

MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI **TINGKAH LAKU**



▪ *Attitude is Everything*



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MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI **TINGKAH LAKU ATTITUDE IS EVERYTHING**

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**MEMODALKAN KECEMERLANGAN PEJAWAT AWAM
MELALUI MODIFIKASI TINGKAH LAKU
ATTITUDE IS EVERYTHING**

Learning Outcome:

Upon completion of this program participants should be able to:

1. Understand and apply the right attitude, behaviour and habit
2. Basic fundamental to understand who you are
3. Understand the importance of effective communication skills
4. Realized how and why emotional intelligence is VITAL
5. Focused, observed, evaluate and analyzed positive and negative challenges with the growth mindset instead of fixed mindset.
6. Realized why some organization or team able to pull together and others failed
7. Know the purpose at workplace
8. Able to build ownership attitude within and among the co workers
9. Able to identify the common challenges
10. Apply the right leadership skills
11. Understand the better ways to manage people with respective emotional intelligent skills
12. Basic fundamental to understand who you are

**MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI
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ATTITUDE IS EVERYTHING

M1 : Right Attitude & Behaviour At WorkPlace

Everyone can be better –

Attitude is a little things that makes a big difference

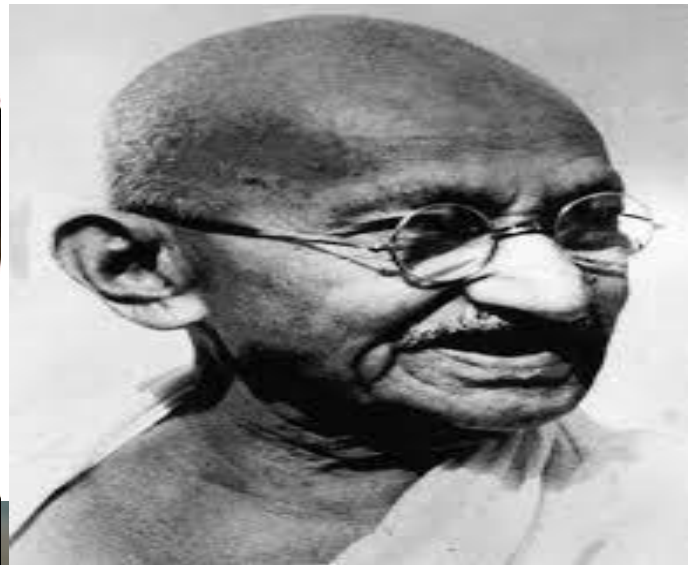
Winston Churchill

**Ability is what you are capable of doing. Motivation
determines what you do. Attitude determines how well you
do it**

Lou Holtz



1.1 Introduction to Right Attitude, Behaviour, Habit and Mindset



WHAT IS
ATTITUDE
TO YOU

Module 1 : Right Attitude And Behaviour At WorkPlace

Attitude, Behaviour, Habit And Mindset

Based on your experience, describe what is **ATTITUDE** to you:

Based on your experience, describe what **BEHAVIOUR** is to you:

Based on your experience, describe what **HABIT** is to you:

Based on your experience, describe what **MINDSET** is to you:

Attitude, Behaviour, Habit And Mindset

WHAT IS

ATTITUDE & BEHAVIOUR?

What Characteristics you can see from the video?

(1) _____

(2) _____

(3) _____

(4) _____

(5) _____

**Develop your character so
that you are a person of
integrity**

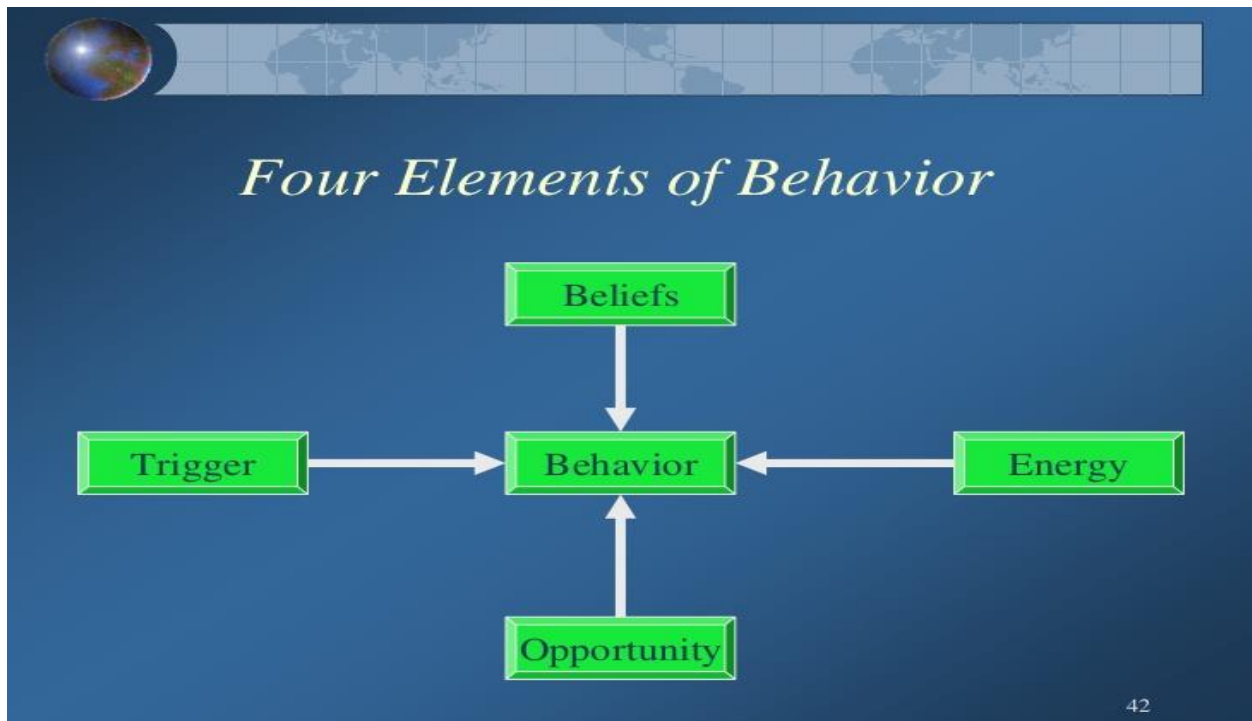
Peter Cain

**I have learned that people will forget what you said,
people will forget what you did, but people will never
forget how you made them feel**

The importance of Right Attitude

ATTITUDE IS ALL ABOUT

- (1) Action and reaction – positive / negative
- (2) Understand the purpose of each actions and reactions outcome



Practicing right attitude & habit at workplace is a **VITAL** requirements if you want your workplace environment to operate **effectively** and **efficiently**. Everyone in an organization need to implement and **understand why** positive attitude and habit is important. Good co-workers **relationship** will develop better career enhancement. Nevertheless not only knowing the benefits of positive attitude but also be **aware of the negative impact** too. So that you will be **more focus** to achieve yours and organizational **Common Goal**.

Behaviour is the mirror in which everyone shows their image

1.2 The importance of Right Attitude

GROWTH MINDSET



- Analyze mistake
- Accept challenges
- Ability to learn new things
- Inspired by others success

FIXED MINDSET



- Unchangeable aptitude
- Avoid challenges
- Avoid failure
- Give up easily

Based on picture above please relate to below LEADERS and MANAGER responsibilities

MANAGER RESPONSIBILITY

P _____
O _____
L _____
C _____

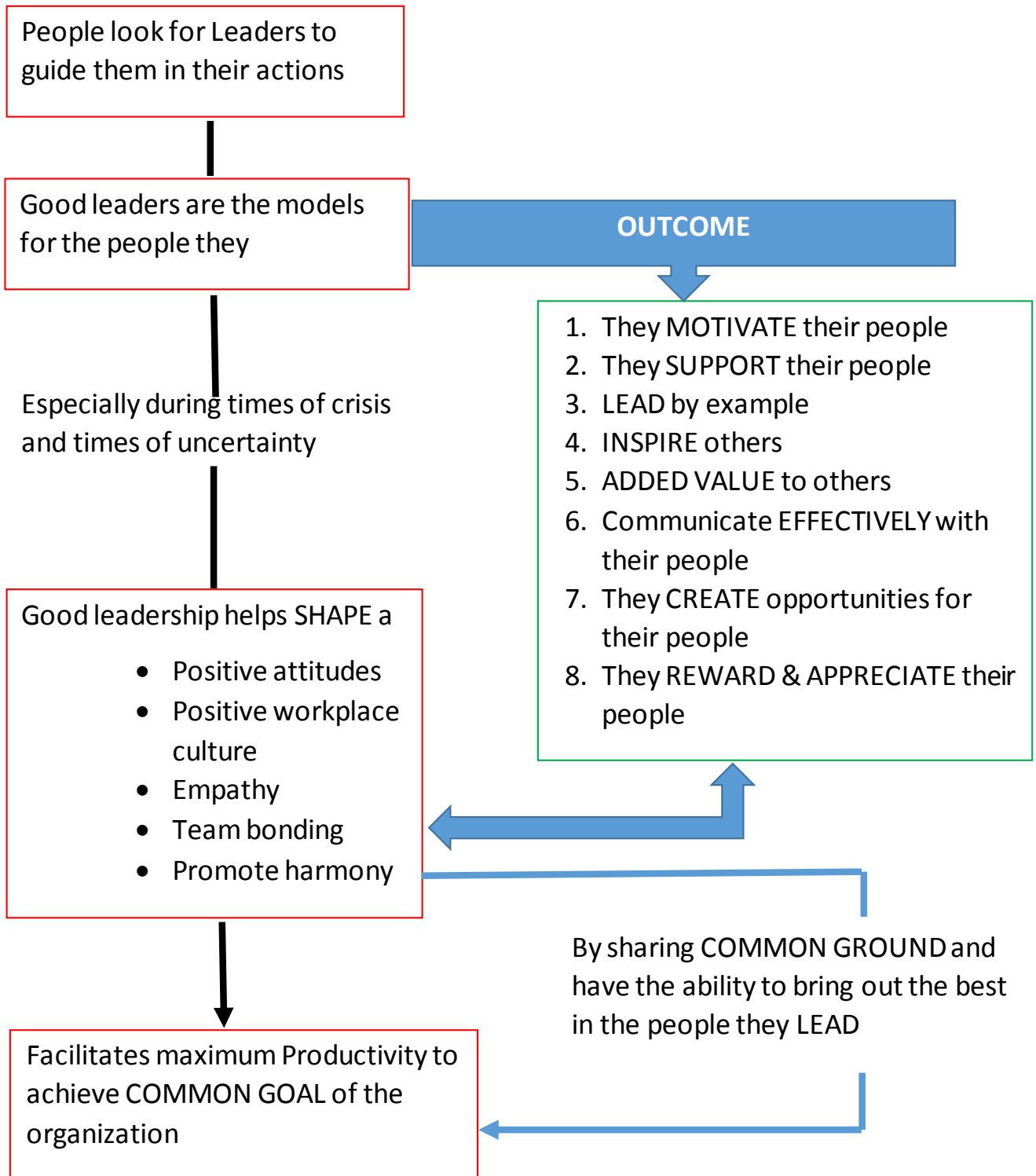
As a **RESULT** of their work

LEADERS RESPONSIBILITY

G _____
M _____
I _____
E _____

Don't necessary **MUST DO**

The importance of Right Attitude



Module 1 : Right Attitude And Behaviour At WorkPlace

1.3 Difference between Right and Wrong Attitude

RIGHT and WRONG Attitude is

Law of Attractions
The true measure of Attitude is
INFLUENCE

RIGHT THINKING
(Actions)

- _____
- _____
- _____
- _____
- _____

WRONG THINKING
(Actions)

- _____
- _____
- _____
- _____
- _____

RIGHT THINKING
(Re-Actions)

- _____
- _____
- _____
- _____
- _____

WRONG THINKING
(Re-Actions)

- _____
- _____
- _____
- _____
- _____

Module 1 : Right Attitude And Behaviour At WorkPlace

Difference between Right and Wrong Attitude

**LAW OF E.F
HUTTON**
When the REAL
leader Speaks
People **LISTEN**

Increasing your Influence = Increasing your

Who do I Influence?

Principles: As a Leaders, I attract who I am, not who I want

List down the top 2 characteristics of a person you want in your team

1) _____

2) _____

List down the top 2 characteristics of a person you avoid in your team

1) _____

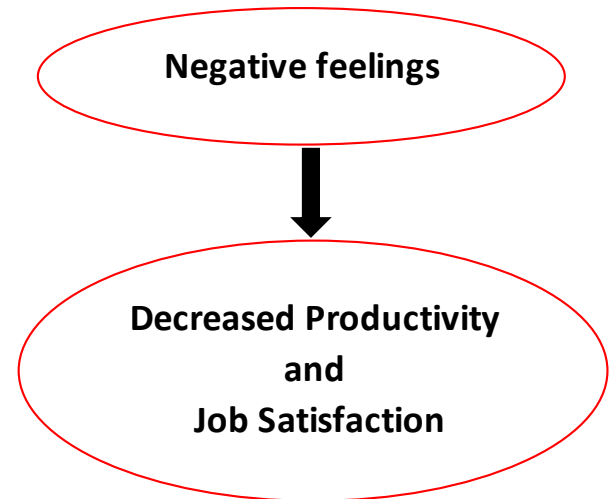
2) _____

List down the top 2 negative thoughts people you want to eliminate in your team

1) _____

2) _____

1.4 Ways of Handling Attitudes and Behaviour



Effective ways to handle with Toxic Attitudes

- 1) Listen to them
- 2) Ignore them if needed
- 3) Give more attentions
- 4) Point that their behaviour hurts others with evidence
- 5) Highlight on the impacts to them and others
- 6) Team them with positive group
- 7) Measure their performance closely
- 8) Reward them for every little things they do
- 9) Make them understand how important they are in the organization – AN ASSETS

You cannot unify (unite) everyone's thoughts, but you can unify them with a **Common Goal**

Your Attitude is more important than your capabilities

Jack Ma

Module 1 : Right Attitude And Behaviour At WorkPlace

Ways of Handling Attitudes and Behaviour

Based on the pictures below, how will you handle the situations?



