

MRS Training Program

In Partnership with Universiti Malaysia Sarawak (UNIMAS) Business School

PERIODICAL
MRS 1 / 2018
BAYARAN POS JELAS
PEJABAT POS BESAR
KUCHING, SARAWAK
NO SWK 15
PPK368/10/2012(031369)

THE CERTIFIED MANAGERIAL PROGRAM[©]



Are you stuck between a rock and a hard place in managing people? Don't worry we get you - Pressure from the top, dissatisfaction from the bottom and you are caught right in the middle. Is there a way out of this conundrum? Yes there is! Grow your knowledge and skills of people management and soon managing will be a breeze! Our Certified Managerial Program does exactly that - A program that equips you with the latest and best of management tools to stay ahead of the curve.

Best of all, you will be certified by a prestigious institution of higher learning as proof of your managerial prowess. This alone will do wonders to your resume on top of all the skills and knowledge you will gain. Wait no more, get on board!



Join us for
2018
intake!

The Certified Managerial Program[©]

Introduction

The aim of this certification programme is to provide managerial level personnel (Managers, Supervisors, potential Supervisors, and Professional Level Staff) with skills and knowledge required to effectively carry out their responsibilities. The programme develops a personal awareness, as well as an awareness of the human resources, activities, and management issues involved in achieving results in a challenging and dynamic work environment. The programme further focuses on developing skills through practical activities such as structured exercises, group discussions, and case studies. It concentrates on the leadership actions for developing a team but also includes the key management skills of decision making, problem solving, performance analysis, conflict management, motivation and presentation.

Course Structure

Module	Subject Coverage	Duration (Hour)
1	Organisation Structure & Function	4
2	Principles of Managerial Supervision	4
3	Managerial Leadership	4
4	Motivation & Work Attitudes	4
5	Problem Solving & Decision Making	4
6	Organisational Communication	4
7	Handling Discipline & Grievance	4
8	Evaluation of Employees Performance	4
9	Managing Change	4
10	Continuous Improvement Projects	4
11	Leading Conflict Management	4
12	Enhancing Teamwork at Workplace	4
Total Hours		48 Hours

Course Schedule

Location : • Penang • Kuala Lumpur/Selangor • Kuching

Duration : (2 + 2 + 2) ; Total 6 days
with Projects & Assignments in between

Time : 9.00 a.m. - 5.00 p.m.

Dates & Venue : Please refer to the attached registration form.
You may email to mrs@mrstraining.com
or Whatsapp **013-810 3838** for more details.



Admission Requirements

Possess a Diploma or Degree in any discipline from any recognized Institution of Higher Learning or Universities with at least one (1) year working experience OR

Any individual who is interested in requiring in-depth knowledge of Managerial skills with at least two (2) years working experience.

Course Target Beneficiaries

- Managers
- Executives
- Officers
- Supervisors
- Any personnels supervising subordinates





Course Content

Day 1

Module 1

Organisation Structure & Function

Introduction to Management • History of Management • Definition of Management • Contemporary Management Skills • Key Functions of Management

Definition of Organisation • What is Organisation • Definition of Organisation • Types of Organisation • Analysing your Organisation • Key Functions of Organisation

Organisation Strategy & Structure • Structural Development • What is Strategy • Application of Strategy

Contemporary Organisation Functions • Latest Organisation Functions • Case study

Module 2

Principles of Managerial Supervision

• The Leader's Challenge • 5 Qualities of a Leader • 3 New Dimensions in a Leader's Role • Definition of Manager, Supervisor • 3 Levels of Responsibility • 5 Categories of Supervisors • Prepare to Face Challenges (Internal/External) • Planning and Organising Work

Day 2

Module 3

Managerial Leadership

Principles of Leadership • Learn the importance of Leadership in achieving long-term organizational success • Discover the 5 Myths of Leadership • Understand the difference between Leadership and Management • Learn the difference between Controlling and Empowering leadership styles • The Psychology of Leadership, Growth and Change • The essence of Situational & Transformational Leadership

The Five Leadership Roles • Examine the three core elements of Team Effectiveness • Learn the 5 Roles of Leadership • Discover the appropriate balance among the 5 roles • Understand how to lead "from the balcony". • Learn how to use a set of diagnostic questions to lead "from the balcony". • What is your number one job priority? • What do leaders do? • A leader's priorities.

