DIREKTORI TAHUNAN 2018-2019

Institut Perkhidmatan Awam, Jabatan Perdana Menteri

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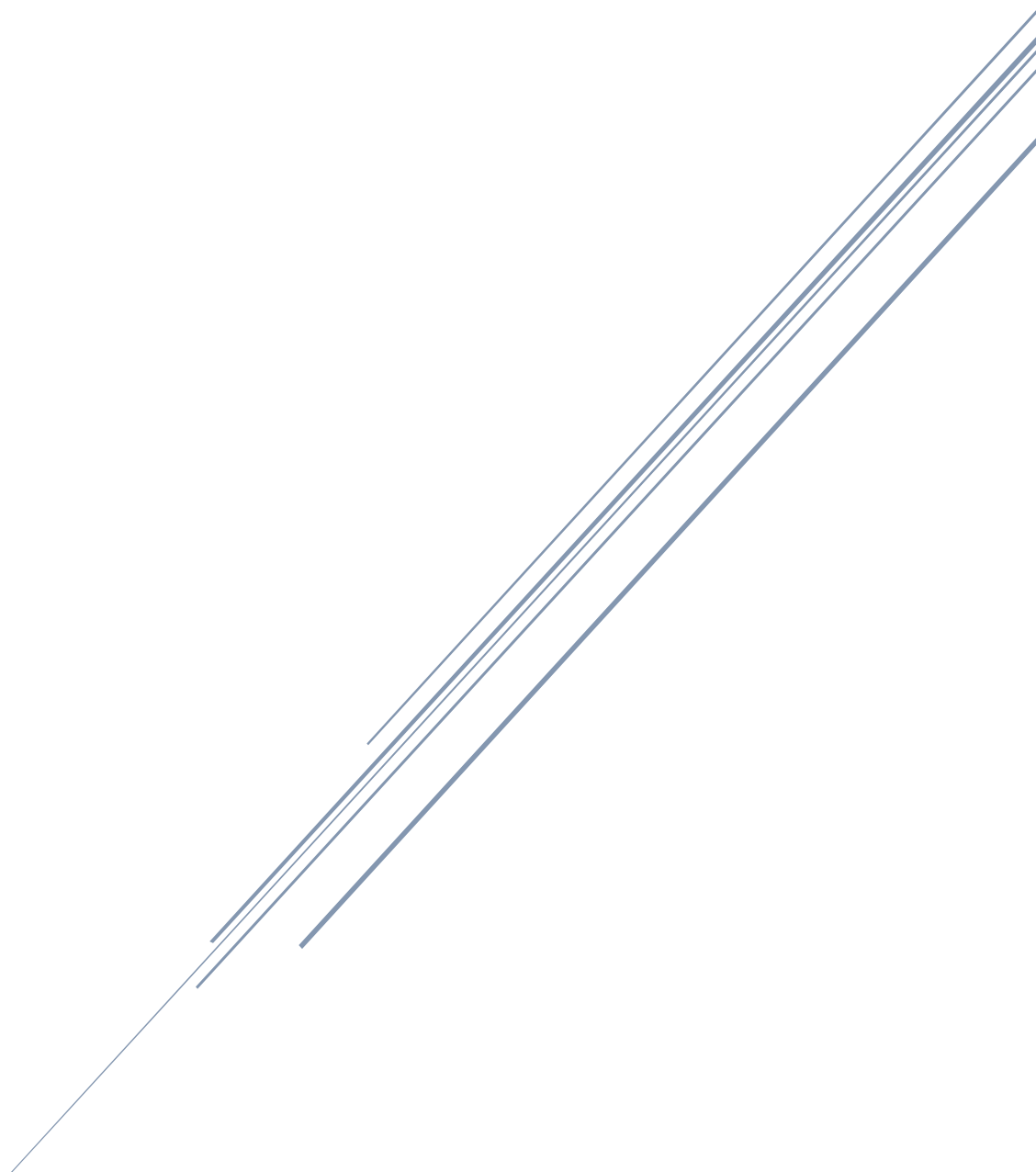
1. STRATEGIC DIRECTION

1.1 CHAMPION VISION & VALUES

1.1.1   MANAGING STRATEGY

1.1.2   POLICY MONITORING & EVALUATION

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MANAGING STRATEGY

SD1101

Overview:

Formulating the strategy is just the beginning and is simple, deploying the strategy to the front line is tough trying and requires outstanding leadership persistence. We often strategise superbly but implement poorly. Leaders can improve Strategic Performance by Focusing on Implementation not the grandstanding "motivate the troops" sloganism, focusing on a few prioritised goals and building momentum, willingness and success. The core of this Managing Strategy is the Speed of Implementation; Managing Efficiency and the Effectiveness of Strategic Implementation.

