

HUMAN RESOURCES EXCELLENCE

TRAINING & WORKSHOP

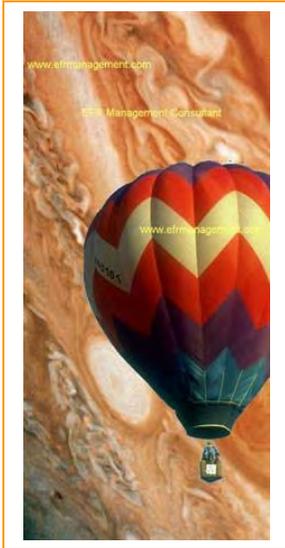
Organized by:

EFR Management Consultant

"Resources for Productivity & Quality Excellence"



Welcome to EFR Training



“It is our pleasure to share the knowledge with you”

EFR offers a wide selection of comprehensive courses and training solutions to support continual improvement in productivity and quality that impact on business performance included customized course to suit your esteem organization needs. EFR also work closely with local universities, National Productivity Corporation and other major education and training provider to enhance the knowledge provide to you. Courses are designed to be stimulating and enjoyable, and we hope that this course meets with your expectations.

EFR management consultant offers expert resources for quality & productivity improvement through training, consultancy, publication and audio video production. Currently, the focus of EFR in consultancy and training while the research for publications and audio video productions are still ongoing.

We ensure that all our course utilized all the 8 multiple intelligences and innovative EFR MASTER techniques to captivate the participants to actively participate during the training program.

For consultancy, EFR provide the most efficient way to certify to various management system certification i.e. ISO9001, ISO/TS16949, ISO14001, OHSAS. EFR also work as associate for many other organizations and EFR work closely with major certification body.

In Malaysia EFR shared best practice and EFR understand the local culture very well and all the EFR services are adaptable to local customer needs, cultures and customs. EFR look forward to share the world class best practice with you.

Contact us via email enquiries@efrmanagement.com or call me personally on 012-7748331 for more detail. Alternatively, visit our website www.efrmanagement.com for more detail.

Enjoyed and Excel with us.

Thank you

Edly Ferdin Ramly
Principal Trainer and Consultant

● Excellence ● Forward ● Resourceful ●



THE SOFT SKILLS MODEL

Introduction

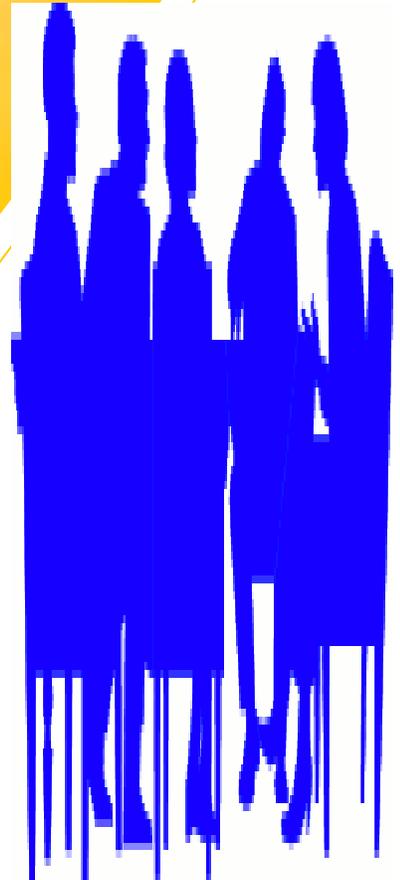
After 8 years of neat research, we managed to develop 8 new courses and programmed that will exhilarated and enhances your organization and increase the value of one of important asset in the organization which is human resources.

We devoted our time conducting thorough literature review, consultancy and action research through well design course to study the formula to excel. We conduct various pilot training and consultancy with the involvements of multinational companies (MNCs), GLCs, SMEs both in manufacturing and non manufacturing firms to validate the results and here we like to present our formula.