Leadership Practices • Understand your Strengths and Weaknesses as a leader (technical & management knowledge) • Assess yourself in the 5 Leadership Roles • Know how you are viewed by others in your organisation • Develop Personal Improvement Plans.

Module 4

Motivation & Work Attitudes

A Psychological Approach • A Psychological Approach • Herzberg's Theory of Motivation • Maslow's Hierarchy of Needs • The Two Models of Motivation

Personality's Role in Motivation • Identifying your Personality Type • Identifying others' Personality Type • Motivators by Personality Type • Setting Goals • Goals and Motivation • Setting SMART Goals • Evaluating and Adapting

Motivation on the Job • The Key Factors • Creating a Motivational Organisation • Creating a Motivational Job • Identifying Personal Motivators • Maximising your Motivators • Evaluating and Adapting

Addressing Specific Morale Issues • Dealing with Individual Morale Problems • Addressing Team Morale • What to do when the whole company is demotivated

Break for Project / Assignment

Day 3

Module 5

Problem Solving & Decision Making

Critical Thinking Model • Analytical Thinking • Strategic Thinking • Tactical Thinking • Innovative Thinking • Implicative Thinking

Distinguish Root Causes from Symptoms to Solve Problems the Right Way • Root Cause VS Symptoms • Making Win-Win Decisions • Problem Solving Defined (a) Types of Problems (b) Approaches to Problems (c) General Characteristics of Problems • Solving Problems the "Right" Way • Legitimising Problems

Improve Problem-Solving Skills by Understanding Own Style

• Different Problem-Solving Styles Explained (a) The Accommodator (b) The Converger (c) The Diverger (d) The Assimilator (e) Analogical and Metaphorical Thinking

Module 6

Organisational Communication

Foundation of Communication Tools at Workplace • Set clear communication objectives • Establish clear understanding of roles at workplace • Clarify the requirements and process that is most effective to achieve communication outcomes • Identify and utilize common ground for successful interactions • Video : Results Driven Communication

Understanding the various components of Communication and how it helps in interactions with others

• Active Listening Skills • Understanding the intent of the message • Listening Strategies • Paraphrasing Skills • Feedback Skills • Giving positive feedback – The REDR technique • Giving negative feedback – The AID Model • Receiving Feedback • Questioning Skills • Probing for best answers

Influencing Skills for Enhanced Communication

• Expanding the Skill Set • Influencing Framework • Personal Needs and Motivations • Influencing Strategy • Influencing Exercise-Planning and Practice • Presentation and discussion

Techniques for Business Writing & Emails • Opening and ending in Business Writing • Accuracy, Brevity and Clarity in Writing • Using the right words and phrases in writing • Do's and Don'ts in writing emails • Practical writing session

Day 4

Module 7

Handling Discipline & Grievance

• Grievance Procedure • Informal Grievances • Formal Grievances – How to carry out the grievance interview • Key points and the process • Grievance report – Formalising findings into a grievance report • Grievance Outcome – communicating the outcome of the grievance effectively, including the right of appeal • Disciplinary Procedure – Essential features of a disciplinary procedure • Right to be accompanied • Suspension • Investigation Techniques – How to carry out an effective investigation • Disciplinary Interviews • What to include in a warning – Content of a warning • Right of Appeal – The right of appeal in disciplinary and grievance situations.