Key Objective:

At the end of this programme, the target level will be able to:

- Understand detailed structure and systems of Process Map for managing strategic plan to achieve the desired goals
- Enhance and apply proficiency in using a number of important tools to implement and manage the strategic plan to engineer changes and spearhead development of strategies
- Understand and practice the elements of Plan – Do – Check – Act in relation to Strategic Implementation and management.

Duration:

3 Days (19.5 Hours)

Modules:

- 4 Key Components:
  - o   Theory Academic Research
  - o   Critical Success Factors
  - o   Tools for Implementation and management
  - o   Practice Using the Tools
- 13 Step Process:
  1. Leadership
  2. Reporting / Resources
  3. Teams
  4. Strategy
  5. Feedback

6. Refinement
7. Launch
8. Project Management
9. Persistence
10. Passion
11. Analysis
12. Celebration and Recognition
13. Learning and Other Tools

Methodology:
- Lecture
- Discussion and work group
- Case Study
- Role Play

Target Level:
SES3 (Superscale) and ES1 (Group)

Competency Focus:
This programme will focus on developing Strategic Direction, emphasising on Champion Vision and Values competency which refers to the ability to champion vision and values by living the vision and values while measuring every action against both through consistent focus and direction.

- SES3 : This target level will be able to
  o Provide the structure and systems to achieve the desired goals and create a shared sense of purpose
  o Direct and oversee the execution of strategic plans to achieve organisational vision and values.

- ES1 : This target level will be able to
  o Engineer changes and spearhead the development of strategies to accomplish organisational goal
  o Align organisational goals and objectives in line with organisational vision and values.

Language:
English / Malay

POLICY MONITORING AND EVALUATION
SD1102

Overview:
Policy deployment is a process to capture and bolster strategic goals as well as assert the vision of future insights and to develop the means to bring these goals and vision into reality. Excellence in policy deployment can be achieved when it is properly planned and strategically executed. The best practice for the deployment is to model a proper mechanism to align a company's resources to vital tasks for quality policy deployment or strategy deployment. This workshop is implemented based on the approved resource plans of the government of His Majesty Sultan of Brunei Darussalam where as a basis the workshop will provide leaders with necessary knowledge on various frameworks, techniques especially in policy deployment and evaluation to achieve distinction aligned to His Majesty's Titah.

Key Objective:
By the end of this programme, the target level will be able to:
- Discover, understand and utilise the various techniques and strategy in effective policy deployment and ensure the policies align with organisational goals and objectives
- Able to review and amend existing policy to prepare for policy evaluation
- Apply Monitoring techniques as means of policy evaluation
- Apply correct analysis techniques to identify and address new issues.

Duration:
4 Days (26 Hours)

Modules:
- Workshop's purpose?
- Policy Deployment Definition
- Policy Deployment Process
- Key Elements of policy deployment
- Benefits of policy deployment
- The Policy Deployment steps or process:
  o Establish the Vision
  o Developing the Plan
  o Setting Objectives
  o Deploying to the relevant Units
  o Implementing the Plan
  o Reviewing the Progress
  o Annualising the Review
- Evaluation/ Review

o   Analysing whether existing policy is still relevant, accurate, and legal

o   Identify if any laws and regulations has changed since the policy was created. If so, what are the implications?

o   Taking account into technologies and processes changed since the policy was created and its implications they have on risk

o   Identifying new risks that policies should address.

Methodology:

- Lecture
- Discussion
- Case Study
- Practical Activities

Target Level:

ES1 (Group) and ES2 (B3/B2)

Competency Focus:

This programme will focus on developing Strategic Direction, emphasising on Champion Vision and Values competency which refers to the ability to champion vision and values by living the vision and values while measuring every action against both through consistent focus and direction.

- ES1 : This target level will be able to
  - Engineer changes and spearhead the development of strategies to accomplish organisational goal
  - Align organisational goals and objectives in line with organisational vision and values.