Argument at
workplace

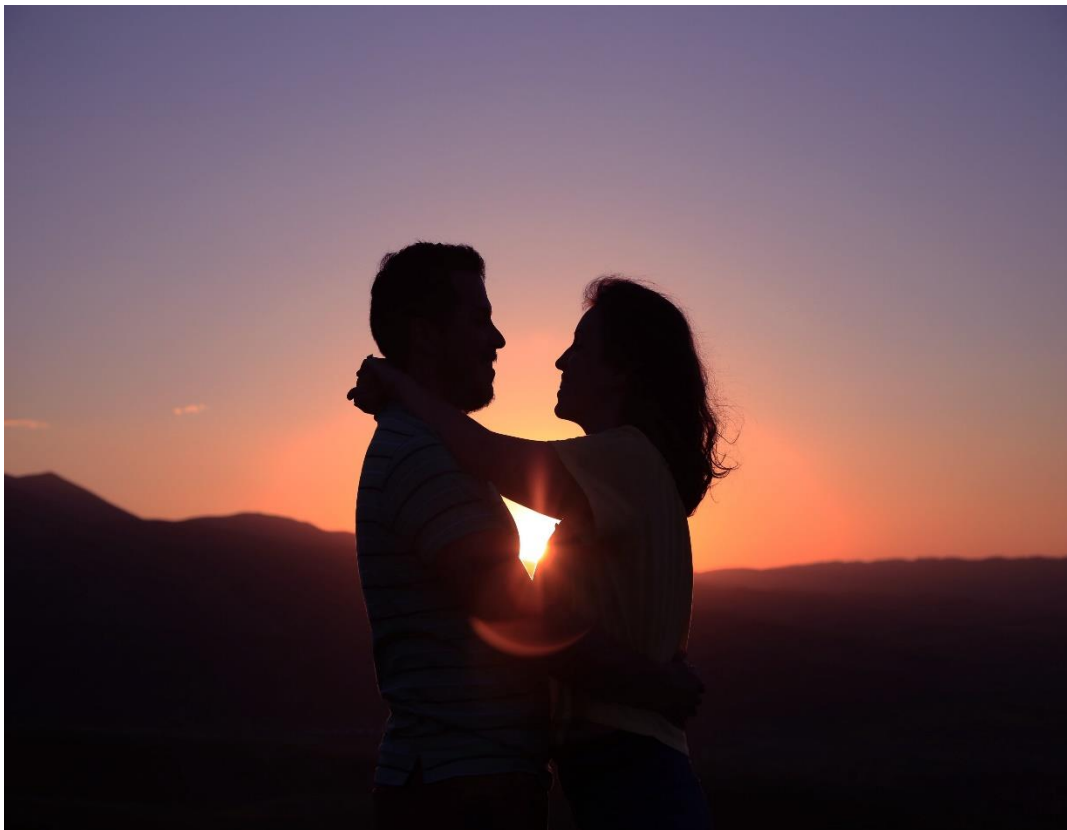


Disagree with
manager's
decision

Ways of Handling Attitudes and Behaviour



Surprise
birthday party



Love from your
partner

Module 1 : Right Attitude And Behaviour At WorkPlace

Ways of Handling Attitudes and Behaviour

Five key elements to manage and handle Negative Attitude at workplace

1. Communicate and Collaborate – Communication is KEY to build strong teams
 - Practice good communication skills with your co-workers
 - Be a good listener
 - Guide them or correct them when needed
 - Have faith and trust them
 - Give them opportunity to learn new things
 - Tell them they are an asset to the organization
 - Value them
 - Consider their ideas and thoughts

2. Determine if there is an underlying, bigger issue
 - Be transparent with what is happening in the team and organization
 - Problem needs to be solved immediately
 - Do not pile up issues till it bursts badly
 - Increase negative emotions and negative workplace culture
 - Employees' performance decreased
 - High possibilities to lead to another major issue – no ending
 - Lower down business opportunity – no interest shown at workplace
 - Affect growth of the business

Ways of Handling Attitudes and Behaviour

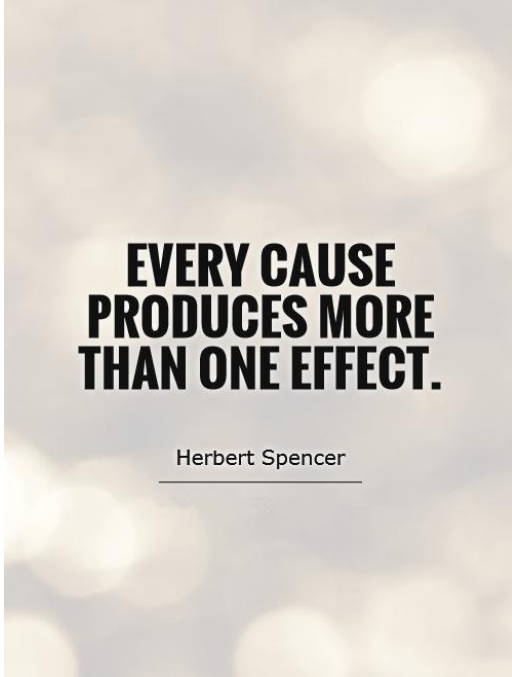
3. Be specific about the changes you want to see and expect
 - Employees need to know the directions and status of progress at workplace
 - They need to know they are travelling in the same ship with others
 - No clear directions will affect the development of the employees
 - No job satisfaction – performance might or keep dropping
 - No room for improvement when they are not been told on the status of performance

4. Up your training skills
 - Equipped them with enough skills and knowledge
 - For those has bad attitude need to organize a training to improvise their attitude and behaviour as Attitude is the fundamental of success in an organization
 - Managers should focus and be alert on employees A, S & K all the time
 - Able to realized their strengths and weakness
 - Make them feel that “ it’s a CAREER “ not a “ JOB “

5. Emphasize the “ WE”
 - Team Bonding VS Team Work
 - Build the team bonding attitude from the day one
 - Individual mistakes will affect the team growth
 - COMMON GOAL → COMMON GROUND → COMMON GOAL

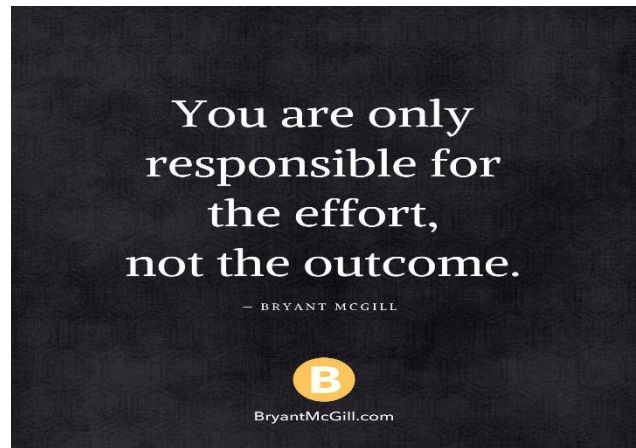
Module 1 : Right Attitude And Behaviour At WorkPlace

1.5 Impacts and Effects



**The only limit to your Impacts is your
imagination and commitment**

Tony Robbins



What is Impact and Effect to your understanding, based on your experienced?

| IMPACT | |
|--------|-------|
| • | _____ |
| • | _____ |
| • | _____ |
| • | _____ |

| EFFECT | |
|--------|-------|
| • | _____ |
| • | _____ |
| • | _____ |
| • | _____ |

1.6 The difference between Impact and Effect

IMPACT

1. Actions
2. Influence (positive or negative)
3. Doesn't produce results or outcome

Changes according to the situations and can be control, manage and handle mentally, emotionally and physically

EFFECT

4. Re-Actions
5. Outcomes (positive or negative)
6. Results of the cause

It's a PROCESS of Impact and turning back (Done and Over) only the individual can control the effects and not others

Based on the video please share **HOW DO YOU FEEL NOW** and **HOW WILL YOU EMPATHIZE** and **ADD VALUES** to others



Learning to stand in somebody else's shoes, to see through their eyes that's how peace begins. And it's up to you to make that happen. Empathy is quality of character that can change the world

Barack Obama

M2 : Discover Your Talent, Capability And Passion

Understand Who You Are –

**Allow your passion to become your purpose, and it will one
day become your profession**

Shella Bathumalai

**Passion is energy. Feel the power that comes from focusing on
what excites you**

Oprah Winfrey



2.1 Introduction To Talent, Capability And Passion

How do you defined Talent

1. _____

2. _____

3. _____

How do you defined Capability

1. _____

2. _____

3. _____

How do you defined Passion

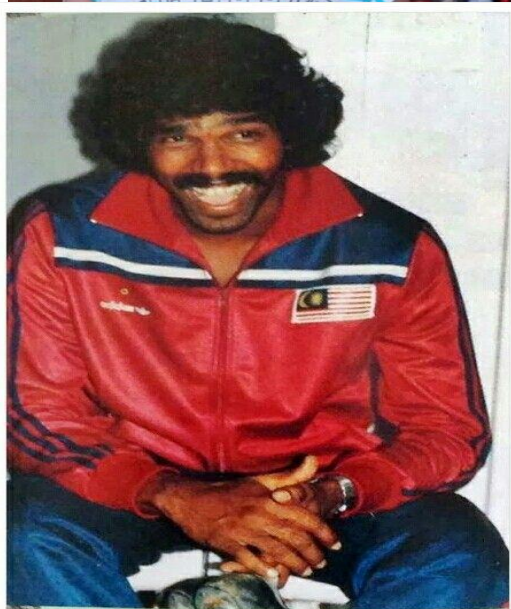
1. _____

2. _____

3. _____

Module 2 : Discover Your Talent, Capability And Passion

Introduction To Talent, Capability And Passion



Introduction To Talent, Capability And Passion

UNDERSTAND YOUR PERSONALITY



Draw your RIVER OF CYCLE

Complete 4 statements below to understand yourself better

THE THING I LOVE THE MOST

I LOVE DOING

TODAY I FEEL LIKE

I AM MOST GRATEFUL

Asked yourself now

- Who am I?
- What do you think of me?
- How do others see me?
- Can I change my personality?
- Am I usually bored?
- Do I inspire others?
- Do I add values to others?
- Am I a solution provider?
- Am I a negative thinker?

Personality refers to individual differences in characteristics pattern of **Thinking, Feeling and Acting**

You're Talent, Capability and Passion changes from time to time based on your **experience** and **challenges**

2.2 Self-Realization And Identification Process

Knowing yourself and understand your inner talent and potential. Basically it's a process to be more focus and calm and beware of your process towards success

POSITIVE BEHAVIOR AND HABIT

- 1 Never give up
- 2 Keep learning new things
- 3 Be persistence
- 4 Make more mistakes
- 5 Limitless effort
- 6 Maximum potential
- 7 No excuses
- 8 Keep exploring from one place to another
- 9 Received advise from others
- 10 Self-discipline
- 11 Be more focus and alert
- 12 Attentive
- 13 Clear with their goal and objective
- 14 Find right purpose

GROWTH MINDSET



NEGATIVE BEHAVIOR AND HABIT

- 1 Lots of excuses
- 2 High demand
- 3 Keep blaming others for their failure
- 4 Limiting themselves
- 5 Over confident
- 6 Ego
- 7 No purpose to do something
- 8 No goals and objective
- 9 Bad discipline practice
- 10 Never trust anyone

FIXED MINDSET



Self-Realization And Identification Process

Introvert VS Extrovert



Identify what personality and 2 top characteristics from each pictures

Personality Pic 1: _____

Characteristics

1. _____

2. _____

Personality Pic 2: _____

Characteristics

1. _____

2. _____

Self-Realization And Identification Process

Group Exercise - Good to do every morning before your start your work

1. Place yourself comfortably on a chair
2. Start by leaving your eyes open with a relax soft focus
3. Take about a minute to take deep breaths in through your nose and out through your mouth
4. After a few deep breath, gently close your eyes while you are breathing out
5. Resume normal breathing



SELF-REALIZATION ETHICS

**Achieve life purpose
and never give up on
your dreams and goal
till you made it
happen**

Why You NEED TO UNDERSTAND Who You Are?

- Healthy relationship
- Effective communication skill
- Achieve individual and team target
- Enjoy working
- Good physical and emotional well being
- Become less judgmental
- Accept everyone as who they are

Module 2 : Discover Your Talent, Capability And Passion

Self-Realization And Identification Process

Why Is It IMPORTANT TO BE Who You Are?

- Create happy environment
- Easy to handle yourself during good and bad time
- ***Be a ROLE MODEL – LEADER***

Why Is It Important To KNOW Who You Are?

- Become what you inspire to be when you believe and work towards your goals
- Able to make right and relevant decision
- Able to measure your limit along the way
- ***YOU ARE A LEADER AND NOT A FOLLOWER***



BUILD YOUR TALENT



MAXIMIZED YOUR POTENTIAL

2.3 How And Where Do I Find My Talent, Capability And Passion

How Can You Identify Your Inner Talent?

- Make mistakes
- Check with your family what you love to do when you was a child
- Speak with your friends and ask for their opinions
- Personality test
- Find what you spend most money on
- What you do the most during your free time

How Do You Build Individual Capability?

- Be with the right people and team
- Engage yourself with leadership related event
- Create opportunity
- Involved in activities that able to give you better exposure
- Join an organization and meet good leaders
- Be persistent
- Learn from mistake and never give up
- Practice right communication skills
- Keep monitoring your progress by asking your family people and friends
-

How Do You Build Organizational Capability?

- Employed the right people with the right skills
- Create positive work atmosphere
- Create right system, for an example : BRAND AND IMAGE
- Practice staff recognition and award
- Keep upgrading staff knowledge and skills by organizing training for them

2.4 How Talent, Capability And Passion Help To Grow And Destroy The Growth Of An Organization

GROW

- Think , Feel and Act as a LEADER
- Dare to make decision
- Able to handle challenges
- Smart in restructuring team
- A solution provider
- It's a CAREER and not just a JOB
- Make mistakes and keep trying
- Be with right people
- Speak the right things
- LEAD by example
- Inspire others
- Add values to others
- Empathize others
- Job satisfaction

DESTROY

- Scare to make decision
- Not confident
- Never want to make mistakes
- Just a JOB and who cares
- Gives a lot of excuses and negative reasons
- Complaint and never satisfied
- Always look for other opportunities
- Create problems to other
- Selfish

“Happy employees lead to happy customers, which leads to more profits.”

– Vaughn Aust

EVP of Integrated Solutions, MarketStar

peoplegoal

“ABILITY IS WHAT YOU'RE
CAPABLE OF DOING. MOTIVATION
DETERMINES WHAT YOU DO.
ATTITUDE DETERMINES HOW WELL
YOU DO IT.”

–Lou Holtz



www.peoplegoal.com

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TINGKAH LAKU

ATTITUDE IS EVERYTHING

M3 : Understand the Purpose At Workplace

Find and Discover the Actual Reasons –

*Work with purpose. Approach everyday with purpose. The right attitude fuels
our purpose and power our success*

To be successful, the first thing to do is fall in love

With your work

Sister Mary Laretta



Module 3 : Understand The Purpose At Workplace

3.1 Introduction To Purpose At Workplace



What do you understand with Module (3)

- _____
- _____
- _____
- _____



Why you report to work every day?

- _____
- _____
- _____
- _____

If I don't work, what will be the outcome? Am I the only one will be effected?
OR.....

- _____
- _____
- _____
- _____

Module 3 : Understand The Purpose At Workplace

Introduction To Purpose At Workplace



Why you need to know your purpose at work?

Knowing the purpose at work will help you to **do the right and productive things without giving up easily**. This will help you to achieve your results and outcome **effectively and efficiently**. You will be able to **identify your talent and responsibilities**. A healthy **Sense of Purpose** help you to be more **focus and systematic**.

How to get motivated at work and start your day positively every day?

