
- Practical exercises
- Video presentation

Duration :
14 hours (2 day)

Positive Work Culture

OBJECTIVES

A strategic approach to optimising your effectiveness in the organization starts by doing the right things. By understanding "The Effective Executive" your personal goals, approach to life and work achievement will be better realised. It also motivates towards productivity by developing an understanding of the organisation, willingness to learn and excel, as well as fostering effective relationships within the work environment.

TOPICS COVERED

- The executive's job is to be effective; and
 - Effectiveness can be learned.
1. EFFECTIVENESS CAN BE LEARNED
 - Why We Need Effective Executive
 - Who is an Executive? / The Promise of Effectiveness
 2. THE TIME DEMANDS ON THE EXECUTIVE
 - Pruning the Time-Wasters
 - Consolidating "DISCRETIONARY TIME"
 - The Right Human Relations
 - The Effective Meeting
 3. STAFFING FROM STRENGTH
 - Making Yourself Effective
 - Sloughing off Yesterday
 4. THE ELEMENTS OF DECISION-MAKING
 - Elements of Decision Process
 - Decision Making and the Computer

WHO SHOULD ATTEND

The programme is designed for Executives and Decision Makers across all industries.

METHODOLOGY

- Discussions

Duration :
7 hours (1 day)

Sikap Kerja Positif

OBJECTIVES

Objektif utama kursus ini adalah untuk mempelajari teknik-teknik melahirkan persekitaran yang positif di tempat kerja agar setiap individu yang bekerja di dalam organisasi tersebut dapat menghasilkan kualiti dan produktiviti kerja yang terbaik serta mempunyai nilai dan etika kerja yang mulia.

KANDUNGAN KURSUS

- Memahami peranan majikan/pekerja
- Peranan kerja dalam hidup
- Analisa diri sendiri
- Motivasi diri
- Meningkatkan produktiviti dan kualiti kerja
- Meningkatkan komunikasi dan kerjasama berpasukan
- Mengurus diri dan masa
- Mengenalpasti sikap positif dan negative
- Mempelajari kaedah membina sikap kerja positif

PESERTA KURSUS

Kursus ini terbuka kepada semua kakitangan termasuk Pegawai, Penyelia, Line Leaders, Shift Leaders, kakitangan perkeranian dan semua yang ingin meningkatkan prestasi diri dan organisasi mereka.

KAEDAH KURSUS

- Perbincangan
- Latihan Individu & Kumpulan

Jangkamasa Kursus :
14 hours (2 day)

Handling Work Stress for Non-Executives (Mandarin)

OBJECTIVES

This course aims to equip Mandarin speaking clerical, non-executives & new staff on handling work stress to improve work productivity.

- Participant will learn to be more alert to their self response to work stress.
- Participant will understand how the work stress affects their life and productivity.
- Participant will learn how to cope with work stress, including time management techniques.

TOPICS COVERED

Module 1

- Identify the source of work stress
 - Personal
 - Environment
- Effect from work stress
 - Company
 - Personal

Module 2

- How to reduce work stress
 - Time management
 - Schedule
 - To-Do-List
- Understand the changes cause by stress
 - Body
 - Behaviour

Module 3

- How to cope with stress
 - Emotional change
 - Behaviour change
 - Health effects.

WHO SHOULD ATTEND

New Staff and Non-Executives and Clerical Staff.

METHODOLOGY

- Lecture
- Group Discussion
- Learning Activity

Duration :
7 hours (1 days)

Kecerdasan Emosi

OBJEKTIF

Kecerdasan Emosi (EQ) adalah lebih penting dari IQ, kerana ditempat kerja EQ yang membezakan anda dalam kemahiran komunikasi, penyelesaian masalah, daya kreatif, pengawalan stress dan membina kepimpinan dalam diri anda. Objektif kursus ini adalah untuk memahami konsep Kecerdasan Emosi dan penggunaan EQ untuk memperbaiki komunikasi, perhubungan dengan pekerja dan pelanggan serta menghasilkan kejayaan dalam kerjaya.

KANDUNGAN KURSUS

1. APAKAH KECERDASAN EMOSI?
 - Prinsip EQ
 - Perbezaan IQ dan EQ
 - Konsep EQ
 - Kebolehan Kendiri
 - Kemahiran Sosial
2. EQ DITEMPAT KERJA
 - Kemahiran Sosial
 - Memahami Organisasi
 - Sikap Berkhidmat
 - Kemahiran Perhubungan
 - Memahami Personaliti
 - Corak Komunikasi
3. KEMAHIRAN KOMUNIKASI & PERHUBUNGAN
 - Penyelia
 - Pekerja
 - Bekerja Berpasukan
 - Pelanggan

KAEDAH KURSUS

- Perbincangan
- Latihan individu dan berkumpulan

Jangkamasa Kursus :
7 jam (1 hari)

Excellent Clerical Skills For Organizational Success

OBJECTIVES

Every employee in an organisation contributes towards the development and productivity of the organisation they work in. Thus, it is essential for the employees to maintain a high standard of quality work. This can be achieved through constant effective training. This programme is specially designed to enable employees to achieve higher productivity levels which will, in turn, enhance the image and productivity of the organisation.