- ES2 : This target level will be able to
  - Translate strategic organisational goals, objectives, initiatives into plan of actions
  - Develop and communicate plan of actions accordingly to the set timeline and priorities.

Language:

English

1.2   DRIVE CHANGE

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WOMEN IN LEADERSHIP

SD1201

Overview:

Professional development was indicated as crucial to career planning and managing the multifaceted roles of women. Participants will be guided through contemporary ideas on leadership, career planning, negotiation and management and are encouraged to develop a greater understanding of themselves and their impact on others. Participants will explore the choices and tradeoffs that they face to juggle their personal and professional lives and learn how to more effectively use the power and influence that they have in their organisation. They will also learn how to overcome barriers that can exist in the workplace that may hinder professional growth.

Key Objective:

By the end of this programme, the target level will be able to:

- Gain an honest picture of their own strengths and developmental needs, enabling them to determine priorities in both their professional and personal life
- Be in a position to take charge of their future and devise career action plans
- Understand how to benefit from coaching and mentoring roles in the workplace
- Develop transactional and transformational leadership practices
- Develop more confidence in their ability to establish, mobilise and communicate plan of actions toward others
- Be able to use specific skills to build group cohesion and improve communication
- Have a range of change strategies to implement and overcome blocks in the workplace
- Develop their analytical and systems thinking to improve their leadership effectiveness
- Learn how to lead with authenticity, clarifying your personal values and how they fit within the organisational vision, values and culture.

Duration:

3 Days (19.5 Hours)

Modules:

- Recognising woman's role in Islamic perspective
- Balance of life/career planning
- Setting personal and professional goals

- Stress management
- Managing gender differences
- Developing self confidence
- Motivation
- Coaching and mentoring
- Recognising the benefits of effective coaching
- How to find and be a good mentor
- Women and leadership
- Managing in a turbulent environment
- Business ethics
- Successful business stories
- Leadership
- Developing transactional and transformational leadership
- Analysis of your leadership philosophy
- The issues of values and ethics in leaders
- Effective communication
- Communication styles
- Characteristics of assertive communication
- Difficult people and situations
- Persuasion and influencing
- Influence and personal power
- Altering the balance of power during negotiation
- Rights and responsibilities
- Adapting to the needs and styles of others

Methodology:
- Lecture
- Discussion and work groups
- Case Study
- Role Play

Target Level:
ES1 (Group) and ES2 (B3/B2)

Competency Focus:

This programme will focus on developing Strategic Direction, emphasising on Drive Change competency which refers to the ability to calibrate execution and performance by responding correctly to meet expectations, justifying conducts and conditions of circumstances.

- ES1 : This target level will be able to
  - Review and validate the effective systems for the measurement of accountability

- o   Monitor and assess changing trends and development.

- ES2 : This target level will be able to
  - o   Design and establish systems to measure accountability and consequences
  - o   Assign responsibilities for follow-up and follow through functions to sustain momentum.

Language:

English
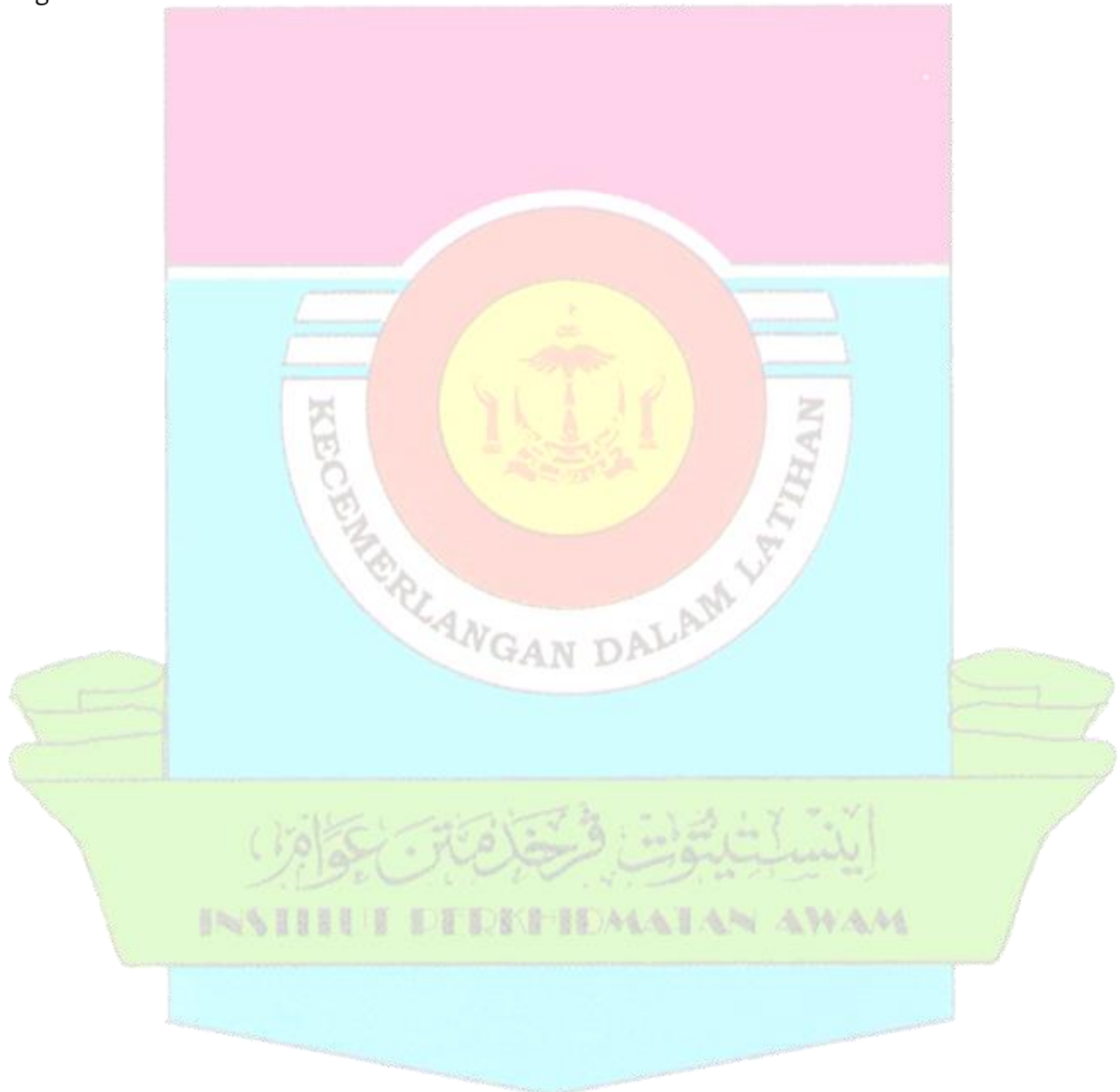
ENHANCING SELF-LEADERSHIP
SD1202

Overview:
Self-leadership can be defined as "the process" of influencing oneself to establish the self-direction and self-motivation needed to perform. Self-Leadership encompasses the capability to "leading oneself" via the utilisation of both behavioural and mental techniques. These include self-observation, self-goal-setting, management of past behaviour, modification of consequents to behaviour and the finding of natural rewards in tasks performed. These techniques also involve the examination and alteration of self-dialogue, beliefs and assumptions, mental imagery, and habits in one's thinking.

Key Objective:
By the end of this programme, the target level will be able to:
- Understand their own work values and behaviours
- Design and establish their own system in self-direction and self-motivation to measure their accountability and consequences in their everyday life
- Enable them to apply self-leadership techniques, organise, prioritise and efficiently use resources in their work setting
- Contribute better capability in executing plan of actions responsibly and dutifully.

Duration:
3 Days (19.5 Hours)

Modules:
- What is self-leadership?
- Understanding one's own work values and behaviours
- What is your own purpose of work?
- Self-Leadership techniques
  - Utilisation of mental techniques
  - Self-observation
  - Self-goal setting
  - Self-modification
- Managing self-dialogue
- Developing Self-leadership action plan.

Methodology:
- Lecture
- Discussion
- Case Study
- Role Play

Target Level:
ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Strategic Direction, emphasising on Drive Change competency which refers to the ability to calibrate execution and performance by responding correctly to meet expectations, justifying conducts and conditions of circumstances.

- ES2 : This target level will be able to
  o Design and establish systems to measure accountability and consequences
  o Assign responsibilities for follow-up and follow through functions to sustain momentum.

- ES3 : This target level will be able to
  o Organise and prioritise task and efficiently use resources
  o Execute plans of actions, responsibly and dutifully.