- You must love your job
- You should know your task, responsibilities and commitment
- Personal reasons
- Related to your studies
- Your passion and interest
- You have a career enhancement
- Family commitment
- Financial commitment

3.2Am I At The Right Place?

Thick either CAREER or JOB or NOT SURE box based on your answers to the 5 questions. For your personal understanding

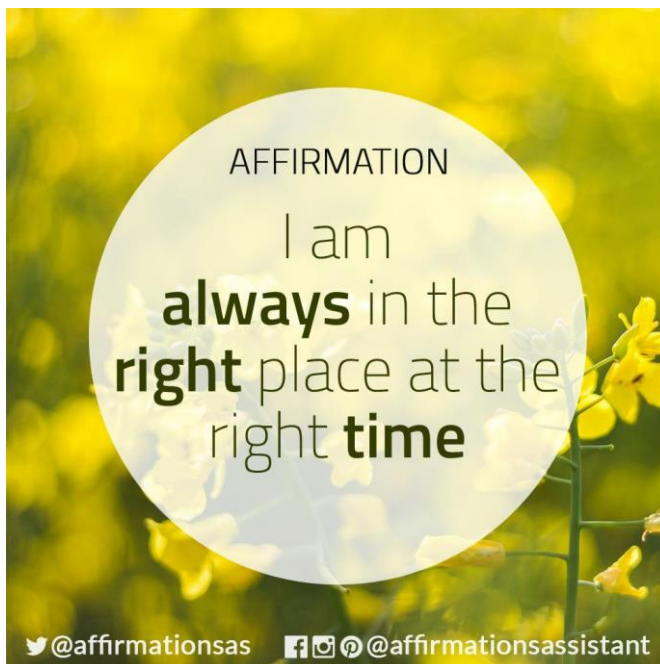
YES / NO

1. Do you feel you hold the right position?
2. Do you get along with your co-workers?
3. Do you have control over your job?
4. Is there a room for growth?
5. Am I save and secure at workplace?

CAREER

JOB

NOT SURE



JOB SATISFACTION

- Good salary
- Career growth
- Work life balance
- Job security
- Recognition
- Challenges
- Passion
- Purpose

OPTIMISM is a happiness magnet

If you stay positive, good things and good people will be drawn to you

Module 3 : Understand The Purpose At Workplace

3.3 Ownership, Responsibility And Engagement

Please share which one is your personality and why?



Employees Engagement + Positive Work Place Culture

JOB SATISFACTION

RESPONSIBILITY

- Lead by example
- Think and Act as Leader
- Decision maker
- Result oriented
- Team player
- Overcome challenges
- Positive thinker

OWNERSHIP

- Feel belonging
- Work extra mile
- Take initiative
- Dare to take risk
- Decision maker
- Empathy towards co-workers
- Never give excuses

ENGAGEMENT

- Employee engagement
- Career enhancement
- Committed to job
- No excuses till complete task
- contribute maximum effort
- positive relationship
- passionate about job
- result oriented



3.4 Objective And Direction

2. Why do you need to know your objective at workplace?

- _____
- _____

1. What is your objective at workplace?

- _____
- _____

| SMART MODEL | |
|-------------|-------|
| S | _____ |
| M | _____ |
| A | _____ |
| R | _____ |
| T | _____ |

| SWOT ANALYSIS | |
|---------------|-------|
| S | _____ |
| W | _____ |
| O | _____ |
| T | _____ |

| PEST ANALYSIS | |
|---------------|-------|
| P | _____ |
| E | _____ |
| S | _____ |
| T | _____ |

**CREATE YOUR
TEAM MODEL**

Objective And Direction

Directions is all about

- Listen carefully, pay attention
- Ask questions if lack of understanding
- Follow the leaders instructions
- For some reasons if you cannot do what has asked speak up
- Have a positive attitude
- Take care of your own responsibilities as priority
- Don't complaint
- Take notes
- Make a checklist
- Do extra mile
- Plan your work and work on your plan accordingly

**CLEAR
DIRECTIONS
KEY TO
PRODUCTIVE
WORKPLACE**

7 Effective Communication Practice at Work Place

- Always provide context
- Be specific and simple
- Right tone and polite words
- Provide opportunity to voice out their doubts
- Trust your team members
- Build confident
- Be transparent

**COMMUNICATE
EFFECTIVELY
TO HAVE
CLEAR
DIRECTIONS**

Everybody learns differently

And everybody gets to a certain point from a different direction

Module 3 : Understand The Purpose At Workplace

3.5 Career Enhancement

What do you understand by Career Enhancement?

- _____
- _____

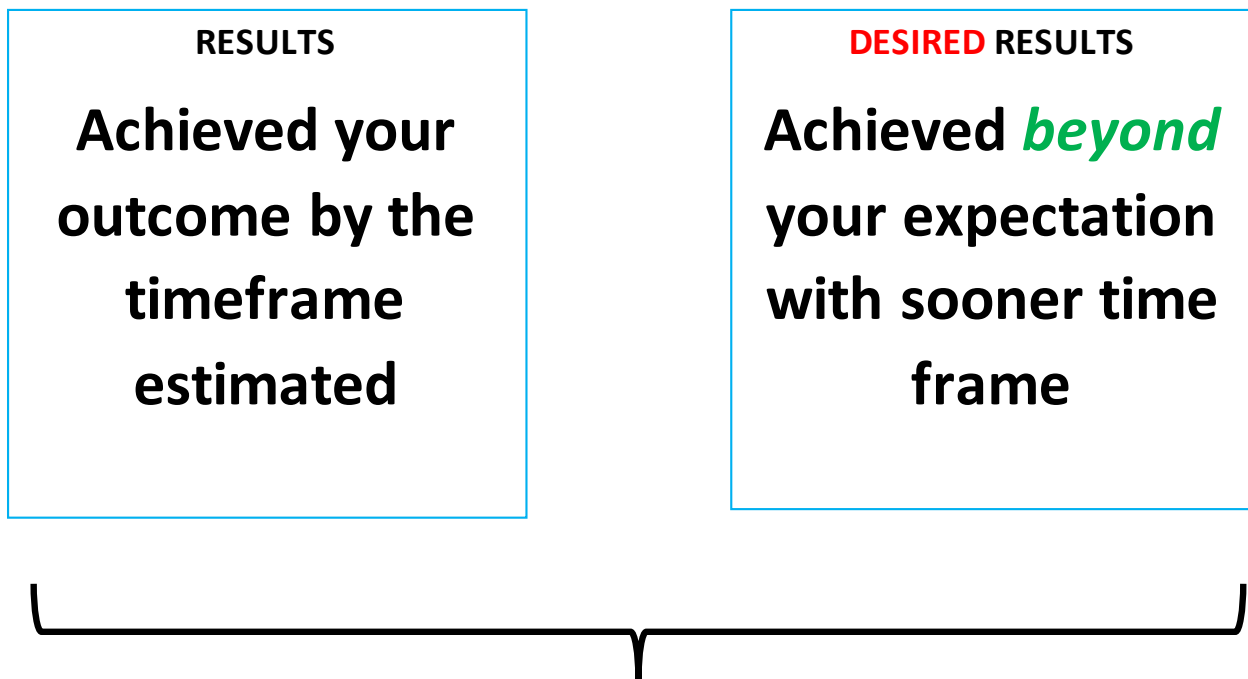
What are the challenges incur and how you overcome those challenges?

| CHALLENGES | OVERCOME |
|------------|----------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Work on your (3) months Career Enhancement by using SMART Model and SWOT Analysis.



3.6 Desired Results



HOW

- Be clear and specific on what you want (Vision, Mission, Goal , Direction, Objective)
- Set timeframe
- Work with right people
- Breakdown your task daily, weekly and monthly
- Avoid diversions / interruptions
- Demand if needed to increase your ROI
- Trust and believe in yourself
- Learn from leaders
- Have strong courage and determination
- Be realistic with your plan
- Don't make accurate plan – make bigger plan
- Capitalized on your fear
- Maximize your potential



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M4 : Practice The Right Work Place Culture

How You Retain Talented People –

No company, small or large can win over the long run without energized employees who believe in the mission and understand how to achieve it

Jack Welch

To win in the marketplace, you must first win in the workplace

Doug Conant



Module 4 : Practice The Right Work Place Culture

4.1 Introduction To Right Work Place Culture

POSITIVE CULTURE

- Provides equal opportunities
- Generate career enhancement
- Common goal
- No bias
- Avoid Nepotism
- Able to voice out opinions / idea
- Trust and believe in others
- Safe / secure environment
- Provides personal development
- Practice work-life balance
- Practice good communication skills
- Right Attitude and Habit
- Sustainable
- Flexibility leaders and management
- High employment engagement
- Very low absenteeism
- Discipline
- Practice healthy hygiene
- Recognition

NEGATIVE CULTURE

- Apply Nepotism
- No directions
- Work practice changes all the time
- Unstable management
- Insecure environment
- Only high levels can voice out
- Work long hours
- Too bias
- No one communicate well
- Unsustainable situation
- Gossiping
- Low employment engagement
- High rates of absenteeism
- Lack of flexibility
- Zero hygiene
- High employee turnover
- No respect among one another
- No appreciation

WORKPLACE
SOP

toxic people
create chaos,
point fingers,
shift blame &
avoid taking
responsibility

SOUL SPIRIT CENTRE

Module 4 : Practice The Right Work Place Culture

4.2 Great Culture



What are the 3 top workplace culture you would like to implement at your department and why?

Three (3) top workplace culture

- _____
- _____
- _____

Why

- _____

Module 4 : Practice The Right Work Place Culture

4.3 Factors Effecting Organizational Culture

- People – **sex, age, education**
- Management – **style of handling employee**
- Environment - **physical office**
- Nature of the business – **product and services**
- Economy – **Pendemic Covid 19**
- Goal and objective – “ **common goal** “
- Clients and external parties – **influential**
- Group size - **total no of employees**



How You Identify Toxic People

1. No core values
2. Hear a lot of gossip around the office
3. Unfriendly competition among co-workers
4. Prioritize perks and benefits
5. Don't recognition people in the organization - “ **Gentle Reminder for Leaders**”
6. Introvert personality – never even join others for lunch
7. No team bonding
8. Work long hours
9. Hire for JUST culture fit - “ fill in the gap “

ELIMINATED

4.4 Ways Of Maintaining Effective Work Place Culture

Common problem facing by entrepreneurs especially small businesses when they are in the process of growing. Many business owners had a lot of tough time and challenges during this Pendemic Covid 19.

Rapid expansion can sneak up on you, and make you feel like the spirit and values of company has been lost.

How to Maintain Your Culture during Growth Spurts

1. Rigorous Hiring Practices

- Interviewing concepts / methods
- Don't hire anyone just because he / she is qualified
- Focus on their personal skills, talent and behaviour
- How the new candidate can ADD VALUE to the organization
- Asked yourself " Is there any Career Enhancement for the new candidates "
- Benefits has to be for both parties

2. Talk About Company Values, Objective and Directions

- Show the candidates THE PURPOSE he/ she in the organization
- Highlight how VITAL the company focus on talented people and someone willing to be part of the family
- STOP practicing Traditional Interviewing method. The outcome is not attractive.
- Be clear with company expectation so that they will understand your culture from the beginning
- Ask interview questions based on organizational values

Module 4 : Practice The Right Work Place Culture

Ways Of Maintaining Effective Work Place Culture

3. Develop and Maintain Work Place Practice

- Be persistent with the rules and procedures
- Be flexible only when needed or during emergency
- Strictly follow by everyone in the organization – AVOID Nepotism
- Create the HABIT

4. Recognized Everyone's Achievements and Contributions

- Should be part of work place culture – build Job Satisfaction
- Build Trust and Believe
- People need to realized that they are being care and appreciated
- Secured work place culture

5. Practice Open Communication and be Transparent

- Maintain open door policies
- Understand how other department functions
- Get to know others challenges in term to achieve the company “
Common Goal”
- ELIMINATE gossips
- Clear doubt immediately before turns to toxic

**UNDERSTAND THE BASIC FUNDAMENTAL REQUIREMENTS IN ORDER
TO AVOID NEGATIVE PEOPLE AND CULTURE**

**WHEN YOU TAKE CARE FOR YOUR PEOPLE, THEY TAKE CARE OF YOUR
BUSINESS**

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ATTITUDE IS EVERYTHING

M5 : The Art Of Positive Communication Skills

Be Transparent and Effective –

The Art of Communication is the language of LEADERSHIP

James Humes

**If you just communicate, you can get by, but if you
communicate skillfully you can work miracles**

Jim Rohn



5.1 Introduction To The Art Of Positive Communication Skills

EXCHANGING
INFORMATIONS
FROM
POINT A TO POINT B

DELIVERING
INFORMATIONS
FROM
POINT A TO POINT B

Types of Communication

EXTERNAL

- Email
- Brochures
- Newsletters
- Posters
- Advertisement
- Social media - fb, instagram
- whatapps

INTERNAL

- Formal
- Informal
- Inter-department
- Department
- Organizational
- Employees
- Partners - supplier

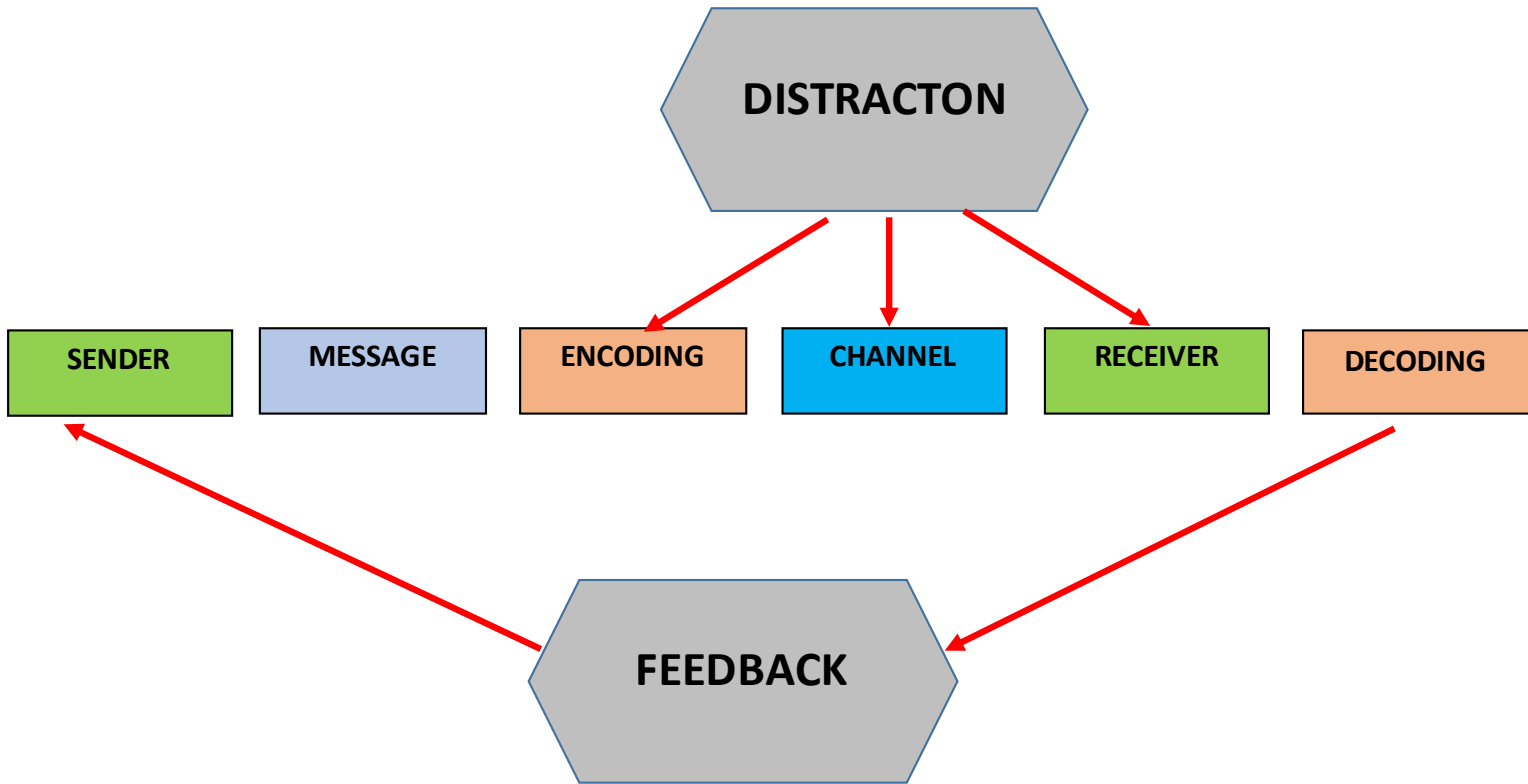
What Is the Difference between Intra and Inter Department Communication

INTRA DEPARTMENT
Within the same
department

INTER DEPARTMENT
Within the same and
other departments

Introduction To The Art Of Communication Skills

Communication Process



What do you understand from above Communication Process Chart?