TOPICS COVERED

1. Roles and responsibilities of employers and employees
2. Understanding the company and your job
3. Enhancing the company's corporate image
4. Motivation and positive work attitude
5. Providing quality customer service in person and through the telephone

WHO SHOULD ATTEND

Secretaries, Clerical staff, Receptionists, Front-Line staff, Customer Service people and all those involved in the day to day administration of the office.

METHODOLOGY

- Role play
- Discussions
- Practical exercises

Duration :
14 hours (2 days)

Keberkesanan Kerani, Organisasi Berjaya

OBJEKTIF

Setiap pekerja di dalam sesebuah organisasi menyumbang ke arah produktiviti organisasi tersebut. Oleh itu setiap pekerja perlu mengekalkan prestasi dan kualiti kerja yang tinggi serta mempunyai nilai etika kerja yang mulia. Ini boleh diperolehi daripada latihan dan galakan yang berterusan.

KANDUNGAN KURSUS

1. Pejabat dan Organisasi Anda
2. Kemahiran Telefon Berkesan
3. Perkhidmatan Pelanggan Berkesan
4. Komunikasi Interpersonal
5. Pengurusan Masa Berkesan
6. Perhubungan Sesama Manusia
7. Kerja Berpasukan
8. Mengatasi Masalah Kerja
9. Sikap dan Motivasi

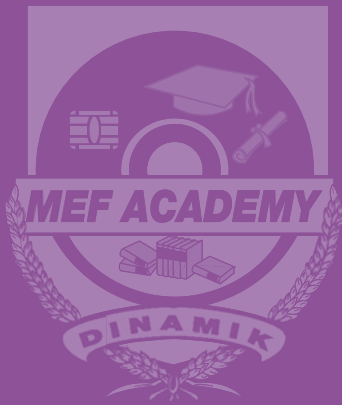
PESERTA KURSUS

Kursus ini khas untuk kakitangan perkeranian, penyambut tetamu dan para kakitangan barisan hadapan.

KAEDAH KURSUS

- Perbincangan & penyampaian
- Latihan Individu & kumpulan
- Persembahan video

Jangkamasa Kursus :
14 jam (2 hari)



• RECRUITMENT & COMPETENCY SERIES

Mastering Behavioral Based Interviewing

OBJECTIVES

- To understand the principles and benefits of behavioral based interviewing
- To apply NLP techniques such as anchoring, mirroring, reframing, and meta-modeling to enhance the interview process.
- To practice conducting behavioral based interviews using NLP techniques and feedback
- To learn how to prepare and structure behavioral based interview questions using STAR (Situation, Task, Action, Result) method.
- To evaluate candidates' responses and make objective hiring decision.

TOPICS COVERED

Module 1: INTRODUCTION TO BEHAVIORAL-BASED INTERVIEWING

- The recruitment process
- Define behavioral-based interviewing.
- Explain the benefits of using this approach.
- Highlight common challenges in traditional interviews.

Module 2: UNDERSTANDING COMPETENCIES, JOB DESCRIPTIONS AND CURRICULUM VITAE

- Identify essential job competencies
- Learn how to map Competencies from Job Description.
- Identify the Core Competencies for the Job
- Analyzing the Curriculum Vitae

WHO SHOULD ATTEND

- Recruitment & Hiring Managers
- Human Resource Manager/Executive
- Heads of Dept / Sections Heads

METHODOLOGY

- Discussion
- Mock Interview session
- Group activities

Module 3: THE INTERVIEW

- Understanding personalities using Merryll & Reid's model
- Building Rapport and Mirroring
- SOLER model and NLP techniques can be used to understand body language.
- Anchoring and State Management

Module 4: INTRODUCTION TO NLP LANGUAGE PATTERNS AND QUESTIONING TECHNIQUES

- Define NLP and its relevance in interviews.
- Explore NLP language patterns (Meta Model) for effective communication.
- Demonstrate NLP-based questioning techniques.
- Practice formulating questions using NLP principles.

Module 5: THE STAR TECHNIQUE

- Introduce the STAR (Situation, Task, Action, Result) method.
- Explain its significance in behavioral interviews.
- Practice constructing STAR responses.