Module 8

Evaluation of Employees Performance

The Importance of Staff Appraisal • Defining aims, purpose, objectives in order to improve performance • Developing an Effective Appraisal System • Frequency of appraisal, supported by one-to-ones & informal review • Action Plans and Development Plans • Role of Performance Appraisal in increasing productivity

Supervisor's Responsibilities • Approaching appraisals with confidence • Getting balanced and honest feedback on performance • Effective Planning for the Appraisal • Gathering the information you need: Drafting an Appraisal Plan • Professionalism of Managers in conducting review • Assessing staff periodically

The Certified Managerial Program[©]

The Appraisal Meeting • Establishing open and honest communications
• Questioning and Listening Skills • Planning and conducting a structured, balanced and participative discussion • Review of current compared to previous performance

Setting SMART objectives • Adopting an Assertive and Confident Appraisal Technique • Interpersonal skills within the appraisal meeting
• Inspiring confidence in the appraisal • Overcoming resistance and handling uncooperative individuals

Break for Project / Assignment

Day 5

Module 9

Managing Change

Fundamentals of Change Management • Basics of Change Management • Understanding levels of Change • Identifying Misconceptions About Change • Importance of Change • Understanding the Benefits of Change • Identifying Essential Areas of Change • Leading Change • Promoting Successful Change • Understanding Resilience

Change Process • Steps of a change process • Analyze a situation • Understanding the aspects of change • Choose an action • Implement the action • Creating a sense of urgency • Motivating employees • Preventing failure • Monitor the progress

Managing Change • Creativity • Encouraging Creativity • Commitment • Developing Commitment • Communication • Communicating during a change • Demonstrating support by listening • Controlling the *grapevine*

Module 10

Continuous Improvement Projects

• What is CI? • Importance of CI

The Outcome of Continuous Improvement • Improved quality at the Process • Eliminate Bottlenecks • Reduce Fluctuation • Increased Knowledge • Improves Productivity/Morale

Tools Learned during Continuous Improvements • Practical Problem Solving • Time Measurement • Elemental Wall • Ergonomic Checklist • Standardized Work • Process Stability Checklist • 5 S

Day 6

Module 11

Leading Conflict Management

Introduction to Managing Conflicts • Conflicts and the Organisation • Types of Conflicts • Conflicts within the Organisation

Sources of Organisational Conflicts • Interdependence • Employment Relationship • Limited Resources • Differentiation

Perspective of Conflicts within an Organisation • Unitarist • Pluralist • Interactionist • Radical

Conflict Handling Strategies • Win/Lose position • Lose/Lose position • Win/Win position

Conflict Handling Styles • Competing • Collaborating • Compromising • Avoidance

Module 12

Enhancing Teamwork at Workplace

Teamwork Foundations • Purpose of being in a team • Skills needed to be a team member • Team member's accountability and choice • Investing in Teamwork • Planning • Structure • The Common Goal • Team Goals • Action plan • Assessment of Team Effectiveness

Team Management • Establishing Team Rules • SWOT analysis • Building on Individual Strengths and Improving Weaknesses • Delegation

Teamwork Challenges • Challenges being a team member – Scenarios • Assertive Communication • Openness and Flexibility • Courage to Act

Sustainable Performance • Staying Motivated • Managing Recovery and Renewal • Balancing Results and Relationships • Action Planning

Break for Project / Assignment

“ I am, as I’ve said, merely competent. But in an age of incompetence, that makes me extraordinary.”

Billy Joel

Testimonials



“Gained knowledge in management. Has sparked awareness of the right management tools needed for the organisation.”

FAMILA UNTAM

Kyowa Suntech Precision Works Sdn. Bhd. - Batch 1/2017

“Very good training for managerial level and examples provided were very practical”

SAMSUR KAMAL

Hirose Electric (M) Sdn. Bhd - Batch 2/2017.

“Good knowledge and can apply in my daily jobs”

AHMAD RIZAL BIN HAMID

Hirose Electric (M) Sdn. Bhd. - Batch 3/2017



Interested in organizing
“The Certified Managerial Program”
as an In-House Certification Training?
Please email mrs@mrstraining.com
WhatsApp 013-810 3838

Course Assessment

The programme is designed to give the participants enhanced learning through the usage of various activities, individual and group exercises, question and answers opportunities, presentations, role plays and video sessions. The sessions will be interactive and optimize the experiential learning process. Each participant will leave with a personal development plan on how they will use the learning.

The programme adopts a blended learning style to get participants to be highly involved in the training session. The programme is comprised of 30% theory and 70% hands on practical session.