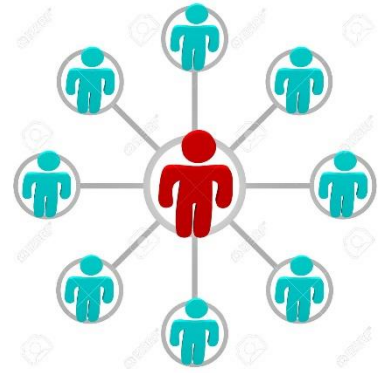
Share on your thoughts and ideas.

Module 5 : The Art Of Positive Communication Skills

Introduction To The Art Of Communication Skills

What Are Basic Communication Tools?

- People
- Phone
- Computer
- Mail
- Email
- Social networking sites - FB, Instagram
- Whatapps
- Telegram



What is An Effective Communication Skills?

- Right words
- Voice
- Tone
- Pitch
- Speed
- Loud
- Precise
- Specific
- Simple sentence
- Avoid bombastic words

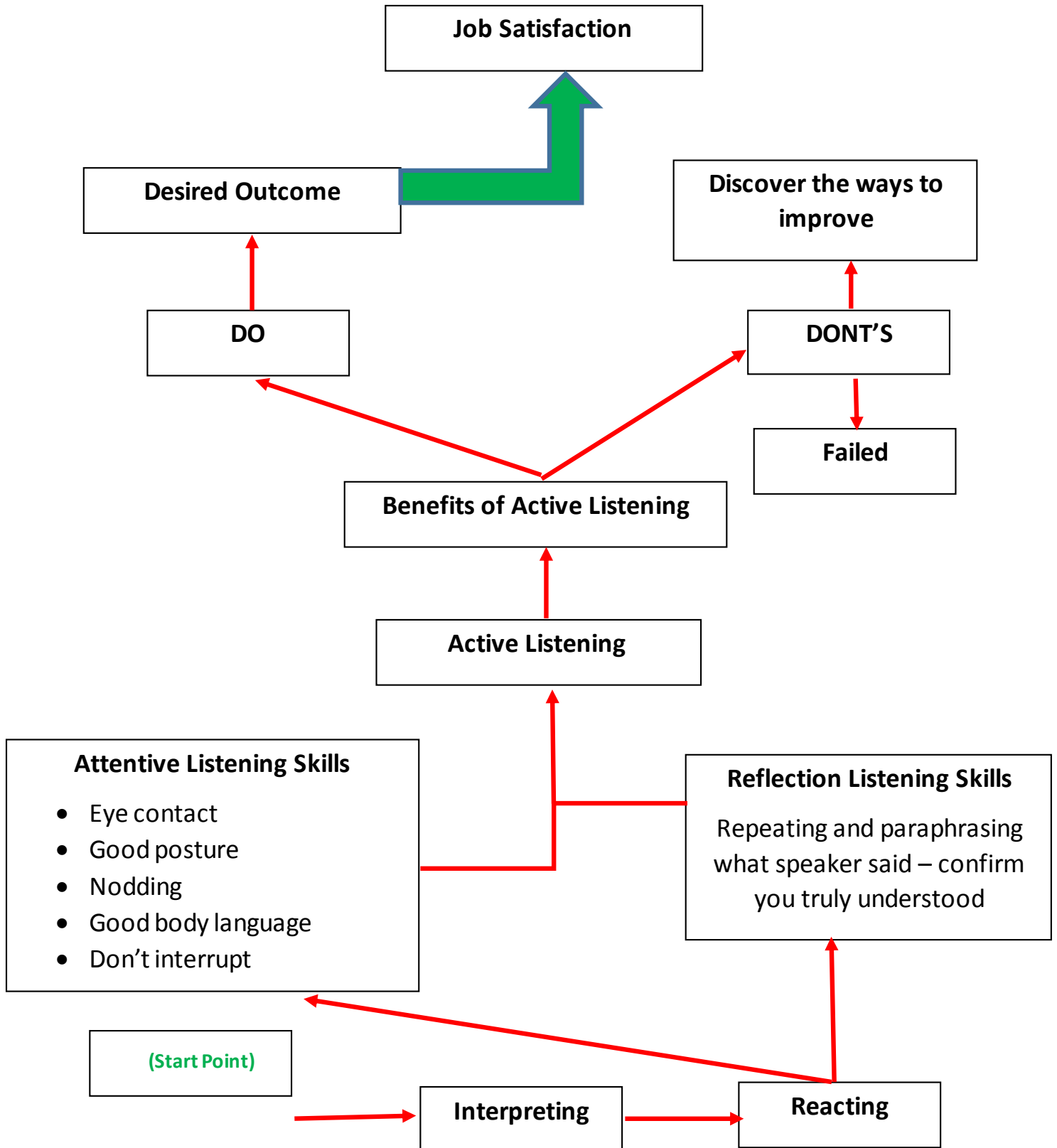


NON Effective Communication Skills?

- _____
- _____
- _____
- _____
- _____
- _____

I'm not impressed by money, social status or job title. I'm impressed by the way someone treats other human beings.

5.2 Listening Skills Flow Chart



Module 5 : The Art Of Positive Communication Skills

5.3 Steps of An Effective Listening Skills

- Practice eye to eye contact
- Respond to their talk
- Listen completely and don't interrupt
- Be attentive and relaxed
- Apply right body language
- Do not argue
- Be open minded
- No personal discussion
- Stop being emotional
- Act professionally

6 KEYS OF LISTENING SKILLS

- O** Observe
- D** No Distraction
- R** Reflect
- C** Clarity
- S** Summarize
- S** Share

Why people failed to listen?

1. _____

2. _____

What happen when you failed to listen at work place?

1. _____

2. _____

Based on your opinion, what are (2) top best ways to overcome this challenges?

1. _____

2. _____

Module 5 : The Art Of Positive Communication Skills

5.45.5 Five (5) Habit of Highly Communicator

Listen

- Eye contact
- Body language
- Respond
- Paraphrasing



Let your values come through in your communication

- Right words
- Professional language
- No Nepotism
- No bias



Wait for your turn

- Understand the whole message
- Respond just relevant to the conversation
- Involved only relevant people during the conversation



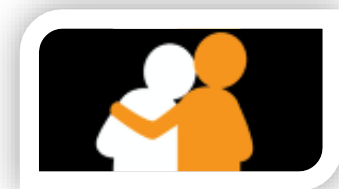
Listen with more than ears alone

- Use eyes and ears
- Ask the right questions
- Read between the lines
- Hear them



Empathy

- Understand peoples feeling and situation
- Feel sorry for them first
- Agreed with their actions and thoughts before proceed with your suggestions



5.5 Verbal and Non Verbal Communication

| | Verbal Communication | Non- Verbal Communication |
|------------------|----------------------------------|--------------------------------------|
| ORAL | Spoken Language | Speaking, laughing, crying, coughing |
| NON- ORAL | Written Language / Sign Language | Gestures / Body Language |

Verbal Communication

- Express your feelings, emotions and thoughts with the right words
- Both spoken and written
- Mentally prepared before start talking
- Practice right Attitude

“WRITING HAS NOTHING TO DO WITH COMMUNICATION BETWEEN PERSON AND PERSON, ONLY WITH COMMUNICATION BETWEEN DIFFERENT PARTS OF A PERSON’S MIND.”

REBECCA WEST

© Lifehack Quotes

Verbal and Non Verbal Communication

Non-Verbal Communication Skills

- **Body language**
Body posture during the conversation
- **Assertiveness**
Self-confident, be calm and stand up for your rights
- **Passivity**
They are open to any outcome – received ideas and plans without commenting or respond (less involvement)
- **Aggressiveness**
Behave violently and mostly very loud person. At times people can be aggressive too if others trigger them or make them angry

What are the challenges you often incur during Verbal and Non-Verbal Communication at your workplace

Verbal

1) _____

2) _____

3) _____

***The Art of Communication is Language of
LEADERSHIP***

Module 5 : The Art Of Positive Communication Skills

Verbal and Non Verbal Communication

Non-Verbal

1) _____

2) _____

3) _____

Please suggest (3) top ways to ELIMINATE negative communication skills at your workplace

1) _____

2) _____

3) _____

AND why IMPORTANT to take IMMEDIATE ACTIONS when you discover negative communication practice happening at workplace



5.6 Communication Impact to Business

POSITIVE IMPACT TO ORGANIZATION

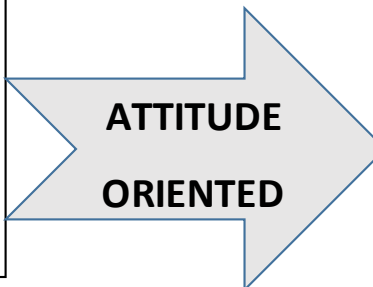
- Business Growth
- Career Enhancement
- Good Team Bonding
- Results Oriented
- Low Turnover

NEGATIVE IMPACT TO ORGANIZATION

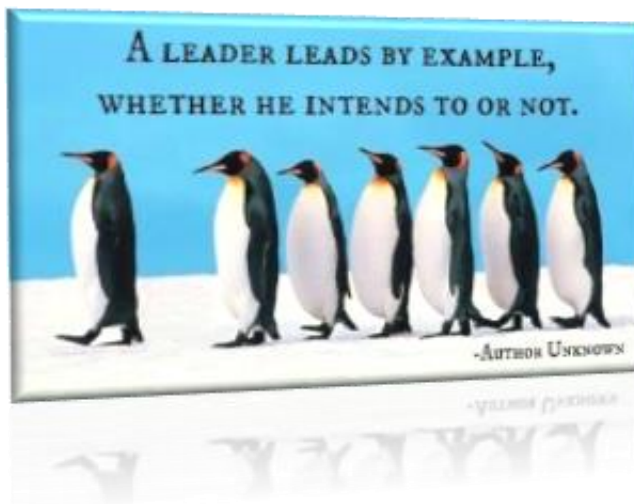
- Business Collapse
- Job Insecurity
- Bad Team Bonding
- Task Oriented
- High Turnover

Speak like a STAR

S SITUATION
T TIME
A ACTIONS
R RESULTS



S SUPPORTIVE
U UNDERSTANDING
P PASSION
E EXTRAORDINARY
R RESPONSIBLE
S SIMPLISTIC
T TOLERANCE
A ACTION
R REALISTIC



MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI
TINGKAH LAKU

ATTITUDE IS EVERYTHING

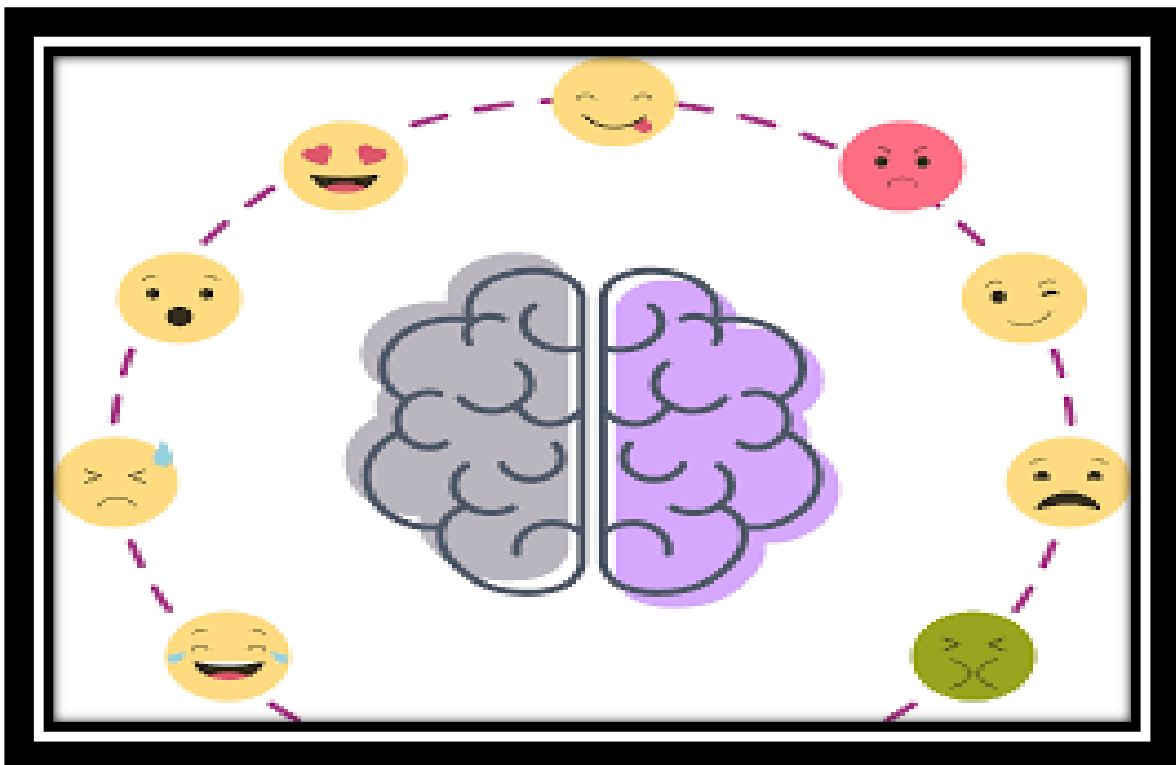
M6 : Emotional Intelligence (EQ)