Duration :
14 hours (2 days)

Behavioral Interview Assessment Using The Star Methodology

OBJECTIVES

To enable candidates to:

- To identify Positive and Negative indicators in evaluating a potential candidate
- To ensure that the interviewee is certain about the criteria of the candidates.

TOPICS COVERED

1. UNDERSTANDING THE NEEDS OF INTERVIEWER AND INTERVIEWEE
2. UNDERSTANDING COMPETENCIES AND QUESTIONING METHODOLOGY (Closed, Open and Probing Questions)
3. WHAT IS S.T.A.R (Situation, Task, Action & Results)
4. USING S.T.A.R TO ACCESS CANDIDATE
5. EVALUATING ACTION (which is a part of S.T.A.R)
 - Differentiate Positive & Negative indicators
 - Using Probing Questions to access
 - Positive and Negative Indicators
 - Categorizing Positive & Negative Indicators to priority and non priority
6. EVALUATING THE OVERALL INFORMATION AND FILLING IN THE INTERVIEW ASSESSMENT.

WHO SHOULD ATTEND

- Recruitment Managers
- Human Resource Manager / Executive
- Heads of Dept / Sections Heads

METHODOLOGY

- Discussion
- Group work

Duration :
7 hours (1 day)

Competency Mapping for Performance Improvement

INTRODUCTION

Competency mapping is important and is an essential exercise. Every well-managed firm should have well defined roles and list of competencies required to perform each role effectively. A competency model is an organizing framework that lists the competencies required for effective performance in a specific job, job family (e.g., group of related jobs), organisation, function, or process. Individual competencies are organized into competency models to enable people in an organisation or profession to understand, discuss, and apply the competencies to workplace performance.

In this program participants will be able to identify the expectations of their employers by evaluating the Mission and Vision of the organisation and drawing down a flow of the model ranging from the top till the Functional and Job specific competencies. The Core of the program would determine the Hard and Soft Competencies, and developing a model and using it to enhance performance and all other HR functions within the organization.

The competencies in a model may be organised in a variety of formats. No one approach is inherently best; organizational needs will determine the optimal framework.

TOPICS COVERED

MODULE 1 –

EXPLORING COMPETENCIES & COMPETENCY MODELLING

The introductory module orientates participants to understanding the importance of Competency Modelling and use of Competencies in the work place.

MODULE 2 –

BENEFITS OF USING COMPETENCY MODELLING

Offers numerous benefits as it lays the foundation of their HR functions and programs

MODULE 3 –

UNDERSTANDING WORKPLACE COMPETENCIES

Developing a cluster of workplace Competencies as Core, Functional & Job Specific.

MODULE 4 –

DEVELOPING COMPETENCY MODEL

Competency Models represent the most Critical Knowledge, Skills & Behaviours that drive successful performance.

MODULE 5 –

IDENTIFYING COMPETENCIES

Competency identification can focus on a specific role, job, a job family, an organization, and occupation or an industry

MODULE 6 –

CREATING JOB/POSITION COMPETENCY PROFILES

As a result of the study, a job or position competency profile can be created.

WHO SHOULD ATTEND

- Assistant Recruitment Manager / Assistant HR Manager
- Hiring Managers / Heads . Heads Of Department / Section Managers
- Recruitment / HR Executives
- Those with no Experience in Recruitment

METHODOLOGY

- Lectures
- Group Discussion
- Mock Interview
- Video Preentation

Duration :
14 hours (2 days)

Competency Based Human Resource Management

OBJECTIVES

The program has been designed to develop the HR Practitioner's Skills in Identifying and defining Competencies, and utilizing these as foundations for developing Competency- Based HR programs and systems.

TOPICS COVERED

- 1. FRAMEWORK FOR BUILDING COMPETENCY BASED HR MANAGEMENT**
This introductory module orients participants to understand the different HR Functional Divisions and evaluate Competencies for the functions
- 2. DEVELOPING COMPETENCY MODEL**
This introductory module orients participants on the use of Competencies in Human Resource Management which covers the process of identification and definition of Core and Functional Competencies and levelling of Competencies. How to use the different approached to identifying Core Competencies will also be explored by the participants.
- 3. COMPETENCY BASED INTERVIEW**
The module focuses on how the participants can assess competencies with the use of Competency-based interviews and assessment centres for the selection of job applicants/candidates.
- 4. COMPETENCY BASED CAREER PLANNING**
The module presents how Competencies are linked to Talent Development with an organization.
- 5. COMPETENCY BASED TRAINING & DEVELOPMENT**
This modules involves the participants in developing Competency Based Training and Development plans. Moreover, participants will learn how to anchor career development plans on Competencies.

