

For the attention of:

**MDs, General Manager, Human Resource, Training, Factory, Maintenance
Manager/Engineers, Plant Engineers / Managers, Production Managers, Operations
Managers, Technical / Industrial Managers, Engineers,
Superintendents, Technicians, Supervisor, Executives**

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CX Management Development

presents

Juruteknik dan Pembantu Juruteknik Yang Cemerlang

10 & 11 May 2010

Holiday Villa, Subang Jaya

(Conducted Bahasa Malaysia)

Methodology

- **Conducted in Bahasa Malaysia**
- **Training materials in Bahasa Malaysia**
- Interactive Lecture with key points
- Interactive discussion
- Group exercises

Who Should Attend

- Technical Personnel – Technicians
- Technical Executives
- Technical Assistants
- Supervisors, Group Leaders
- Maintenance Personnel
- Technical Executives
- Machines Operators

Who will benefit?

A successful career as a Technician & Technical Assistance usually requires:

- **Understanding the Attitudes required when at work**
- **Quality Awareness issues**
- **Equipment maintenance works, understanding & aptitude**
- **Good analytical skills**

- Excellent hand/eye coordination
- Attention to detail and precision
- Strong problem solving skills
- Good physical health
- Ability to work in physically demanding quality improvement situations

OBJECTIVES

After attending this workshop, you will

- Bersikap positif terhadap kerja-kerja yang ditugaskan.
- Memotivasikan diri sendiri dengan cara yang disampaikan.
- Bersikap pro-aftik terhadap pengurusan perubahan di tempat kerja.
- Mampu menggunakan teknik-teknik yang baik bila pengurusan masa dibuat.
- Memperagakan imej yang positif

KEY TOPICS

Memahami Sikap Kerja yang Positif

- Sikap kerja yang perlu dikaji
- Apakah itu Sikap?
- Ciri-Ciri Individu Berkesan

Wawasan Diri Menuju Kecemerlangan

- Langkah-langkah menjayakan misi
- Fungsi pengurusan individu yang perlu diamalkan
- Jenis kemahiran yang diperlukan
- Sifat-sifat yang mempengaruhi kejayaan cemerlang
- Cara pembelajaran yang efektif untuk menjayakan wawasan

Memperagakan Imej Yang Positif

- Pengenalan
- Penampilan Peribadi
- Pengurusan Peribadi
- Apakah perkara-perkara yang perlu dititikberatkan?

Pengurusan Masa Yang Berkesan

- Kunci Pengurusan Masa
- Bagaimana kita dapat uruskan aktiviti kita dengan berkesan dan cekap

Motivasi Meningkatkan Prestasi

- Memahami Keperluan Asas Manusia

- Apakah itu Motivasi?
- Kepentingan memahami diri sendiri

Cara Berkomunikasi Yang Berkesan

- Sikap Sopan Yang Positif
- Beradadan Bercakap dan Penghabisan yang menampilkan nilai yang baik
- Gaya, sifat dan cara berkomunikasi yang berkesan
- Bagaimana Menjadi Pendengar Yang Efektif?
- Apakah perkara-perkara yang perlu dititikberatkan?

Menghasilkan Kerja Berkualiti

- Faktor yang Penting untuk memastikan kualiti kerja bermutu tinggi
- Pemahaman dari segi pembuatan keputusan, nilai-nilai pasukan dan kumpulan.

Course Leader

Mr Joseph Clarence specializes in programs on operation management practices, management issues on maintenance practices, maintenance and production planning as well as scheduling and documentation control related to maintenance and production operations.

He has been involved in training for the last 22 years and has worked as a Consultant, Technical Director and Senior Technologist in SAE (Singapore). During that time, he was involved in the total depot level maintenance and plant operations. He was also responsible for carrying out servicing, troubleshooting, testing and commissioning jobs in the plant. His work includes implementing function system checks, preparing documentation on work schedules and sourcing of material/equipment for various levels of work force.

Clarence has trained personnel from Dunlop Malaysia, Sirim Bhd, Rubberflex Bhd, Mardec, Mattel, Fujitsu Component, Penang Port, Intel Technology, Perwaja Steel, Petronas Gas Processing Plant, Petronas Refineries, Unisem, PKNM, Perusahaan Otomobil NSL, Sony TV Industries, RJ Reynolds Tobacco and TNB Resources.

Mr Joseph Clarence holds a Bachelors of Engineering (Hons) and a Master in Mechanical Engineering, both from leading universities in United Kingdom and Malaysia respectively.

ADMINISTRATION

Course Fees (HRDF/SBL – 100%)

Early Bird Discount (before 26 April 2010)

Course Fees : RM950.00 per person

Group Discount: RM900.00 per person for 2 or more participants.

Normal Course Fees

Course Fees : RM1050.00 per person

Group Discount: **RM1000.00** per person for 2 or more participants.

All registration must be accompanied with payment.