*– If you are tuned out of your own emotions, you will be poor
at reading them in other people*

Daniel Goleman

It takes something more than intelligence to act intelligently

Fyodor Dostoyevsky

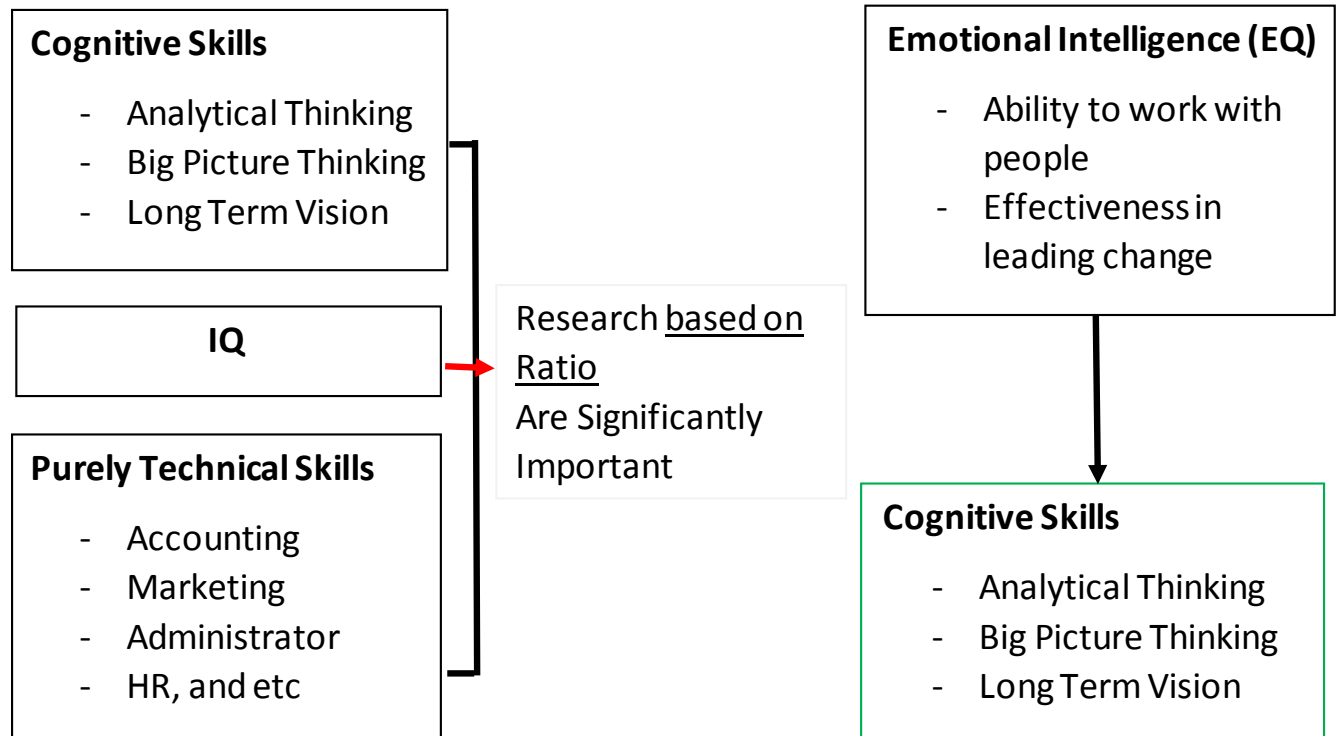


6.1 Introduction To Emotional Intelligence (EQ)

ANYBODY CAN BECOME **ANGRY**
THAT IS EASY
BUT TO BE ANGRY WITH
THE **RIGHT** PERSON
AND TO THE RIGHT DEGREE
AND AT THE RIGHT TIME
AND FOR THE RIGHT PURPOSE
AND IN THE RIGHT WAY
THAT IS NOT WITHIN
EVERYBODY'S POWER
AND IS **NOT EASY**

Aristotle

celebquote.com



Module 6 : Emotional Intelligence (EQ)

Understanding Emotional Intelligence (EQ)

In other words

The higher the rank of a person considered to be star performer, the more Emotional Intelligence capabilities are needed for his or her effectiveness and success in leading people in an organization

Findings from the late David McClelland

In a 1996 study of a global food and beverage company, he found that when senior managers had a critical mass of Emotional Intelligence capabilities, their divisions out performed yearly earnings goals by 20%

The numbers justify the link between a company success and the Emotional Intelligence of its Leaders

What is Emotional Intelligence (EQ)

There is only one area which a business or any organization needs to address if it wants to lift itself from averagely

Successful to **Excellent**

How well the people in the business work together



**THIS THE VALUE OF A
EMOTIONAL INTELLIGENCE IN
THE WORKPLACE**

EQ = Emotional IQ (Intelligence Quotient)

= Intrapersonal Skills (Self Awareness)

+

Interpersonal Skills (Relating With Others)



Module 6 : Emotional Intelligence (EQ)

6.2 Components Emotional Intelligence (EQ)

Emotional Intelligence / Emotional Excellence (EQ) are been made up of five domains and these domains are:

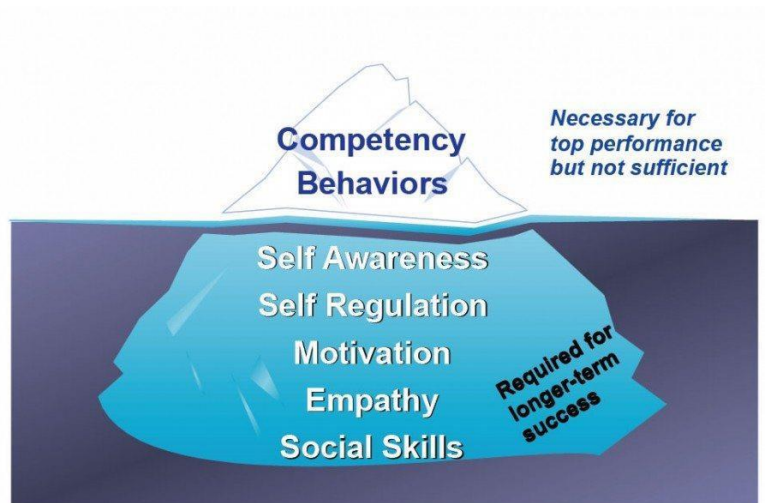
- Self-Awareness (know your own emotions)
- Self-Regulation (manage your emotions)
- Motivating (motivate yourself)
- Empathy (recognizing emotions in others)
- Social Skills (handling relationship)

Group discussion



- How do you recognized and identify your emotions?
- What does it mean “to manage” our emotions?
- How can we motivate ourselves?
- How can we motivate others?
- How do you recognized and identify emotions in others?
- What does it mean “handle” our relationship?

Low EQ – Not to become a HABIT



Module 6 : Emotional Intelligence (EQ)

Components Emotional Intelligence (EQ)

Self-Awareness (know your own emotions)

| Definition | Believes | Example |
|--|--|---|
| The ability to recognized and understand their own mood and emotion, strength, weaknesses, values, goals, directions, responsibility and their impact on others. | In control – WIIFM (what is it for me) and how you interact with your own internal world | A manager knows that he can't work on tight deadlines so he plans his time to get work done in advance by strategizing his time |

Self-Regulations (manage your emotions)

| Definition | Believes | Example |
|---|---|--|
| Ability to control or redirect disruptive emotions and impulses | Start to realized people around you need your guidance for their betterment | When a team members failed in their presentation, instead to scold or shout , leader consider possible reasons for the failure and explores solutions with them team |

Motivating (motivate yourself)

| Definition | Believes | Example |
|--|---|--|
| A passion to work for reasons that go beyond money or status. Pursue goals with energy and persistence | never give up till achieving the desired goals towards people who trust you | Leaders understand team members with different talent and capability. Guide them and lead them by example and when they make mistakes, don't look down on them, instead encourage them and lift them up with full confident and believes |

Module 6 : Emotional Intelligence (EQ)

Components Emotional Intelligence (EQ)

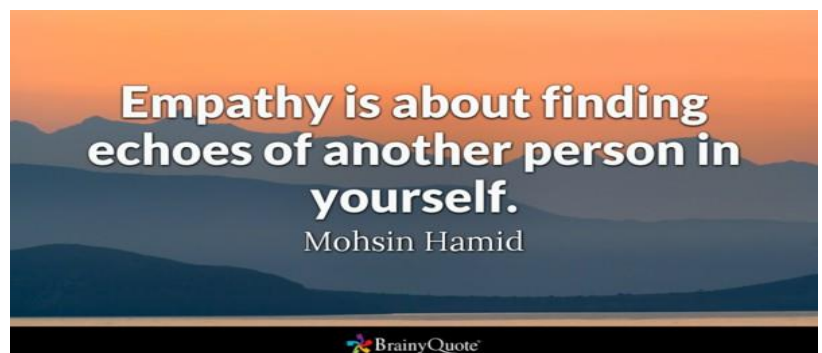
Empathy (recognizing emotions in others)

| Definition | Believes | Example |
|--|--|---|
| Considering others feelings, especially when making decision | Focus in determination and team satisfaction | Leaders inspired the team when they face challenges and issues. Listen to their mind and advise them the best solutions to overcome the issues. Understand their thoughts and do not be bias or nepotism |

Social Skills (handling relationship)

| Definition | Believes | Example |
|---|---|---|
| Proficiency in managing relationship and building networks. Ability to identify common ground and build rapport | Maintain the right attitude and mindset and lead the team by example – Inspire others | Ability to persuades and influence other division to participate togetherness to achieve their organizational goals |

**WE ARE
ONE
TEAM!** *and we
rock!! :-)*



Module 6 : Emotional Intelligence (EQ)

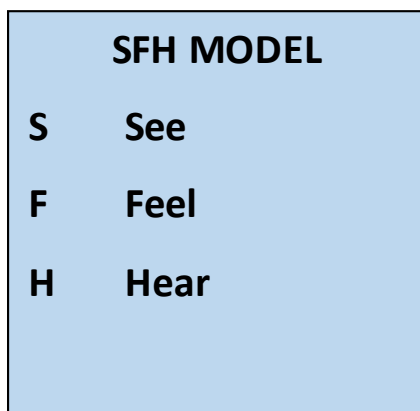
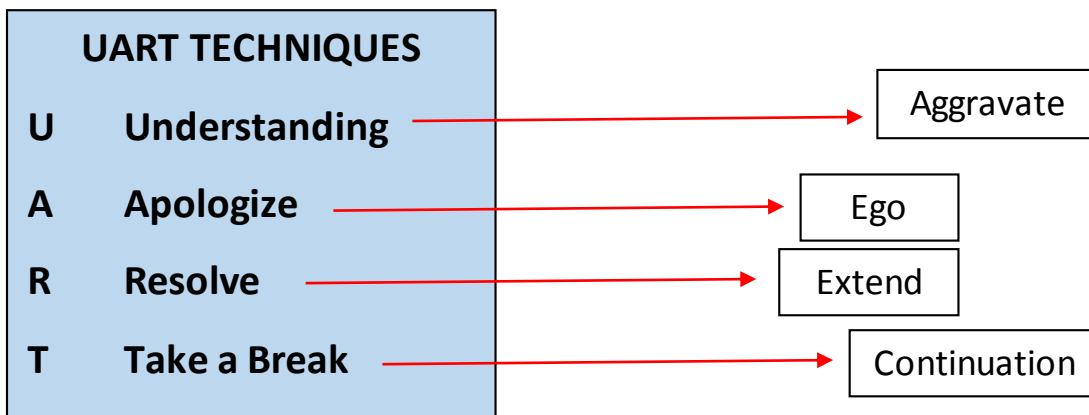
Components Emotional Intelligence (EQ)

10 signs a person may probably need to improve their emotional intelligence

- Consistently performs poor at work
- Criticizes others on every chance he gets
- Anger – a person just loses almost all the time
- Cant lead or work in a team
- No empathy towards others
- Keep arguing and blaming others
- Afraid to try anything new
- Aloud negativity to control him
- Don't understand others body language and facial expression
- Give up easily



Emotional Intelligence Techniques and Model



Negative team bonding, no ownership and commitment
(MENTAL BLOCK)

Module 6 : Emotional Intelligence (EQ)

6.6 Value of Emotional Intelligence (EQ)

An organization with high emotional excellence work environment will lead their staffs to be confident , motivated, productive, efficient, effective, empathy, responsibility, focus, committed, take ownership and ability to align to their business objectives thus create trust, believes, happiness and rewarding workplace.

A Business in which the staff are emotionally intelligent is one which

Enables them to work together to maximize the potential and effectiveness

Please share below on your thoughts based on what you had experience and seen at workplace

Emotional Intelligence (EQ) is all about:

Common Negative Emotions at Workplace

According to Fisher's research, the most common negative emotions experienced in the workplace are as below:

- Frustration / irritation
- Worry / nervousness
- Anger / aggravation
- Disappointment / Unhappiness



Module 6 : Emotional Intelligence (EQ)

6.7 EE - Managing Emotions

Expressed Emotions/ Emotional Quotient/ Emotional Intelligence (EE/ EQ/ EI) -
 isn't about controlling other's emotions only



Goleman explanatory makes clear that “The Art of Relationships is the skill in managing emotions in others.

But it isn't possible to “manage” other people's emotions. No one can make another person feel an emotion or believe in a specific belief.

The best we can hope for is to manage our responses to others emotions well and to endeavor to influence others constructively

Emotional Intelligence always affected by **PERCEPTION**

All started from your perception that affect a person's emotions

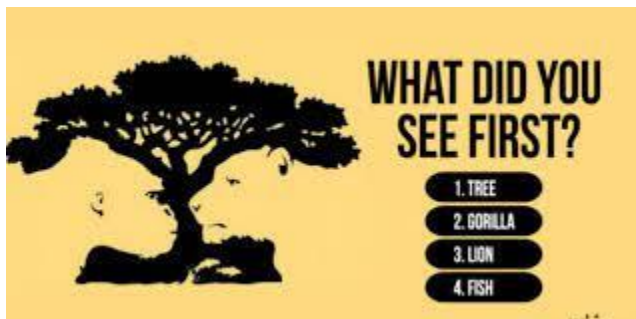
| SAD | HAPPY | HURT | CONFIDENT | ENERGIZED |
|------------|--------------|----------|-------------|------------|
| Depressed | Delighted | Jealous | Strong | Motivated |
| Desperate | Glad | Betrayed | Brave | Focused |
| Heavy | Pleased | Let Down | Assured | Determined |
| Crushed | Grateful | Wounded | Successful | Inspired |
| Upset | Optimistic | Damaged | Encouraged | Creative |
| Sorrowful | Joyful | Punished | Peaceful | Healthy |
| Frustrated | Loving | Rejected | Relaxed | Vibrant |
| Dismayed | Enthusiastic | Impaired | Comfortable | Refreshed |

Module 6 : Emotional Intelligence (EQ)

6.8 Understanding Perception And Emotion

Perception Illusions

- Sometimes we cannot perceive what does exist
- Sometimes we perceive things that may not exist
- Sometimes we perceive what cannot be there



What are the animals
can you see



Do you see young lady or old
woman



What object can you
see

Understanding Perception And Emotion

“Perception is Reality “- Not Always TRUE

Miscommunication

“ Oh, but I thought you said...”