WHO SHOULD ATTEND

HR Practitioner who are keen to develop knowledge on Competencies.

METHODOLOGY

- Discussion
- Games

Duration :
14 hours (2 days)

Developing and Implementing Competency Systems

OBJECTIVES

Participants will be able to understand;

- Develop an understanding on Competency Profile and Framework
- Apply techniques to develop, design and implement a business Competency Framework system for the organization (Technical & Behavioural)
- Use Competencies in a range of HR processes
- Objectively access employees to identify the gap between actual and desired performance and bring them to the actual level of performance.

TOPICS COVERED

MODULE 1: Understanding Management Roles

- What are the key roles?
- Roles and responsibilities of Supervisors
- Success & Failures of Supervisors
- Transition from Worker to Supervisor

MODULE 2: Managing Subordinates

- Management Process
- Human management skills
- Motivation principles
- Maintaining Discipline

MODULE 3: Managing Performance

- Delegation Principles
- Communication Skills
- Counseling & Handling Complaints

MODULE 4: Leadership Essentials

- Leadership styles
- Situational Leader
- Supervisor as a Leader

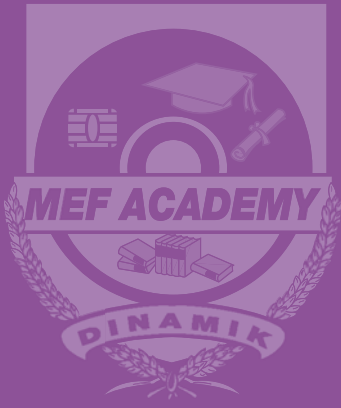
WHO SHOULD ATTEND

This course is suitable for Supervisors at all levels who wish to enhance their work performance as a Supervisor

METHODOLOGY

- Lectures
- Case Studies
- Role Play
- Video Presentation

Duration :
14 hours (2 days)



• LEADERSHIP & TEAM MANAGEMENT

Manage Your Team Dynamics

OBJECTIVES

Team dynamics refers to the patterns of interaction within the group as the team develops. This program is designed to explore the underlying characteristics of individuals, their impact on group behaviour and the development stages towards effective teams. With knowledge of this pattern of interaction and team development process, participants will be able to address the challenges faced working in teams and apply the measures to rapidly achieve team synergy.

TOPICS COVERED

1. UNDERSTANDING INDIVIDUALS
 - Human Behaviour
 - Personality Types
 - Work Style
2. UNDERSTANDING GROUPS
 - Factors Impacting Groups
 - Stages of Group Life-Cycle
 - Why Groups Underperform?
3. EFFECTIVE TEAMS
 - Team vs Group
 - Belbin's Team Role Profile
 - Team Performance Profile
4. MANAGING TEAM DYNAMICS
 - Leadership & Team Maturity
 - Team Development Profile
 - People Skills
 - Managing Team Conflict

WHO SHOULD ATTEND

The course is designed for all levels who are involved in managing or handling groups within the organization.

METHODOLOGY

- Group discussions
- Games

Duration :
7 hours (1 day)

Leadership Skills For Supervisors

OBJECTIVES

This workshop will help participants to:

- Learn ways to prioritize, plan, and manage their time.
- Identify their primary leadership style and techniques for maximizing that style.
- Develop more flexibility to use other leadership styles.
- Search for ways to overcome communication barriers.
- Determine ways they can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

TOPICS COVERED

1. MANAGING TIME AND ENERGY
Left and Right brain concepts, SMART goals, and how to organize personal workspace.
2. WHAT MAKES A GOOD LEADER?
The Situational Leadership model and The Leadership Effectiveness and Adaptability Description (LEAD).
3. COMMUNICATION AS A LEADERSHIP TOOL
How to use effective communication, and major elements of communication such as verbal and non-verbal queues, asking questions, and body language.
4. THE COMMITMENT CURVE
How to ensure new employees understand the commitment curve and recognize that the first few months of any new job will be tough.
5. EMPLOYEE DEVELOPMENT MODELS
Coaching and Dialogue employee development models; "You" and "I" messages; consequences and benefits of both changing and not changing.
6. DEALING WITH CONFLICT AND DIFFICULT ISSUES
Discussion on the difficulties involved when bringing up a concern or issue with another person.

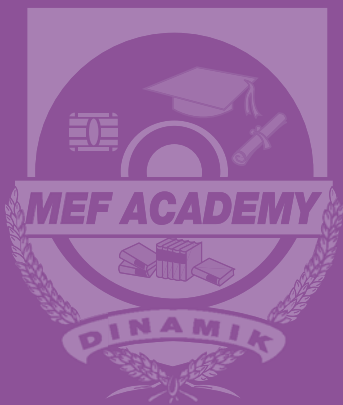
WHO SHOULD ATTEND

Newly appointed, as well as seasoned supervisors/leaders.