Language:
English / Malay

STRATEGIC LEADERSHIP

SD1203

Overview:

As a strategic leader, it is your responsibility to ensure that your organisation is moving in the right direction. Executives and high-level managers must have the practical insight necessary to address competitive business challenges. Each segment of this three-day course is designed to impart simple, but powerful lessons that will equip participants to fully engage more in strategic discussions, ask pertinent questions, facilitate critical decisions and shape high performing organisations. In addition, the course provides a personal leadership profile that illustrates strengths and potential limitations. Participative exercises assist emerging executives with practical and effective methods of gaining organisational credibility and avoiding common errors in strategic leadership.

This program gives you the practical tools and techniques you need to plan for the organisation's future and deliver strategic outcomes. From visioning to business plan execution, you'll learn how to create realistic yet ambitious plans that support the growth and sustainability of your organisation.

Key Objective:

By the end of this programme, the target level will be able to:

- Describe the role and responsibilities of strategic leadership
- Design and establish system to manage the critical factors that drive the success and failure of business strategies by measuring accountability and consequences.
- Anticipate the longer term impact of strategic initiatives.
- Select the most effective approaches when framing strategic decisions.
- Develop an effective strategy to achieve business goals.
- Think strategically and systemically when planning organisational change by monitoring and assessing changing trends and development.
- Influence the emergence of a more positive and functional corporate culture.
- Manage the strengths and limitations of their leadership style.
- Develop a more dynamic approach through enhanced strategic creativity.
- Learn the key functions of strategic leadership.

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction to Strategic Leadership
- Qualities and capabilities of strategic leaders' capability
- Develop a more proactive, forward-thinking approach to leadership
- Understanding strategic creativity

- Approach strategy from both short and long-term perspectives
- Adopt the core values and principles of a strategic leader
- Shaping Corporate Culture
- Creating Organisations that Work
- Facilitating Strategic Decisions
- The Leader's Role in Creating Effective Strategies
- Leading Strategic Change
- Lessons of History for Strategic Leaders
- Developing a Leadership Profile
- The key functions of Strategic Leadership
- Building the top team
- Identifying tomorrow's leaders

Methodology:
- Lecture
- Discussion
- Case Study
- Role Play

Target Level:
ES1 (Group) and ES2 (B3/B2)

Competency Focus:
This programme will focus on developing Strategic Direction, emphasising on Drive Change competency which refers to the ability to calibrate execution and performance by responding correctly to meet expectations, justifying conducts and conditions of circumstances.

- ES1 : This target level will be able to
  - o Review and validate the effective systems for the measurement of accountability
  - o Monitor and assess changing trends and development.

- ES2 : This target level will be able to
  - o Design and establish systems to measure accountability and consequences
  - o Assign responsibilities for follow-up and follow through functions to sustain momentum.

Language:
English / Malay

1.3 BUSINESS DEVELOPMENT

1.3.1   FORESIGHT AND HORIZON SCANNING

FORESIGHT AND HORIZON SCANNING

SD1301

Overview:

The world is experiencing great uncertainties about the recent unfolding economic crisis and its aftershocks. Many countries, industries and public services face challenging futures ahead where the quest for opportunities is increasingly competitive. Economic discontent combined with existing political stresses has caught many institutions and countries unaware. Meanwhile, globalisation, migration, environmental, political and technological trends are reshaping the rules of the game. This calls for critical reflections on existing assumptions, plans and strategies for the long-term future.

The course explores ways in which decision-makers can address such uncertainties and how to produce sound and forward looking outcomes. The course covers three broad areas of focus:

I.   Perspective: Framing and Scanning for emergent trends and issues in business and society;

II. Foresight: Trend Analysis and Forecasting to define expected and plausible alternative future scenarios; and

III. Insight: Implications Assessment to identify emerging opportunities and threats and devise plans to create preferable outcomes.

Key Objective:

By the end of this programme, the target level will be able to:

- Identify the foresight tools and techniques to help direct and oversee the execution of strategic decision making, planning and forecasting to achieve organisational vision and values
- Demonstrate an awareness of important issues, trends and uncertainties affecting business
- Sharpen strategic thinking skills in addressing complex problems
- Recognise and interpret possible future changes involving social, technological and environmental and their interdependencies.
- Engineer changes by generating creative solutions from the application of foresight methodologies to spearhead the development of strategies to accomplish organisational goal
- Apply foresight to navigate the challenges of change and plan for alternative and suggest solutions leading to preferred futures which aligns organisational goals and objectives.