“ NO, what I said was..”

“ BUT actually what I meant was “

Not necessary what u said was
what you meant

In the State of Worrying

The challenge is – not everything people worry about is reality based. The worries can be changed day to day basis – worry about family and children’s, situation in the country due to Pendemic Covid 19

Misinterpretation of a situation

Some people make quick judgments. Sometimes this is to their benefit maylead to misjudging what is going on in a situation

Misattribution of motive

Attributing a certain motive to someone else’s actions. Example: accusation and blaming

Emotion

Our emotions are often affected by our perception

- Perception is the interpretation of what we SEE and HEAR
- Perception is affected by our self-talk or inner thoughts
- Perceptions is sometimes drives through by our belief

Module 6 : Emotional Intelligence (EQ)

Understanding Perception And Emotion

Manage Self-Emotions by practicing high EQ at workplace



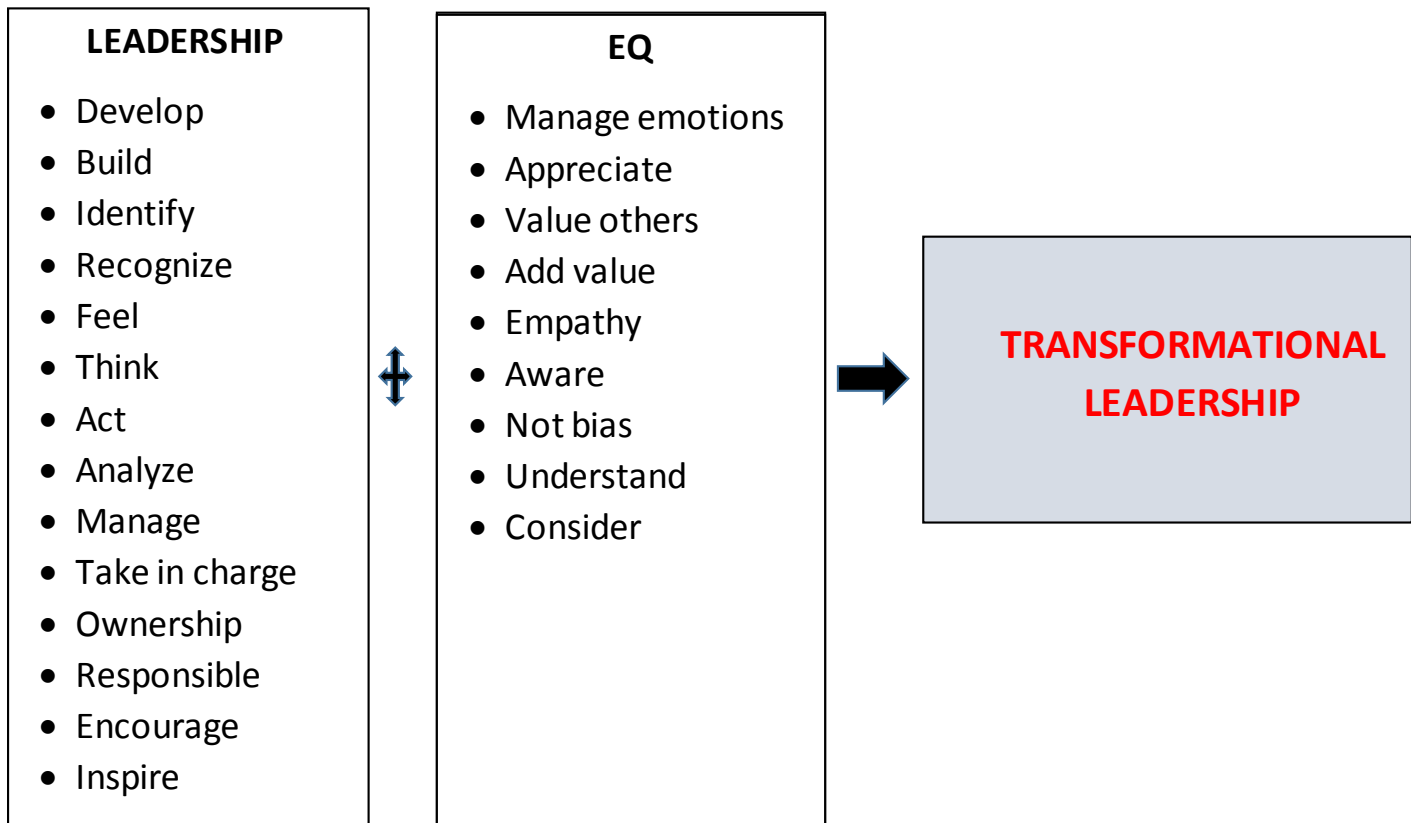
Key Points

We all have to deal with negative emotions at work most of the time. Learning how to cope with this feelings is now more important than ever. After all, negative emotions can spread and no one wants to be around a person who adds negativity to a group

Understand what causes your negative emotions and which type of feelings you face most often. When those emotions begin to appear, immediately start your strategy to interrupt the process. The longer you wait, the harder it will be to pull yourself away from negativity thinking and become a HABIT



6.9 Emotional Intelligence For Leadership



Leadership



***LEADERS** help themselves and others to do the right things. They set directions, build an inspiring vision and create something new*

Leadership is about mapping out where you need to go to “win as a team or organization: and it is dynamic, exciting and inspiring

Emotional Intelligence For Leadership

Understand Your Personality



Emotional intelligence is an essential part of the whole person.

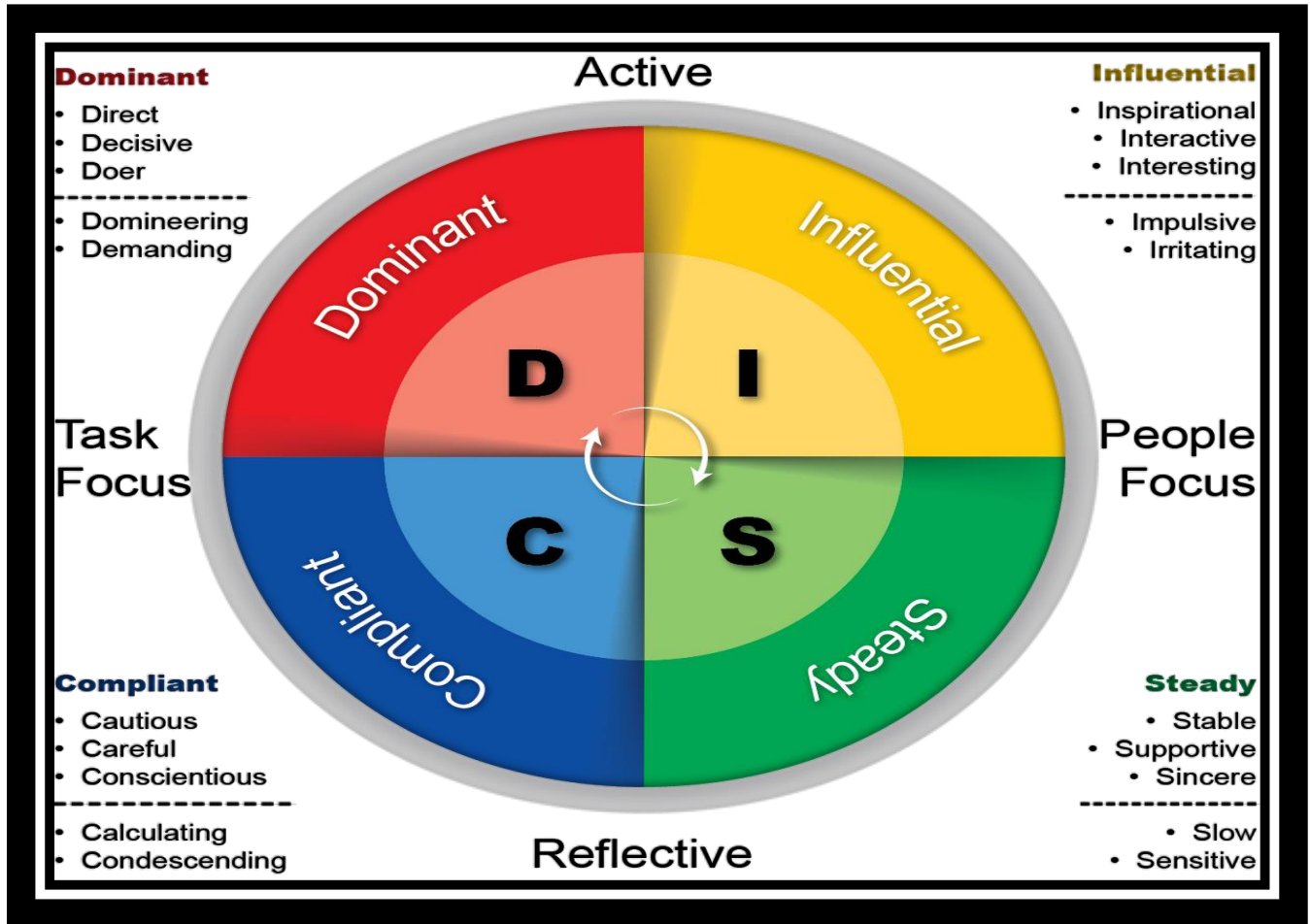
-
- Who am I?
 - What do you think of me?
 - How do others see me?
 - Can I change my personality?
 - Am I usually bored?
 - Do I add value to others life?
-

Personality refers to individual differences in characteristics patterns of thinking, feeling and acting

Simple Definition of Personality:

- 1) Emotional Qualities – ways of behaving make you different from others
- 2) Attractive Qualities – such as energy, friendliness and humor that make a person interesting and pleasant to be with

6.10 Understand Your Personality



Time to get to know “WHO AM I”

Which Personality are you?

Why you think you are in that category of Personality?

Are you combination of more than one Personality? Which one....

Are you satisfied with your own Personality?

Name one person in your team that has opposite of your personality? Are you in a positive / negative relationship with them?



MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI
TINGKAH LAKU
ATTITUDE IS EVERYTHING

M7 : Right Leadership Skills

– The courage of Leadership is giving others the chance to succeed even though ***you bear the responsibility for getting things done***

Simon Sinek

A leader is one who knows the way, goes the way, and shows the way

John Maxwell



Module 7 : Right Leadership Skills

7.1 Introduction To Right Leadership Skills

WHAT IS

LEADERSHIP

What Leadership do you see from the video?

1) _____

2) _____

3) _____

Leadership is all about:

- Think as a leader and act as a leader
- Surrounded with positive people
- Leaders leads team NOT order or command team
- Role model
- Welcome challenges and learn from experience
- Initiate or volunteer for any task
- Take responsibilities for any failure and keep trying again
- Inspire people



Characteristics of Good Leader

| | | |
|------------------|---------------------|-------------------------|
| Integrity | Ability to delegate | Effective Communication |
| Self-Awareness | Self-Management | Gratitude |
| Learning Ability | Influence | Empathy |
| Courage | Respect | Ownership |
| Take in Charge | Brave to voice out | Flexible |
| Creative | Innovative | Inspire |

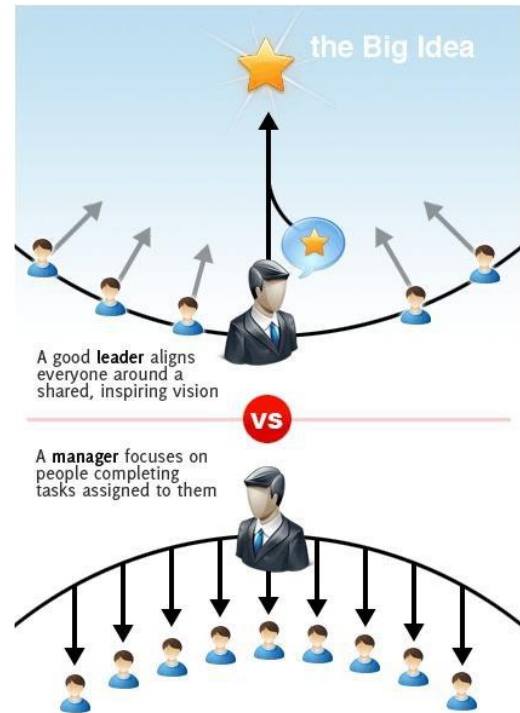
7.2 Leading Vs Manage – Manager Vs Boss Vs Leader

Manager focus on **Task**

Is there any different
between a Manager, boss
and Leader?

Leader focus on **People**

Boss Vs Leader
(Difference)



Leadership is lead and inspire and the person who are capable to influence is known as a **LEADER**. On the other hand, **Management** who manage, and the practitioner of this discipline to lead is known as the **MANAGER**

WHO do I lead and Inspire? Group Discussion

Principle: As a Leader, I attract who I am, not who I want

HOW do I Influence and Inspire Others? Group Discussion

Principle: As a Leader, I attract who I am, not who I want

7.2 The identity Of “ A Leader”

Why do people follow “ A LEADER?”

Because

- They respect or admire the person
- they are afraid to face the unknown alone
- they feel insecure without them
- they are inspired to follow by acts of courage or rare abilities
- they set the person up as a model or a leader
- they hope to have the person bringing them to places where they can't go on their own

Leaders, no matter what their title or positions, have the ability to get things done. They are accomplishing things – going somewhere: others want to go where they are going

The difference between Leadership Potential and Leadership Level is determined by :

- 1) _____
- 2) Willingness to _____
- 3) Desire to _____

Develop Your Own Leadership Potential

The way to be prepared to teach others leadership is to continue developing your own leadership potential

We cannot grow others unless, we ourselves are able to keep growing

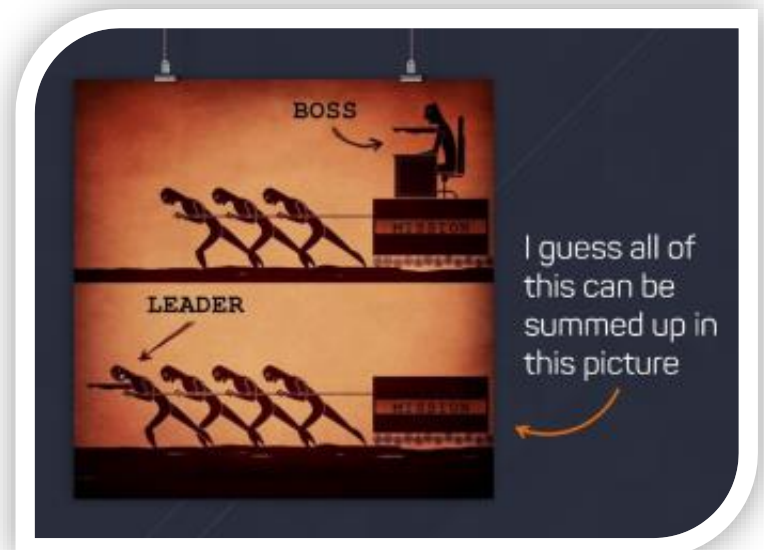
Module 7 : Right Leadership Skills

7.4 Difference between three (3) main roles in an organization

| Boss | Manager | Leader |
|------------------------|-------------------------|----------------------|
| Drives employee | Focus on things "YOU" | Focus on people "WE" |
| Depends on authority | Do things right | Do the right things |
| Inspires FEAR | Plan | Inspire |
| Says " I' | Organize | Influence |
| Blame others | Direct | Motivate |
| Uses people | Control | Create |
| Take credit | Follow rules | Shape entities |
| Commands | Strictly follow rules | Coaches |
| Says "GO" | Fear in making decision | Recognized |
| My way is the only way | | Appreciate |
| Individual success | | Value |
| | | Add value |
| | | Listen and ask |
| | | Says " Lets GO" |

When the people have to manage **dangers** from **inside** the organization, the organization itself becomes less able to face the **dangers** from **outsides**

Leaders Eat Last – Simon Sinek



Module 7 : Right Leadership Skills

7.5 The Awesome Responsibility

Every single employees is someone's son and someone's daughter. Like a PARENT, a LEADER of a company is responsible for their precious lives

Do you want to be an Awesome Leader? What is your next Action?