Language of Instruction

English
Bahasa Malaysia
(English proficiency will be an advantage)



Assessment

Project Paper	: 40 %
Final Test	: 30 %
Class Activities	: 30 %

Grading System

Excellent	: > 85 %
Good	: 70 - 84
Average	: 60 - 69
Pass	: 50 - 59
Not Competent	: Below 50





MRS CERTIFICATION PROGRAMS

MRS greatly supports the "lifelong pursuit of learning". Whether you are new to the workplace or have years of experience in your career, you are never too young or too old to learn & re-learn! Hence, we are offering two other exciting certification programs. Upon completion, you will be awarded a Certificate of Competence by the respective universities.



**UP-SKILL
YOUR ADMINISTRATIVE
PROWESS**

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ADMINPRO IN MANAGEMENT®**

Admin professionals do so much these days! They are the bridge between their bosses and organisation to manage everyday surprises and juggle multiple tasks at once. Our program is carefully crafted to ensure that you have quality tools & techniques to be more productive at work & manage your bosses' expectations well!

For further information:

MRS Management Sdn Bhd

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Email: mrs@mrstraining.com, kristine@mrstraining.com



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InterviewPRO**

What's wrong with recent corporate job interviews? Pretty much everything! Every company has its own specific interview process, but have you actually taken a step back and thoroughly analysed yours lately? This program has been designed to equip hiring managers or personnel to gain the latest and most effective interviewing techniques and structures to spot true talent and make them stay!

Information provided in this course guide is relevant at the time of publication.

The organiser reserves the right to make any amendments that are deemed necessary in the best interest of the course.

Please tick

- Kuching (Mar 13-14, Apr 16-17 & May 14-15, 2018) KL/Selangor (July 17-18, Aug 16-17 & Sept 19-20, 2018) Kuching (Sept 3-4, Oct 9-10 & Nov 12-13, 2018)

- HRDF SBL - KHAS Scheme HRDF SBL Scheme Normal

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Company Name :

Company Address : Postcode : State : City :

Contact Person : Tel : Fax :

Email : Position :

We are enclosing a cheque no made payable to MRS Management Sdn Bhd amounting to RM

(Please photocopy for more registrations)

Upon submission of this form, I confirm I have read and accept the terms and conditions of the registration. Please attention invoice to

Name :
Position :
Email :
Tel : Fax :

SIGNATURE & COMPANY CHOP/STAMP Date

ADMINISTRATIVE DETAILS

1. LOCATION	KUCHING	KL/SELANGOR	KUCHING
2. VENUE	TBA	TBA	TBA
3. DATE	Mar 13-14, Apr 16-17 & May 14-15, 2018	July 17-18, Aug 16-17 & Sept 19-20, 2018	Sept 3-4, Oct 9-10 & Nov 12-13, 2018
4. CLOSING DATE	Mar 6, 2018	July 10, 2018	Aug 28, 2018

5. REGISTRATION FEES/ PARTICIPANT:

NORMAL RATE	RM 8899
INTERNATIONAL PARTICIPANTS	USD 2150

*Fee is not inclusive of 6% GST

TERM & CONDITIONS

1. Outstation participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

2. Payment, Confirmation & Admission
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A letter of Undertaking may be acceptable with prior notice and consent.

3. Substitution/Replacement of Participants
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 10 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto

4. Cancellation of Participation

For Paid Registrations	For Unpaid Registrations
30 days before course : Full refund or transferable	30 days before course : No applicable admin fee
14 days before course : Refund minus 15% admin fee or transferable	14 days before course : 15% admin fee chargeable
Less than 14 days before course : No refund but transferable	Less than 14 days before course: Full fees chargeable and transferable
No show : No refund and not transferable	No show : Full fees chargeable and not transferable

* Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value.

6. Postponement
While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and hold MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation
In the event of a permanent cancellation by MRS of this course and provided it is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and hold MRS harmless from any cost incurred.

8. I have read and consent to MRS processing our registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, I have discharged my responsibility of ensuring the information I provided herein is the most up-to-date information as possible.

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