Duration:

3 Days (19.5 Hours)

Modules:

Module 1: Perspective: Emergent trends and issues in business and society

- Introduction to Foresight
- Environmental Scanning
- Trend Awareness
- Global Challenges
- Dynamics of Change
- Foresight Intelligence Gathering

Module 2: Foresight - Trend Analysis, Forecasting & Alternative Future Scenarios

- Evidence-Based Foresight
- Trend Analysis and Forecasting Methods and tools
- Introduction to Scenarios
- Scenario Development Methods

Module 3: Insight: Implication Assessment, Response Strategies and Planning

- Implication assessment
- Innovation Based Response
- Strategic Response
- Visioning
- Road-mapping

Methodology:

- Lecture
- Discussion
- Case Study
- Role Play

Target Level:
SES3 (Superscale) and ES1 (Group)

Competency Focus:
This programme will focus on developing Strategic Direction, emphasising on Business Development competency which refers to the ability to ability to systematic activity combining both basic and applied research, and aimed to explore new innovative direction and opportunities through research methodologies that supports business entities and whole-of-nation transformations (socio-economic development).

- SES3 : This target level will be able to
  - o Review and oversee business plans considering current research activities
  - o Set and endorse both basic and applied research within a required scope
  - o Leverage on information gathering such as specialist financial or economic advice in formulating and translate change initiatives into practical strategies that effectively support business outcomes

- o Translate effective strategies approaches to productivity and service delivery according to legal / regulatory environment, financial procedures and how it impacts the economic business landscape.

- ES1 : This target level will be able to
  - o Assess existing options, concepts and approaches, and identifies ones) that will work in the situation at hand
  - o Recognise and assess several likely causes or ways of interpreting available information
  - o Assess current trends and remedy variances from project plans or frameworks by monitoring project performance
  - o Analyse new innovations and alternatives in support of whole of nation direction.

Language:

English / Malay

2. PEOPLE ENGAGEMENT

2.1. COMMUNICATE WITH INFLUENCE

POWER OF NEGOTIATION

PE2101

Overview:

Everyone actually negotiates informally all the time. We negotiate with family, friends, co-workers and even with our bosses on many common issues or things without realising it. We only realise we are negotiating when it is important and has some lasting impact. Formal negotiation is a skill that can be learned through experience and practice. People who negotiate tend to be better skilled at it than people who have not participated in many formal negotiations. Thus, experienced people are more likely to know what to say, when to say it, when to make concessions, when not to, what to concede, what not to, and, in general manipulating the situation to their own advantage. For this reason, negotiation tends to favour the experienced party. This course will help participants develop their negotiation skills in managing formal negotiations.

Key Objective:

At the end of this course, participants will be able to:

- Understand the types and phases of negotiation
  - Analyse other people and try to see from their own point of view/perspective in negotiation.
- Identify and utilise your own personal negotiation style
  - Communicate clearly, actively listen and respond to the issues being communicated with respect.

Duration:

3 Days (19.5 Hours)

Modules:

- Understanding different types of negotiation
- Defining your personal negotiation style
- Using your own personal negotiation style

- Importance of communication in negotiation
- Phases of negotiation
  - Preparation
    - Knowing who you are negotiating with
    - Reading other people
    - Seeing other points of view
  - Bargaining
    - Negotiate upwards and downwards
    - Knowing your bottom line
    - Knowing what to give away and when to be firm
    - Dealing with hidden agendas
  - Closing the deal

Methodology:
- Lecture
- Discussion
- Role Play

Target Level:
ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This course will focus on developing People Engagement capability cluster, emphasising on Communicate with Influence competency which is the ability to communicate, actively listen and respond with respect.

- ES1 : This target level will be able to
  - Clarify complex concepts or ideas with relevant information, examples and demonstrations
  - Engage audience in interactive communication and anticipate needs/questions and respond appropriately.

- ES2 : This target level will be able to
  - Translate technical and complex data appropriately for intended audience
  - Identify targeted audience for sharing fact-based information in timely manner.

- ES3 : This target level will be able to
  - Explain technical and complex information clearly
  - Identify the big picture and acknowledge hearing from different perspectives.