All cheques should be crossed "A/C Payee" and made payable to "CX MANAGEMENT DEVELOPMENT"

(Fees are inclusive of tea breaks, lunch, course materials and Certificate of Attendance)

CONTACT

CX Management Development

TEL: 03-8024 1697 / 016-272 8306 (Cassy / Girlie / Vivienne)

FAX: 03-8024 4026

Email: training@cxmgmt.com, Online Registration: <http://www.cxmgmt.com>

Office Hours: Monday to Friday (9.00 am – 6.00 pm)

REGISTRATION FORM (Closing Date: 3 May 2010)

Juruteknik dan Pembantu Juruteknik yang Cemerlang – 10 & 11 May 2010

(ref vem)

Company: _____

Address : _____

Postcode : _____ Email: _____

Tel : _____ Fax: _____

Contact Person: _____

Approving Manager : _____

Designation: _____

Cheque No: _____ Amount: _____

Name1 : _____

Designation: _____

Name2 : _____

Designation: _____

Name3 : _____

Designation: _____

Forthcoming workshops in April to June 2010

Website: <http://www.cxmgmt.com>

April 2010

- 7 & 8 Apr - Supervisory Development Skills
- 9 Apr - Records & Filing Management
- 12 & 13 Apr - Changing Mindset & Attitude - Moving Towards Positive Personal Development
- 12 & 13 Apr - Understanding & Drafting Commercial Contracts
- 12 & 13 Apr - How to Open & Close Sales Successfully
- 14 Apr - Sikap Kerja Positif & Berkerja Berpasukan
- 14 & 15 Apr - The Employment Act & Industrial Relations Act - Interpretations, Applications & Implications
- 14 & 15 Apr - Developing Professionalism for Secretaries & Administrative Professionals
- 14 & 15 Apr - Sales Presentation - You Make the Difference
- 15 Apr - Writing Effective Meeting Minutes
- 19 & 20 Apr - Managing Conflicts & Communicating Effectively through Emotional Intelligence (EQ)
- 19 & 20 Apr - Effective Book-Keeping Skills
- 19 & 20 Apr - Understanding & Managing Your Key Performance Indicator (KPI)
- 21 & 22 Apr - Peningkatan Kemahiran Perkeranian
- 21 & 22 Apr - How to be an Effective Trainer
- 21 & 22 Apr - Maintenance Planning, Scheduling Techniques & Control Systems
- 21 & 22 Apr - The Art & Skills to Climb the Corporate Ladder of Success
- 26 & 27 Apr - Strategic Cost Management
- 26 & 27 Apr - Technical Report Writing
- 26 & 27 Apr - Management Skills for Executives

MAY 2010

- 10 & 11 May - [Juruteknik & Pembantu Juruteknik yang Cemerlang](#)
- 10 & 11 May - [Sales Management - How to Lead & Manage Your Sales Team](#)
- 10 & 11 May - [Enhancing Effectiveness at the Workplace](#)

- 10 & 11 May - [Designing a Competency Based Management System](#)
- 12 May - [Developing An Employees' Handbook - The Practical Guidelines](#)
- 12 May - [Customer Complaints Investigation Techniques](#)
- 12 & 13 May - [Business Etiquettes for Managers & Executives](#)
- 12 & 13 May - Inspire Any Audience - High Impact Presentation Skills
- 13 May - [Pengurusan Rekod & Fail](#)
- 13 May - [Job Analysis/ Job Descriptions / Job Specifications - Applications & Implications](#)
- 17 & 18 May - [Kepimpinan dan Motivasi Untuk Penyelia dan Team Leader](#)
- 17 & 18 May - Effective Channel Management
- 17 & 18 May - [Measurement & Calibration Systems](#)
- 17 & 18 May - [Developing Customer Service Excellence for Front Liners](#)
- 19 & 20 May - [Employers - Know Your Rights & Protections within the Law](#)
- 19 & 20 May - [Effective Cash Flow Management](#)
- 19 & 20 May - [Effective Contract Management](#)
- 19 & 20 May - Production Planning & Inventory Control Practices
- 24 & 25 May - [Credit Management & Debt Collection Strategies](#)
- 24 & 25 May - [Project Management](#)
- 24 & 25 May - [Key Competencies for Managers & Executives](#)
- 25 May - [Penerimaan Arahan Pesanan \(PO\) - Perkara perlu dilakukan / dielakkan \(Accepting Purchase Orders - The Do's & Dont's\)](#)

JUNE 2010

- 9 June - How to Handle Difficult Customers & Complaints Effectively
- 9 & 10 June - Time Management
- 10 June - Peranan Pekerja Dispatch
- 14 & 15 June - Effective Store/Warehouse Operations

- 14 & 15 June - Building Today's Professional Administrator
- 14 & 15 June - Succession Planning
- 16 & 17 June - Kemahiran Penyeliaan yang Berkesan
- 16 & 17 June - Misconduct & Domestic Inquiry Documentation & Procedures
- 16 & 17 June - Managing Customer Relations Effectively
- 16 & 17 June - IT Project Management
- 18 June - Records & Filing Management
- 18 June - Meningkatkan Kecemerlangan & Etika Pemandu Korporat
- 21 & 22 June - Effective HR Management
- 21 & 22 June - Enhancing Interpersonal Communication Skills
- 21 & 22 June - Purchasing & Procurement Management Practices
- 23 & 24 June - Accounting Skills for Accounts Clerks & Assistants
- 23 & 24 June - Writing Skills for HR Documentation
- 23 & 24 June - Influencing & Negotiation Skills
- 23 & 24 June - Implementing Business Process Improvement (BPI)
- 25 June - Telephone Courtesies & Effectiveness
- 25 June - How to Connect in Business in 90 Seconds or Less
- 25 June - Accepting Purchase Orders – The Do's & Donts

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