

HOT IN-HOUSE TRAINING
WORKSHOP 2014



NEW

**Commitment To
Excellence!**



Introduction

Good service requires the participation of all members in the organization that comprises of inputs by individuals. Having a commitment to excellence is a pre-requisite for effective and efficient work and this workshop is designed for participants to acquire a comprehensive understanding of how positive work culture can be induced into the organization.

WORKSHOP ON “COMMITMENT TO EXCELLENCE!”

Objectives:

Upon completion of the workshop, participants will be able:

- To understand the principles behind excellent performance
- To find motivate behind their work through appreciating the concept of professionalism
- To act, talk and think more positively
- To recognise the importance of being professional and have a strong customer sense
- To make effort in continuous development

Target audience: Executives who want to improve work performance

Methodology:

Lecture, experience sharing, exercise and games

Program Outline



Commitment To Excellence



What is Commitment to Excellence

- ◆ What is excellent performance and how it benefits you
- ◆ Traits of high performers
- ◆ Why having positive work culture create win-win scenario

Finding passion at workplace

- ◆ Life balance vs. live to work
- ◆ From work-life balance to work-life integration
- ◆ Value-driven work behaviour

Effective work behaviour

- ◆ Goal-oriented behaviour
- ◆ Designing your career action plan
- ◆ Putting goals into actions

The age of “professionalism”

- ◆ Working in a knowledge-based society
- ◆ Customer Centric Organization at work
- ◆ Equip oneself with “Kaizen”

Handling self-emotions and stress

- ◆ Feeling frustrated and stressful
- ◆ How to turn frustration and stress into driving forces
- ◆ Achieving better result and live a better life