METHODOLOGY

- Practical exercise
- Role play
- Case studies
- Discussions
- Video presentation

Duration :
14 hours (2 days)



- OCCUPATIONAL SAFETY & HEALTH (OSH)
- KURSUS DALAM BAHASA MALAYSIA

Accident Investigation

OBJECTIVES

- Understand the provision: under Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease Regulations 2004 (NADOPOD 2004)
- Able to conduct effective accident investigation
- Able to identify the Basic, Direct and Indirect causes of accidents
- Make practical recommendation to prevent accident from recurring at the workplace

TOPICS COVERED

1. NADOPOD 2004
2. Policy of Accident Investigation
3. Accident Causation Models
4. Investigation Methodology
5. Principle of Loss Prevention
6. Tools and Techniques for Investigation
7. Performance Measurement and Accident Calculation Rates
8. Accident Report Writing

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Committee, Accident Investigation Team.

METHODOLOGY

- Discussions
- Case studies & Simulation

Duration :
14 hours (2 day)

Formation of an Effective Safety & Health Committee

OBJECTIVES

- To understand and implement the requirement of the Safety and Health Committee
- Understand the provisions of OSH Act 1994
- Implement the Safety and Health Meeting effectively
- Able to conduct effective workplace inspection
- Able to conduct and report accident investigation effectively

TOPICS COVERED

1. OSH Act 1994 and its Regulations
2. FMA Act 1967 and its Regulations
3. Safety and Health Committee Regulations 1996
4. Hazard Identification, Risk Assessment and Control
5. OSH Records and Accident Calculation Rates
6. Managing the Committee Meeting
7. OSH Promotion and Communication Program

WHO SHOULD ATTEND

Safety and Health Committee Members, Safety and Health Officers, Human Resource Manager, Executives, Production Managers and Production Supervisor.

METHODOLOGY

- Discussions
- Case studies
- Role play

Duration :
14 hours (2 days)

Occupational Safety & Health Act 1994

OBJECTIVES

- Understand the self-regulatory concept
- Explain the requirements and provisions under the Act
- Comply to the duties and responsibilities of the employers, self-employed persons, manufacturers, designers and suppliers
- Confirm to the duties and responsibilities of employees
- Implement safety and health organisations, notifications of accidents, dangerous occurrence, poisoning and diseases
- Understand the liability for offences

TOPICS COVERED

1. Historical Perspective of OSH Legislation
2. Important OSH Definitions
3. General Duties of Employers and Self-Employed Persons
4. General Duties of Employees
5. Safety and Health Organisations
6. Notification of Accidents, Dangerous Occurrence, Occupational Poisoning and Occupational Diseases and Inquiry
7. Liability for Offences
8. Regulations

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Supervisors, Safety and Health Committee Members and Safety and Health Practitioner.

METHODOLOGY

- Discussions
- Case studies

Duration :
7 hours (1 day)

Occupational Safety & Health at the Workplace

OBJECTIVES

- To increase awareness and understanding that occupational safety and health is an integral part of management
- To induce positive attitude towards safe working environment
- To reduce industrial accidents
- To promote the role and importance played by safety committees

TOPICS COVERED

1. OSH Historical Perspective
2. Malaysian Perspective on OSH
3. Understanding OSHA 1994
4. Creating a Safety and Health Policy
5. OSHA Regulations
6. Creating a Safe System of Work
7. Hazard Identification, Assessment and Control
8. Risk Assessment
9. Safety Inspections
10. Accident Investigation
11. OSH Training

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Supervisors, Safety and Health Committee Members, and Safety and Health Practitioner.

METHODOLOGY

- Discussions
- Case studies
- Video presentation

Duration :
14 hours (2 days)

OSH Management System for Executives (OSHMS)

OBJECTIVES

- Establish OSH systems and procedures for the organisation
- Implement OSH programs effectively
- Implement effective management system
- Plan, Do, Check and Take Action on the management system
- Maintain Safety and Health as an integral part of the business system

TOPICS COVERED

1. Historical Perspective of OSH Legislation
2. ILO OSH Management System vs OHSMS ISO 18000
3. OSH Policy, Organisation, Arrangement and Documentation
4. Management of Hazards, Risks Assessment and Control
5. Principles of Loss Prevention
6. Accident Theories
7. Emergency Preparedness and Incident Investigation
8. Performance Measurement and Monitoring
9. Management Review and Corrective Action

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Supervisors, Safety and Health Committee Members, Safety and Health Practitioners and Executives.