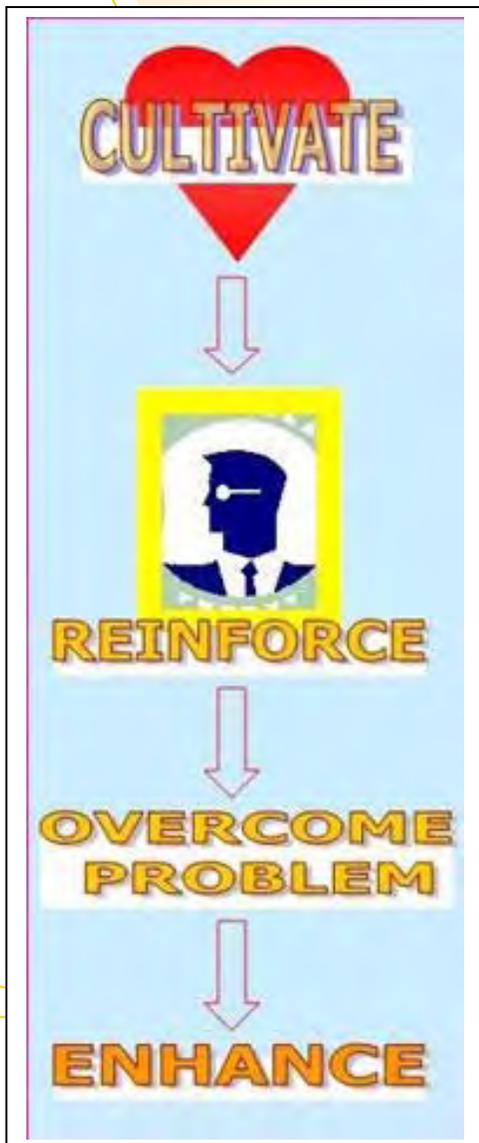
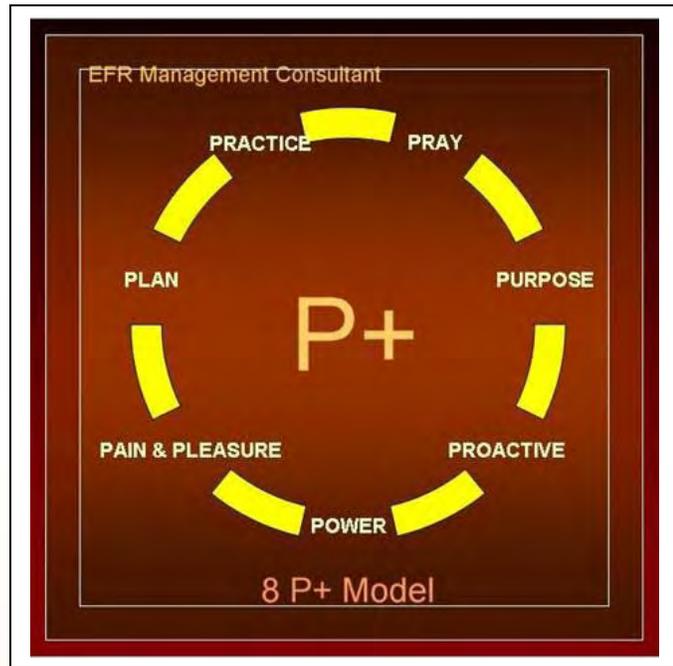
The 8 special programs are:

- 8 steps towards positive and proactive work attitude
- 8 elements of Customer services excellence
- Forming high performance team (Teambuilding program)
- 8 wonders of supervisory skills
- 8 essentials communication skills
- 8 habits for Innovative and Creative thinking
- Empowerment and motivation need analysis program
- Breeding the Leadership in you



8 STEPS TOWARDS POSITIVE WORK ATTITUDE

In today's increasingly competitive business world, a continuous highly motivated workforce is vital for any organization to succeed. One of the famous tools is being positive or "Boleh" thinking. The approached can be misused or misinterpret and at the doesn't provide the positive result. With EFR 8P+ steps formula, will enable the participants to practice (one of the P+) to become successful and happier person, hence become more productive person.



Program objectives

This powerful transformation workshop will ignite the passion for work and life and inspire participants to outdo their current performance and reach the peak performance step by step to:

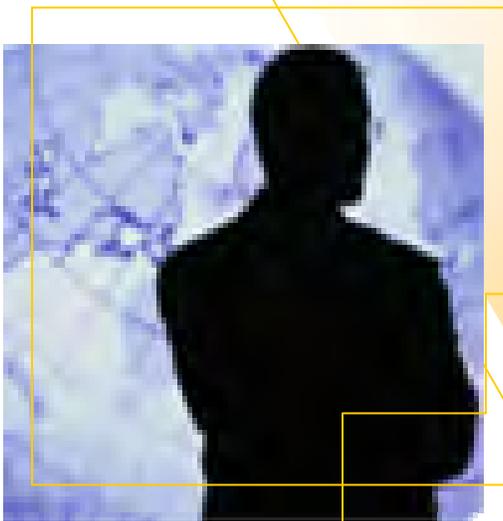
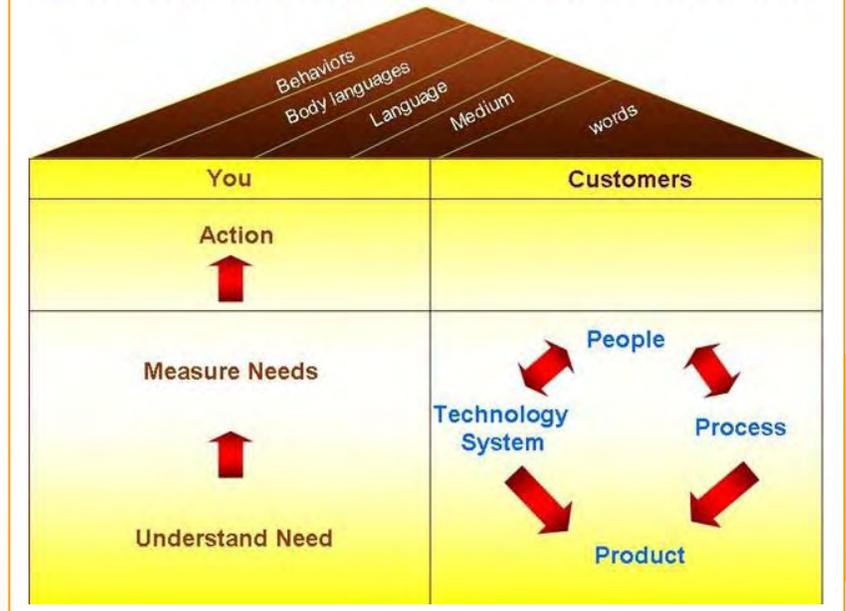
- Cultivate the positive attitude
- Reinforce positive attitude and habit
- Overcome the Challenge
- Enhancing Positive Attitude

8 ELEMENTS OF CUSTOMER SERVICES EXCELLENCE

“Building Profits by Pleasing Customers”

This program highlights a back-to-basics business strategy to winning and retaining profitable customers, and is designed for strategists, decision-makers, and individuals who are eager to gain an overview of customer relationship management. It provides an overview of the use interpersonal skills

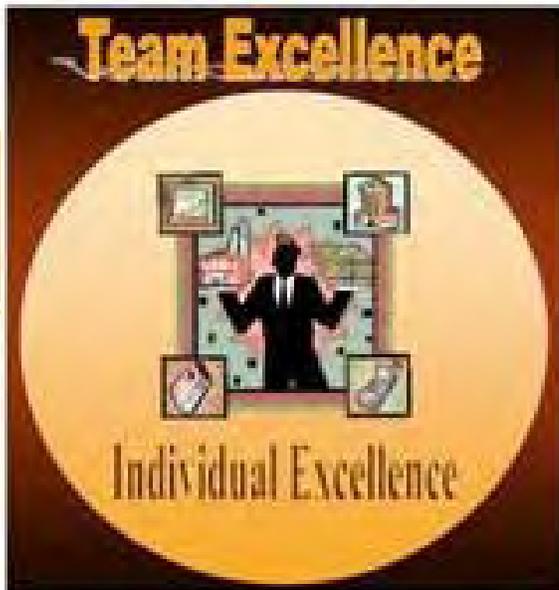
Customer Services Excellence



The program is designed for marketing, sales and front-line specialists, decision-makers, and individuals who are eager to have a more in-depth understanding of their customers. It emphasizes a systematic and practical approach to assessing customer satisfaction by designing the right measures and the use of this information in deepening customer relationships.

FORMING HIGH PERFORMANCE TEAM (TEAM BUILDING)

Does a group of individuals make a team? How do we transform a functional group into a functioning team? The famous quotation above is well known by lovers of classics and exemplifies the deep bond between members of “The Three Musketeers”. Do the members of your team put out their necks for each other and for the team? This team building training series is designed for all individuals to work well with others and then perform at the team peak performance. It explores the transformation of groups into teams with emphasis on understanding team role preferences and how the right paradigm shifts the effectiveness gear into high performance team.