1) _____

2) _____

Reasons why most executive failed as a Leader

- Different situation call for different types of leadership
- Focus on individual success instead of TEAM achievements
- Inability to work with team – not a TEAM PLAYER
- Challenges in leading change
- Handling varies personality in the team
- Lack of skills or experience
- Don't know what the members want
- NO clear purpose

The need to Cultivate
Emotional
Intelligence (EQ)
Capabilities and Basic
Understanding

IQ, Technical Skills and EQ

- It's not that IQ and technical skills are irrelevant, they do matter and entry requirements
- **Based on research , along with recent studies, it clearly shows that Emotional Intelligence is critical**
- Without EQ the person can have the best training in the world , and endless supply of smart ideas. he wont make a **EFFECTIVE LEADER**

7.6 Five levels of Leadership



Everyone has to work for “Common Goal” not for individual or management

What is “Common Goal?”

- Guidance and Direction
- Facilitate planning
- Motivate and Inspire
- Help organization to evaluate and control performance

Five levels of Leadership - "Common Goal"

How the team members should react towards their "Common Goal"

Ask yourself few questions as stated below?

- 1) What do I need to accomplish?
- 2) Why am I doing what I am doing?
- 3) How well must I do?
- 4) How am I doing?

Why?

- 1) _____
- 2) _____
- 3) _____
- 4) _____

LEADERS keep
developing,
growing, willing
less to change and
inspire others

*Leaders has Vision and never say NO to
climb up from failure*

Leaders ACTION

Integrity
Understand
Nurtures
Enlarge

7.8 Common Goal

Value of Emotional Intelligence (EQ)



***“if you could get all the people in an organization rowing in the same direction
You could dominate any industry, in any market, against any competition, at any time “***

Patrick Lencioni, 2002

Module 7 : Right Leadership Skills

Common Goal (An Organizational Goals)

Leaders are tasked with effectively guiding organizational goal achievement

Why Organizational Goal is important?

- 1) _____
- 2) _____
- 3) _____

Jack Ma' Leadership



- do not aloud your colleagues and employees to work for you
- instead let them work for a Common Goal
- it is a lot easier to unite the company under a common goal rather than uniting the company around a particular person

Your **ATTITUDE** is more important than capabilities

STOP COMPLANING

Common Goal (An Organizational Goals)

An Organizational with high Emotional Excellence work environment will lead their staff to be confident, motivated , productive , efficient, committed and ability to align to their business objectives thus create trust, happier and rewarding workplace

A business which the staff are emotionally intelligent is one which enable them to work together to maximum effectiveness

(1) Organizational Goal

- Vision is the foundation that allows the organization to flourish for goal achievement
- Awareness of the organizational vision provides a directional compass for each contributors within the organization to follow
- Leading to a common goal and not personal or departmental goals not in line to organizational goals
- Leaders are responsible to:
 - Articulate the Vision
 - Aligning team members to operational strategies
 - Taking steps necessary to achieve company priorities linked to the vision

List your own perspective **“Vision”** for team members/family/colleagues/friends

Common Goal (An Organizational Goals)

(2)Team Members

Believe it or not, most employees want and need to know four things about their Work so they can contribute and feel comfortable about where they are in the organization

Leaders must be able to:

- Leverage on their subordinates strength and overcome their weaknesses
- Support them and not to compete with them
- Motivate to inspire them
- Coach, coach and coach them
- Formulate career enhancement
- Recognizing their subordinates achievements either small or big once
- Received subordinates ideas and thoughts
- Never criticize them when they make mistakes, tap their shoulder and say “ It’s ok keep trying”

As part of managing your team you need to understand how you fit into the bigger picture and it is important to consider the expectations for your performance

Common Goal (An Organizational Goals)

Questionnaires

YOUR ORGANIZATION

- What are the company major strategic objectives right now?
- What are the major needs / challenges / opportunities we are facing over the next six months? Year? In the long term

YOUR TEAM

- How do you see your team fitting into this picture?
- What are the top priorities for my group? What are the big needs / challenges / opportunities you would like to see them tackle in the next six months? Year? In the long term
- “ I would like my team to _____ and _____
(Your thoughts)

YOU

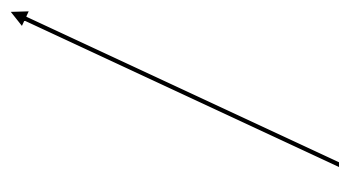
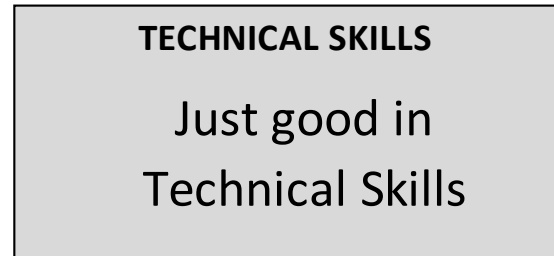
- What role would you like to see me play in carrying out this strategy?
- What are the major needs / challenges / opportunities you would like to see me take on in the next six months? Year? In the long term



SO GOES THE
CULTURE

SO GOES THE
COMPANY

7.7 Management Skills Vs Technical Skills



Both are specialist in their own role and task. Do not combine them under one leader if the organization wants business sustainable for a long term



How you handle
challenges?

MEMODALKAN KECEMERLANGAN PEJAWAT AWAM MELALUI MODIFIKASI
TINGKAH LAKU
ATTITUDE IS EVERYTHING

M8 : An Effective People's Management

– In order to build a rewarding employee , you need to understand what matters to your people

Julie Bevacqua

Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things they never thought they could

Steve Jobs



8.1 Introduction To An Effective People's Management

People Management is the process of training, motivating directing and managing employees to optimize workplace productivity and promote professional growth. Workplace leaders, such as team leads, manager and department heads use people management to oversee workflow and boost employee performance every day.

People Management is useful in many workplace situations, such as for:

Handling Interpersonal Conflicts

Manager and leaders apply effective Leadership skills to resolved conflict and promotes collaborations among the employees

Leading Employees Training

Provides suitable training and coaching for employees in order for them to perform productively and keep learning new skills and knowledge and maintain good Attitude

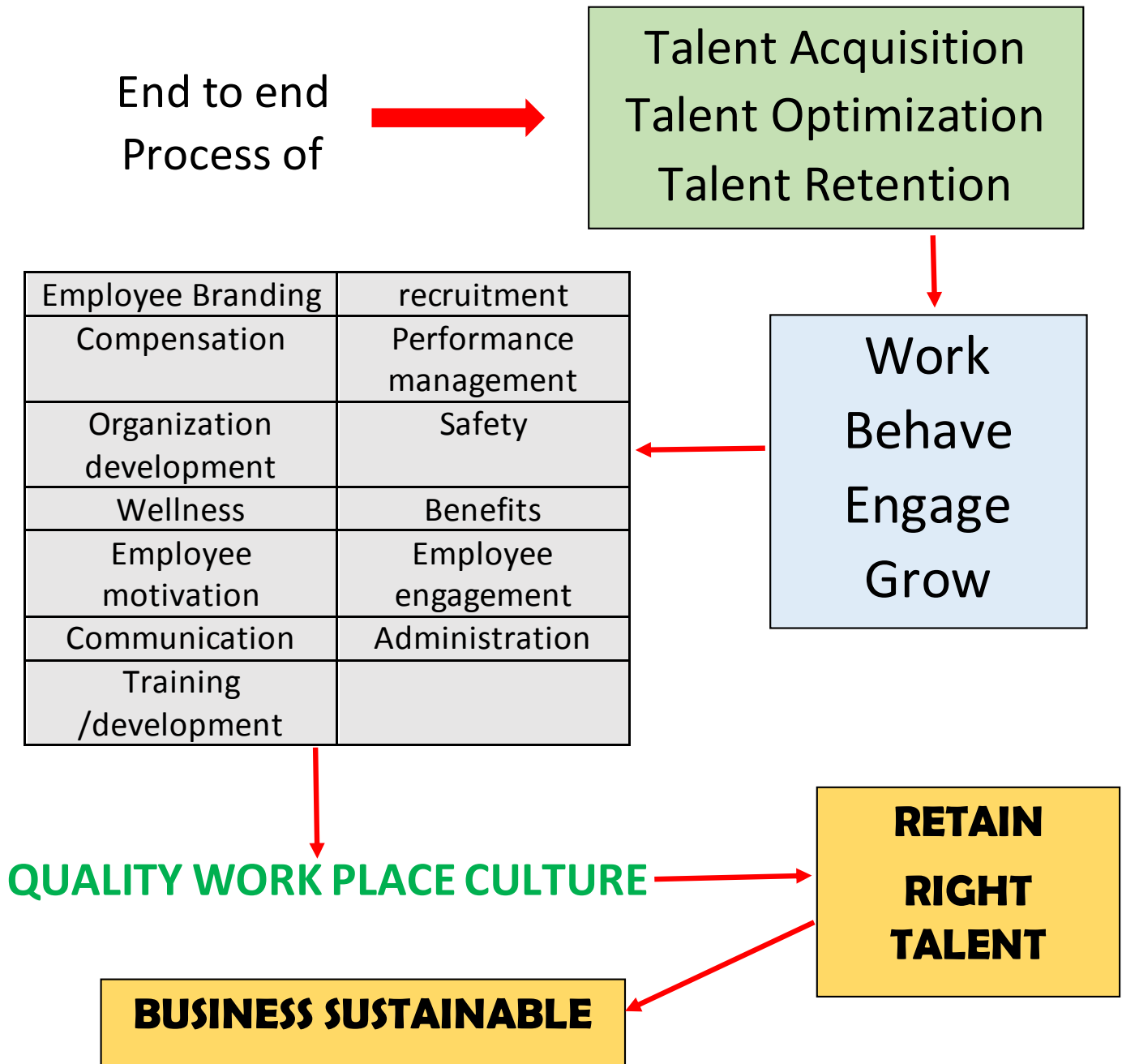
Building Workplace Culture

Use people management responsibilities to build rapport with employees by asking the feedback and maintain the relationship that every employee can help to develop the business

Essential People Management Skills

- Empowering employees
- Active listening
- Conflict resolution
- Flexibility
- Patience
- Trust and believe
- Empathy

8.2 People's Management - Process Flow Chart



8.3 Five Key Components of People's Management

Create
Comprehend
Communicate
Collaborate
Confront



Create - Building a workforce that build a better future

- Create the right team structure
- Choose the right recruitment platform (by the talent acquisition)
- Create employer brand and trust

Comprehend – understanding the present and the future leader

- Effective people understand their effective team
- Understand employees personalities, motivate, build the personal and career goal
- Every employees has different strength and weaknesses
- Develop Team Bonding by spending quality time together at work and outside

Communicate – opening channel to connect effectively

- Critical elements of people's management
- Good or bad communication determine the organization culture and future
- Able to aloud team to work effectively successfully
- To be align with the organization vision, mission and directions
- To understand the Purpose to be at work

Module 8 : An Effective People's Management

Five Components of People's Management

Collaborate – cooperating smarter, faster and stronger

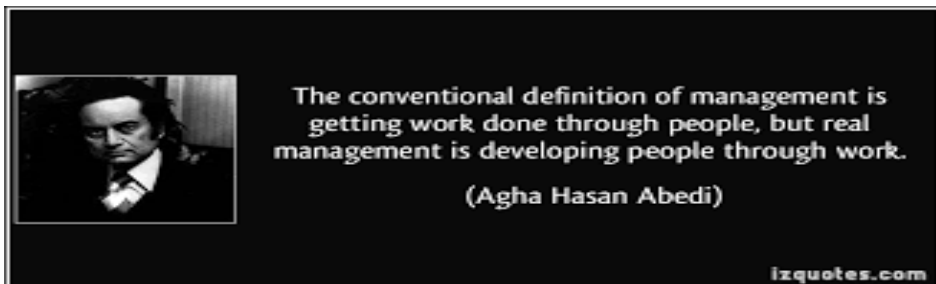
- Desired outcome cannot be handle by one person – effect growth persistency
- Work sharing and delegation being practiced in an organization
- By using human and non-human components

Confront – optimizing on healthy differences

- Each employees think and act differently
- Management must recognized and understand individual talent and appreciate accordingly
- Stop “ Antagonize” but rather to face , acknowledge and tackle these variations positively
- Avoid personal activities and working preferences as might lead to “ Workplace Conflict”

As a team Leader – what are the 5 types of question will you asked your team members before promoting them to the next level?