METHODOLOGY

- Discussions
- Case studies

Duration :
14 hours (2 days)

OSH Performance – for Small-Medium Enterprises

OBJECTIVES

- to make aware of the importance of safety and health in small-medium enterprises
- to impart safety and health elements to improve work condition
- to cultivate safety and health culture at the work place

TOPICS COVERED

1. Accidents in the SME
2. Establishing a OSH Steering Committee
3. Identifying and Assess Workplace Hazards and Risks
4. Control the Workplace Hazards and Risks
5. Low-Cost Improvement for the Workplace
6. Maintain and continually Improve the Workplace

WHO SHOULD ATTEND

SME owners and SME employees.

METHODOLOGY

- Discussions
- Exercise

Duration :
7 hours (1 day)

Understanding & Implementing OSH Act 1994 and Its Regulations

OBJECTIVES

- Understand the self-regulatory concept
- Explain the requirements and provisions under the Act
- Explain the requirements and provisions under the Regulations
- Confirm to the duties and responsibilities of employers and employees
- Implement safety and health organisations, notification of accidents, dangerous occurrence, poisoning and diseases
- Understand the liability for offences

TOPICS COVERED

1. Historical Perspective of OSH Legislation
2. Important OSH Definitions
3. General Duties of Employers and Self-Employed Persons
4. General Duties of Employees
5. Safety and Health Committee Regulations 1996
6. Control of Industrial Major Hazard Installation Regulations 1996
7. Classification, Packaging and Labelling of Hazardous Chemicals Regulations 1997
8. Safety and Health Officer Regulations 1997
9. Use and Standards of Exposure of Chemicals Regulations 2000
10. Liability for Offences

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Supervisors, Safety and Health Committee Members, and Safety and Health Practitioner.

METHODOLOGY

- Discussions
- Case studies

Duration :
14 hours (2 days)

Understanding and Implementing Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease Regulations 2004 (NADOPOD)

OBJECTIVES

- Understand the provisions under the Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease Regulations 2004 (NADOPOD 2004)
- Able to distinct between Work-Related Incidences and Non-Work Related Incidences
- Able to use the appropriate form for reporting purposes to the Department of Occupational Safety and Health

TOPICS COVERED

1. Main purposes of reporting
2. Definition of terms
3. Deciding whether a case should be notified and reported
4. The mechanics of notifying and reporting
5. Location, retention and maintenance of Record
6. Penalty

WHO SHOULD ATTEND

Human Resource Managers, Safety and Health Committee, Accident Investigation Team & Safety and Health Officers.

METHODOLOGY

- Discussions
- Exercises

Duration :
7 hours (day)

Behavioral Based Safety (BBS)

OBJECTIVES

Upon completion of the course, participants will be able:

- To understand the factors influencing human errors at the workplace
- To prevent accidents using Behavioral Based approach
- To improve staff efficiency at the workplace

TOPICS COVERED

1. Overview and Introduction of Motivating Workers Through Behavioral Based Safety (BBS)
2. The seven principles of BBS
3. Behavioral-Based Observation & Feedback
4. Motivating and Maintaining Safe Behavior
5. Maintaining Safety Improvement
6. Discussion – The Next Step

WHO SHOULD ATTEND

Human Resource Manager, Safety and Health Committee members and Safety and Health Officers.

METHODOLOGY

- Role plays
- Exercises

Duration :
7 hours (1 day)

Job Safety Analysis (JSA)

OBJECTIVES

Upon completion of the course, participants will be able to:

- Conduct risk assessment on work activities
- Identify hazard, assess risk and provide control measures for work activities
- Document Job Safety analysis

TOPICS COVERED

1. Introduction to Job Safety Analysis
2. Identifying scope of task and target setting
3. Classifying task to basic steps
4. Hazard identification
5. Risk analysis and risk evaluation
6. Risk control
7. Recording and documenting

WHO SHOULD ATTEND

Human Resource Manager, Safety and Health Committee members and Safety and Health Officers.