“United We Stand, Divided We Fall!”



Team building	Objectives	Level of activities	Recommended Location
Forming Effective Team	<ul style="list-style-type: none"> To highlight the importance of having the right attitudes toward teamwork To provide an overview of the characteristics of effective teams To identify team roles, and the means to gain team member commitment 	Mental challenge (Duration 1 day)	In-house Seminar Room Hotel Seminar Room
Building High Performance Team	<ul style="list-style-type: none"> To emphasis the importance of having the proactive attitudes toward teamwork To provide the characteristics of high performance teams, how to create a cohesive winning team and maintain it To identify appropriate leadership styles, team roles, and the means to gain team member commitment To increase self-awareness and awareness of the needs of fellow members through an appreciation of individual differences in personalities and behaviors To educate delegates on how to communicate, cooperate, and resolve differences 	Mental and physical challenge (Duration 2-3 days)	Hotel Resort with team building facilities i.e Sofitel, Desaru, Port Dickson etc
		Mental, physical and team survival challenge (Duration 3-5 days)	Taman Negara i.e. Taman Negara Endau Rompin, Tg Piai etc Kem Bina Semangat

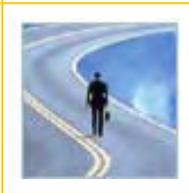
8 WONDERS ON SUPERVISORY SKILLS

The task of supervising is becoming more complex. Nowadays supervisors are required to be equipped with appropriate skills and knowledge - technical, administrative and people handling skills, to face the challenge at work.



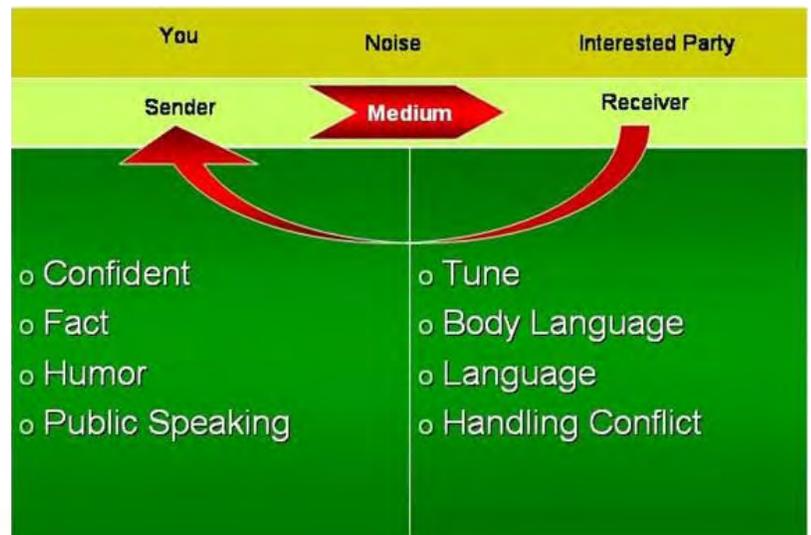
This course is designed to prepare delegates for supervisory role in the organization.

Through combination of coursework with application exercises, this programmed explores the various functional needs of present-day supervisor role. The approach is simple yet comprehensive for anyone who will be or is currently holding a supervisory role.



PROGRAM 5:8 ESSENTIALS COMMUNICATION SKILL

“2 hours meeting and have no idea what you supposed to do! That was the most boring presentation I've ever heard! It took her 15 minutes to answer the question when all I needed was a simple yes or no! I wish he put it in terms that I can understand!” If you've ever heard (or said) any of those statements then the problem is obvious, most people are just not very good at communicating their ideas to others.



Effective communication is critical to an organization's success. It is estimated that 10 percent of all business failures result from poor communication. Effective communication eliminated confusion, increased productivity, increased morale, and tremendous savings of time and money.

This course is designed to provide an understanding of the theories of communication enhanced through a number of interactive fun activities and communication tools for vertical (downward and upward) and lateral communication at workplace. Participants' skills will be further developed through some practical tips in using common tools and media such as meeting, telephone, e-mail, fax, presentation, and report. The combinations of 8 essentials communication skill are blend to achieve the results.