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____



8.4 The Importance of People Management in Professional Life

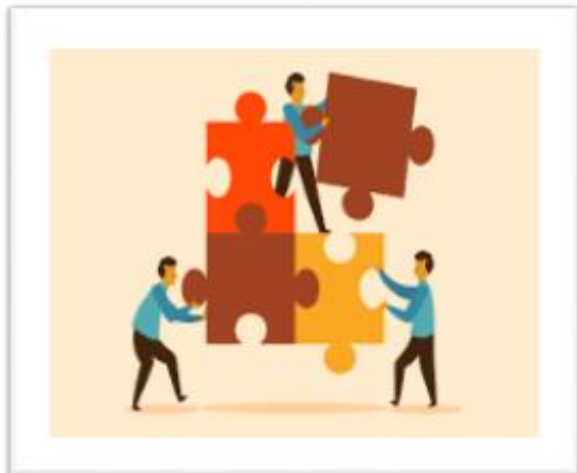


**YOU DON'T
BUILD A BUSINESS
~ YOU BUILD PEOPLE ~
AND THEN PEOPLE
BUILD THE BUSINESS**

An Organization is **EFFECTIVE** → Support the Vision and Mission

An Organization is **EFFICIENT** → Best possible manner

An Organization is **SUSTAINABLE** → Support continue operation



The Importance of People Management in Professional Life

Benefits to Organization

- Management people refers to making their strengths more effectively and weaknesses irrelevant and encouraging them to work towards achieving organizational goal and directions
- They provide sustainability because they are unique and lasting

According to Gary Kelly, the CEO of Southwest

“ Our people are our single greatest strength and most enduring long term competitive advantage, means that the business outperforms its rival in the market because customer prefer its product and service “

HOW DO YOU MANAGE PEOPLE

- Separate personal and work matters
- Understand employees purpose
- Balance praise and criticism wisely

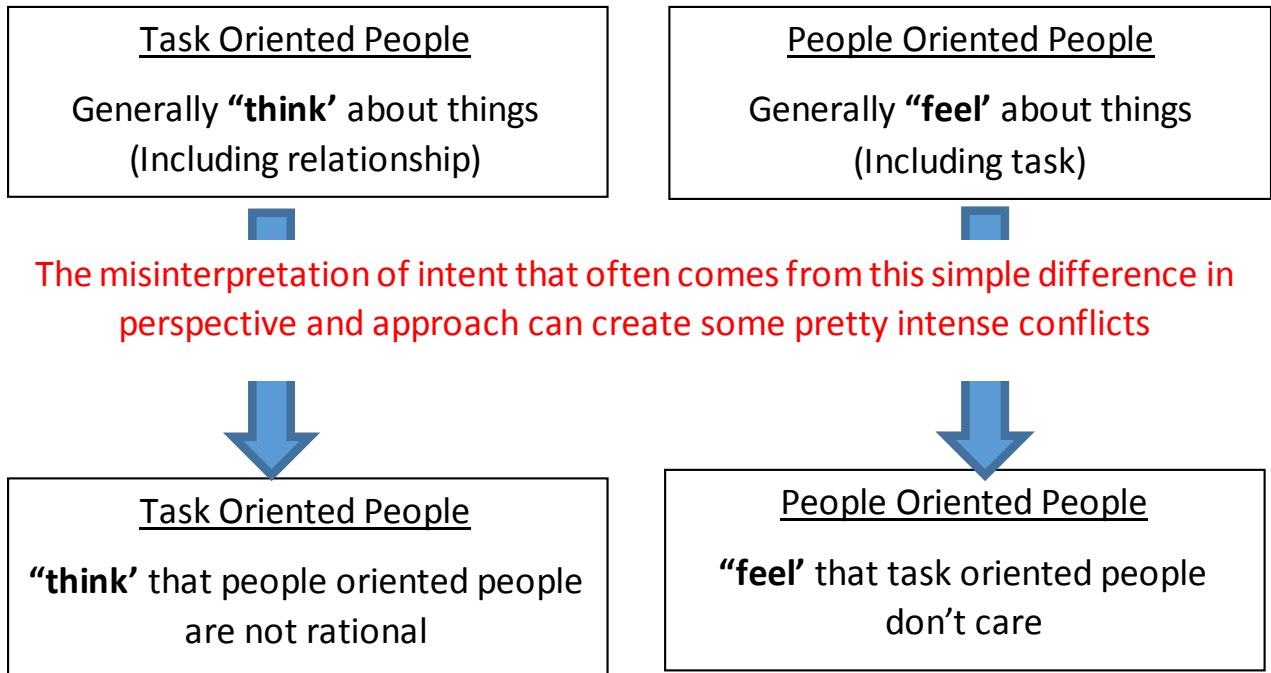


**START
WITH
LISTENING**

Discussed:

- 1) Describe your management style?
 - 2) How do you define success?
 - 3) How do you manage stress among your team members?
 - 4) How do you handle conflict between team members?
 - 5) Tel us about a time you “LEAD BY EXAMPLE”?
 - 6) How do you motivate people?
-

8.5 Conflicts



But both assumptions are often wrong

| Task Oriented | People Oriented |
|--|---|
| Conflicts mainly arises on work related | Conflicts mainly arises from people issues |
| Focus on performing on how to perform a work related task or make a work related decision | Focus on interpersonal differences and the social and emotional relationships that accompany them |
| The conflict may affect organizational productivity, effective discussion and work performance | The conflicts may hurt overall employee job commitment, productivity, trust and work performance |

8.5 Priority Conflicts

How do you practice?

| People Oriented Management (Style Emphasizes) | Task Oriented Management (Focused On) |
|--|--|
| <ul style="list-style-type: none">• Satisfaction, Motivation and well-being of workers• Facilitating positive, productive Interaction between Colleagues• Teamwork and clear communication• Team building meeting and exercises | <ul style="list-style-type: none">• Completing the project at hand• Effective goal setting and a clear path to complete objectives• Schedules and deadlines• Structure, roles and goals• Producing desired results |

The bottom line is you cannot be task oriented and people oriented at the same time. Most of the time, we need to decide which part to go with especially focusing on which is the best ways to influence them. You just need to....

Make It Your Own

The key is to take the best parts of each management styles and combine them to create your own approach, one that gets the task done while also cultivating positive working relationship

Managing the conflict among people VS task oriented

- 1) Align them to a common goal
- 2) Influence them to build bonding among them
- 3) Influence them to support one another as a team
- 4) Facilitate team communication
- 5) Understand each other's purpose
- 6) Be transparent to each other

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8.6 Six Principles of People's Management



JACK MA'S 10 RULES

- Learn from the mistakes of others
 - Focus on quality not size
 - Be the first
 - Prepare for the future
 - Respect your competitor
 - See challenges as opportunities
 - Believes
 - Surround yourself with greatness
 - Live healthy
 - Have fun
-

Why do people work?

- _____
- _____
- _____
- _____

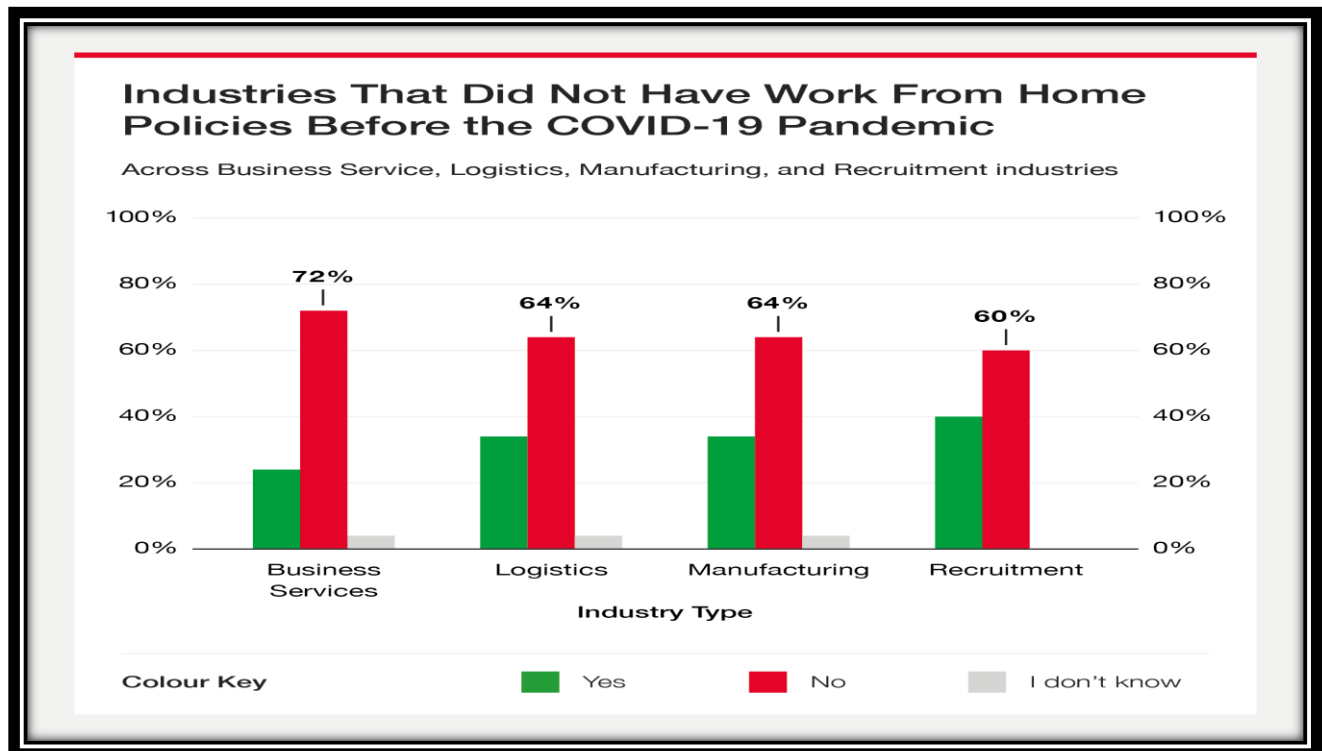
72% work to live

50% work to support their family / pay their mortgage

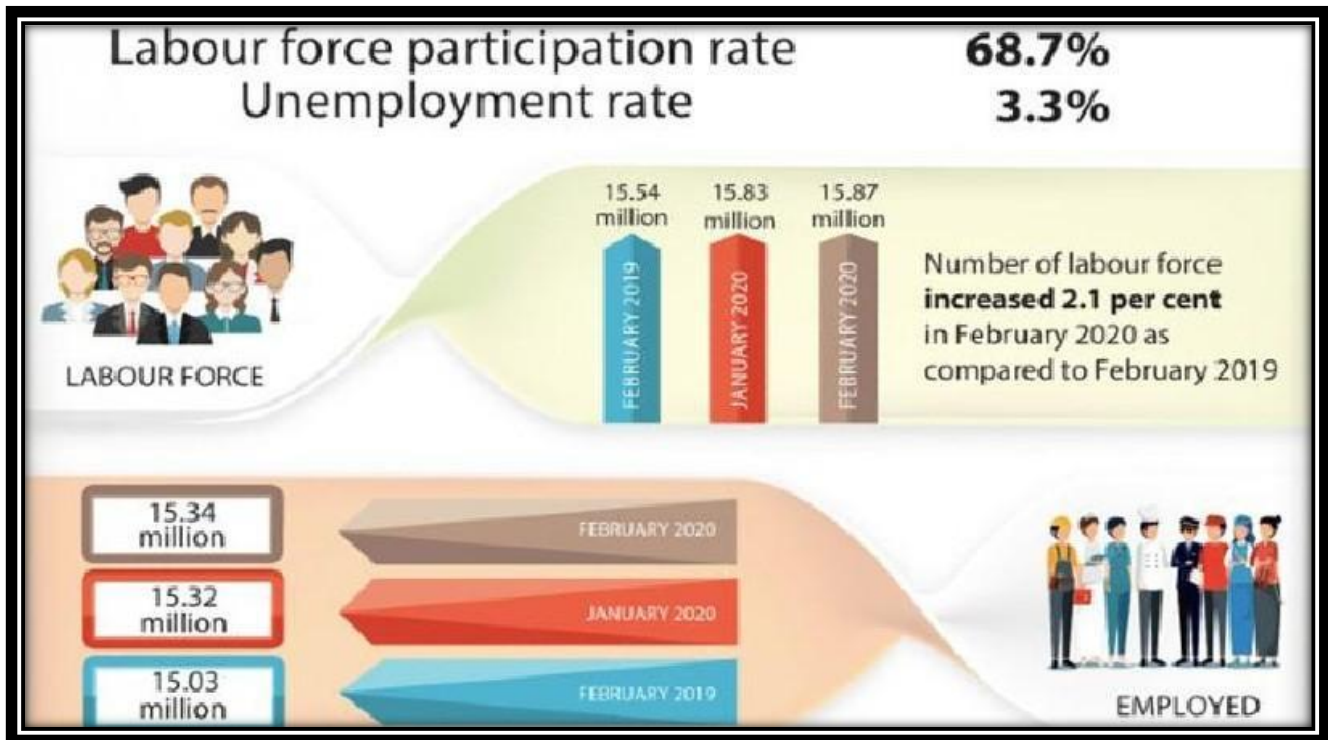
16% goes to work just for a sake of working

21% of people are in their job to build their career and knowledge

8.6 Statistic In Malaysia – People's Behaviour





8.6 Statistic In Malaysia



WORLD ECONOMIC FORUM
 COMMITTED TO IMPROVING THE STATE OF THE WORLD

Top 10 skills

| in 2020 | in 2015 |
|---------------------------------|---------------------------------|
| 1. Complex Problem Solving | 1. Complex Problem Solving |
| 2. Critical Thinking | 2. Coordinating with Others |
| 3. Creativity | 3. People Management |
| 4. People Management | 4. Critical Thinking |
| 5. Coordinating with Others | 5. Negotiation |
| 6. Emotional Intelligence | 6. Quality Control |
| 7. Judgment and Decision Making | 7. Service Orientation |
| 8. Service Orientation | 8. Judgment and Decision Making |
| 9. Negotiation | 9. Active Listening |
| 10. Cognitive Flexibility | 10. Creativity |

Source: Future of Jobs Report, World Economic Forum

Module 8 : An Effective People's Management

8.6 Six Principles of People's Management

Six Principles

| | |
|---------------------|--|
| Coaching | Assist your team to improve their performance and guide them how to be more accurate with their directions |
| Training | Upscale and rescale employees " Attitude, Skills and Knowledge" in order to have job satisfaction |
| Motivating | Support and encourage your team not to give up easily and often assist them with some ideas and options |
| Inspiring | " Lead by Example" and be a role model to them. They will trust and listen to you with no doubt |
| Mentoring | Educate, monitor and strategize them till they reach the level / position where they can move on their own |
| Team Bonding | Build trust and believes among one another. Practice open conversation and be transparent in order to know each other's personality better and able to team up closely at any situations |

How you apply 6 principles of people's management at work

| | |
|---------------------|--|
| Coaching | |
| Training | |
| Motivating | |
| Inspiring | |
| Mentoring | |
| Team Bonding | |

Module 8 : An Effective People's Management

8.7 People Management – Measure Your Integrity

Questions to help you measure your integrity

- 1) How well do I treat people from whom I gain nothing?
- 2) Am I transparent with others?
- 3) Am I the same person when I'm in the spotlight as I'm when I'm alone?
- 4) Do I quickly admit wrong doing without being forced to do so?
- 5) Do I put other people a head of my personal agenda?
- 6) Do I have an unchanging standard for moral decision?
- 7) When I have something to say about people, do I talk to them or about them?
- 8) Am I accountable to at least one other person for what I think, say and do?

What are the consequences of poor people management?

- 1) Employees could quit based on unfair results
- 2) Employee morale drop
- 3) Misleading information may incur
- 4) Employee become demotivated
- 5) Job satisfaction drop
- 6) Legal risks increase
- 7) Sustainability of business will be effected



Module 8 : An Effective People's Management

8.8 Be A Role Model



What types of role models do you think your family, children, friends, colleagues, and staffs would want you to be:

BELIEVE IN YOURSELF!

—Attitude Quotes