METHODOLOGY

- Group work

Duration :
7 hours (1 day)

Occupational Safety and Health in the Office

OBJECTIVES

Upon completion, the participants will be able to:

- Understand the hazard and risk associated to the office environment;
- Aware of injuries related to computer works and manual handling in the office
- Identify office appliance that may compromise health and safety in the office
- Implement intervention to improve work performance and comfort
- Improve staff efficiency at the workplace

TOPICS COVERED

1. Introduction to office safety and health
2. Work related risk factors in the office
3. Ergonomics stressors in office workstation
4. Manual handling activities in the office
5. Maintaining good housekeeping
6. Fire and emergency response in the office
7. Indoor air quality in the office

WHO SHOULD ATTEND

- Human Resource Manager
- Safety and Health Committee members
- Safety and Health Officers

METHODOLOGY

- Demonstration
- Exercises

Duration :
7 hours (1 day)

Fire and Emergency Response Plan

OBJECTIVES

- Identify potential emergency situation at the workplace
- Estimate the risk level
- Develop an Emergency Response Protocol

TOPICS COVERED

1. Hazard Identification Risk Assessment and Risk Control
2. Introduction to Emergency Response Plan (ERP)
3. Basic fire characteristics
4. Emergency control facilities
5. Potential emergency situation at the workplace
6. Developing an Emergency Protocol

WHO SHOULD ATTEND

- Safety & Health Committee Members
- Safety & Health Officers
- Human Resource Manager and Executives
- Production Managers and Supervisor

METHODOLOGY

- Group work

Duration :
7 hours (1 day)

Hazard Identification, Risk Assessment And Risk Control (HIRARC)

INTRODUCTION

Generally every employee is exposed to hazards at work. However not many are aware of the threats posed by these hazards that could harm and endanger life. It is therefore important for organizations to conduct Hazard Identification, Risk Assessment and Risk Control (HIRARC). The organizations that have carried out HIRARC reported positive change and reduced the risks. This course aims to deliberate the systematic and objective approach on HIRARC with reference to the published Department of OSH Guidelines for Hazard Identification, Risk Assessment and Risk Control, 2008.

OBJECTIVES

By the end of the 2-day course, the participants should be able to :

- Identify physical hazards at work
- Analyze and Estimate risk of the identified hazards
- Select a suitable control
- Conduct documenting process

TOPICS COVERED

1. Provisions of OSH Act 1994 on HIRARC
2. Purpose of HIRARC
3. Basic Concepts
4. Planning and Conducting of HIRARC
5. Control
6. Documenting HIRARC

WHO SHOULD ATTEND

This course is designed to train :

- Safety and Health Committee members
- Person in-charge of OSH activities at the workplace
- Human resources specialist.

METHODOLOGY

- Video session
- Practical exercises

Duration :
7 hours (1 day)

Chemical Safety: Managing Chemical Hazard At The Workplace

INTRODUCTION

Majority of workers today are either exposed or work directly with hazardous chemical at work. Unfortunately only few really understand the consequences of hazardous chemicals. The frequency and period of exposure or contact with hazardous chemical has the potential to cause chronic health effect on the workers. In due time, workers may suffer chronic health condition such as cancer. Therefore it is utmost important for workers to be equipped with the right information, in handling chemical thus improve their working condition. This workshop will deliberate the chemical safety programme that should be practiced at the workplace.

OBJECTIVES

By the end of the two days' course, the participant will be able to :

- Understand the legal requirements on hazardous chemicals
- Understand basic toxicology effects of hazardous chemicals
- Understand the safe work practices with hazardous chemicals

TOPICS COVERED

The workshop is designed and divided into eight modules:

1. Legal requirements on chemical hazardous to health
2. Understanding Chemical Safety Data Sheets
3. Toxicology health effects to humans
4. Physicochemical properties of chemical
5. Hazard Communication
6. Chemical fire & explosion
7. Personal protective equipment
8. Emergency response preparedness

WHO SHOULD ATTEND

This course is designed to train:

- Safety and Health Committee
- Chemical user or chemical handlers
- Procurement officer or person in charge of chemical supplier.

METHODOLOGY

The facilitator will apply combinations of the following method to ensure experiential learning takes place:

- Brief lecture on key elements of the topics
- Case study based on video presentation
- In-class assessments
- Group or individual work exercise

Duration :
7 hours (1 day)

Understanding Chemical Data & Legal Requirements

INTRODUCTION

Chemical management at the workplace is part of the legal requirement under the OSH(USECHH) 2000 regulations. Its implementation requires company to engage competent person which may be third party consultant. This process involves proper planning & budgeting to optimise company's resources. This training will guide participants on how to optimise the output of the chemical related program.

OBJECTIVES

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

- Understand USECHH 2000 and CLASS 2013
- Plan for budgeting and preparing technical specification.
- Know how to manage OYK and coordinate program.
- Design for chemical management program.
- Identify action to be taken to reduce exposure.