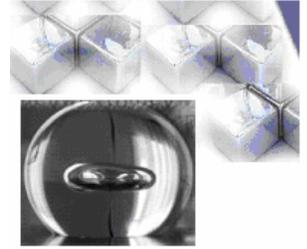
Program Objectives

To provide participants with essential skills to improve communications, particularly at the workplace by:

- Having greater confidence in ability to effectively communicate through various media.
- Motivation to succeed as individuals and in teams
- Obtaining the skills to interact better, enhance performance and get results
- Handling situations of conflict, and difficult situations (ie. Customer complaints)

8 HABITS FOR INNOVATIVE AND CREATIVE THINKING

In the current complex and competitive environment, organizations are looking beyond the conventional ways to survive, expand and problem solving. The 8 habits for innovative and creative thinking, innovate the ways to build the skill of power thinking to generate creative and innovative ideas through the out of the box's thinking approach.



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Making Ideas Work	/ / / / /	Habit 7	Habit 8
Storage-Restore- Trigger	Habit 2	Habit 4	Habit 6
Generating Ideas	Habit 1	Habit 3	Habit 5

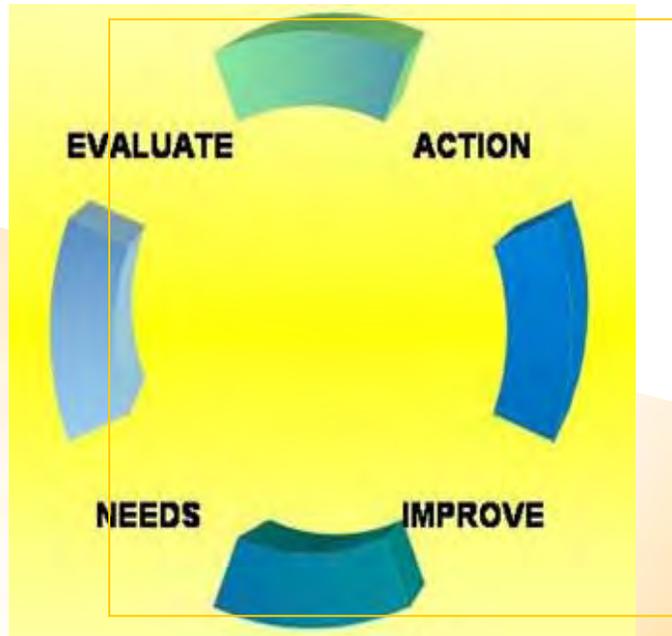
Program Objectives

Participants will be exposed to creativity processes, tools and techniques, as well as strategies on how to generate ideas and managed he ideas. The habits will start from the heart to brain and bring it out to action. The 8 habits enable to come out with breakthrough performance for organization and businesses

This tool-based system provides participants with a simple yet powerful innovation model



EMPOWERMENT AND MOTIVATION NEED ANALYSIS PROGRAM



This special program is series of training to help your organization to understand and put motivational theories into practice. The course provides all of the important motivational techniques – from analyzing the needs of different staff members to the use of incentives and using multi-skilling and training to increase job satisfaction and motivation.



BREEDING THE LEADERSHIP IN YOU

Organizations increasingly expect performance, innovation, self-knowledge and entrepreneurial principles from their leaders. As a leader you are also expected to inspire vision, develop commitment, retain staff and lead your organization to better productivity and profitability. Cultivating on how to motivate others is an essential skill for leaders.



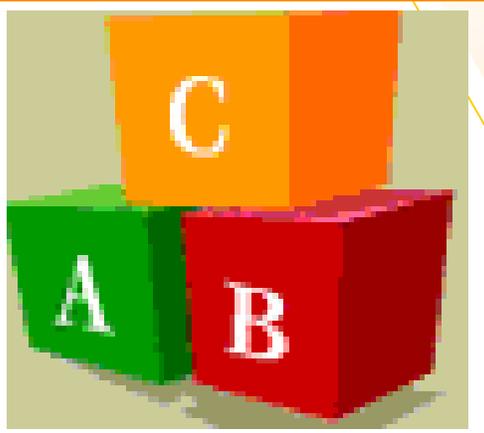
Leadership is a skill that can be learned, not a magical quality you are born with – it is an essential skill in modern business.



Program Objectives

By the end of the course, delegates will:

- Understand the meaning and importance of leadership in the work situation.
- Recognize the nature of the leadership relationship.
- Recognize patterns of managerial leadership and the main theories of leadership.
- Identify the functions and responsibilities of leadership.
- Understand the essential leadership skills.
- Appreciate the importance of the leadership skills.



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Kindly contact us for further detail

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