TOPICS COVERED

The topics covered in this training are as follows:

1. Understanding OSH(USECHH) Regulations 2000 and OSH (CLASS) Regulations 2013.
2. Understanding other chemical legal requirements.
3. Planning and Budgeting
4. Preparing technical specification for project tendering
5. Managing consultant and Competent Person (OYK) under the legal requirements.
6. Program Coordination
7. Specific program implementation: Chemical Health Risk Assessment, exposure monitoring, medical surveillance, engineering control inspection and hazard communication

WHO SHOULD ATTEND

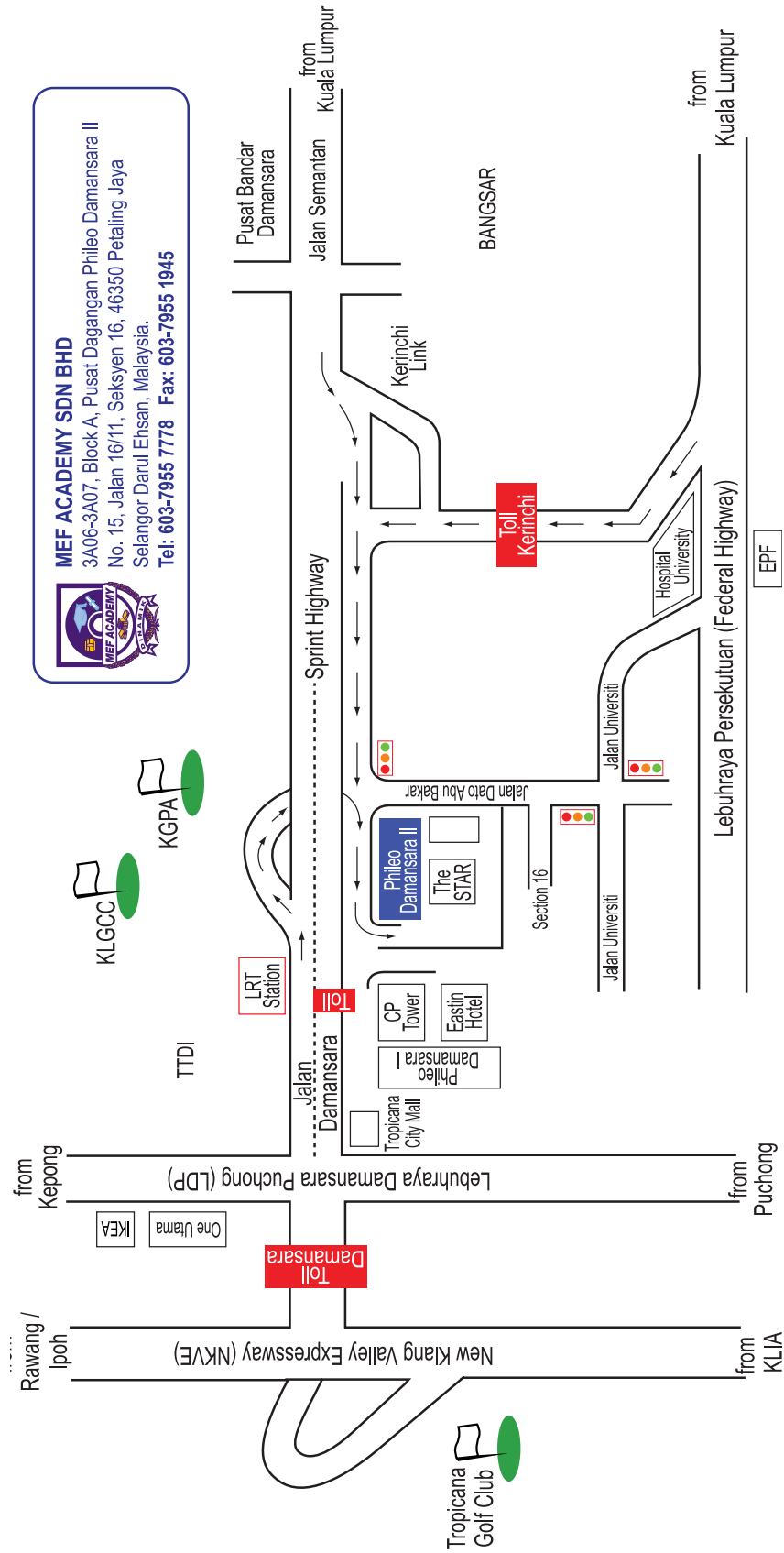
- Employer
- Safety and Health Officer / Committee members
- Procurement officer and Human Resource

METHODOLOGY

- Brief Lecture
- Video session
- Practical exercises

Duration :
14 hours (2 days)

MAP





MEF ACADEMY

For more information, please contact:

MEF ACADEMY SDN BHD

3A06-3A07, Block A, Pusat Dagangan Phileo Damansara II

No. 15, Jalan 16/11, Off Jalan Damansara

46350 Petaling Jaya, Selangor D.E.

Tel. : 603-7498 7200

Homepage: <http://www.mef.org.my>