Language:
English/Malay

CORPORATE COMMUNICATION

PE2102

Overview:

In this carefully crafted media leadership curriculum participants will tackle the critical issues facing an organisation that seeks to blend the power of traditional and digital media. Corporate communication provides professionals the latest skills in communication with a strategic managerial and an analytical approach. It also helps to achieve managerial and supervisory levels in branding, marketing communication, reputation management, advertising management, public affairs, stakeholder management, internal and external communication.

Key Objective:

At the end of this course, the target participants will be able to

- Identify various communication's role within an organisation
- Develop key messages according to a specific context and set of objectives
- Construct a realistic communication plan
- Appreciate how communication affects an organisation
- Obtain the latest guidance in branding, corporate communication in marketing, reputation management, advertising management, public affairs, stakeholder management, social media, internal and external communication
- Bridge the gap between business and communication.

Duration:

3 Days (19.5 Hours)

Modules:

- What is corporate communication?
- Strategic planning and message development
- Creating a media tool kit
- Story pitching and media placement techniques (local, national and international)
- Communicating directly with key audiences and stakeholders
- Interactive and social media marketing communication
- Internal and external communication strategies
- Crisis communication
- Corporate and marketing public relations
- Marketing
- Advertising creative and media strategy.

Methodology:

- Lecture
- Discussion
- Demonstration
- Practical

Target Level:
ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing People Engagement (PE) capability cluster, emphasising on Communicate with Influence competency which is the ability to communicate clearly, actively listen and respond with respect.

- ES1 : This target level will be able to
  o Clarify complex concepts or ideas with relevant information, examples and demonstrations in corporate communication
  o Engage audience in interactive communication and anticipate needs / questions and respond appropriately

- ES2 : This target level will be able to
  o Translate technical and complex data appropriately for intended audience
  o Identify targeted audience for sharing fact-based information in timely manner

- ES3 : This target level will be able to
  o Explain technical and complex information clearly
  o Identify the big picture and acknowledge hearing from different perspectives

Language:
English/Malay

KOMUNIKASI BERKESAN

PE2103

Pengenalan:

Komunikasi merupakan asas kepada perhubungan interpersonal iaitu perhubungan antara seseorang dengan seseorang yang lain. Apabila komunikasi berlaku, ia boleh memberi impak yang besar terhadap perhubungan interpersonal dan begitu juga sebaliknya. Maka untuk mempunyai kemahiran interpersonal yang berkesan memerlukan pengetahuan dan pemahaman beberapa elemen-elemen yang boleh mempengaruhi proses komunikasi.

Objektif Utama:

Di akhir kursus ini, peserta-peserta akan dapat:

- Meningkatkan kesedaran tentang pentingnya kemahiran berkomunikasi dan interpersonal yang baik untuk kemajuan organisasi
- Memahami proses komunikasi dan implikasi terhadap keberkesanan pengurusan
- Mempraktikkan teknik berkomunikasi di peringkat individu dan kumpulan
- Mempraktikkan kemahiran berkomunikasi dengan yakin
- Menangani kesukaran dalam berkomunikasi
- Meningkatkan komunikasi untuk meningkatkan hubungan kerja

Jangkamasa:

3 Hari (19.5 Jam)

Modul:

- Pentingnya komunikasi dalam pengurusan organisasi
- Membina kemahiran interpersonal di kalangan kakitangan
- Proses komunikasi
- Jenis-jenis komunikasi
  - o Komunikasi lisan dan bukan lisan
  - o Komunikasi asertif, agresif dan pasif
  - o Komunikasi tulisan
- Rangkaian komunikasi
- Strategi dalam berkomunikasi
- Kaedah komunikasi kreatif
- Halangan-halangan dalam komunikasi
- Meningkatkan komunikasi di tempat kerja
- Bagaimana pendapat orang lain tentang gaya komunikasi kita
- Memberi dan menerima kritikan

Metodologi:

- Ceramah
- Perbincangan
- Demonstrasi
- Kajian Kes
- Role play

Kumpulan Sasaran:

ES1 (Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster kebolehan 'People Engagement', yang menekankan pada 'Communicate with Influence' yang berkemampuan untuk berkomunikasi dengan jelas, mendengar secara aktif dan memberi respon dengan hormat.

- ES1 : Tahap sasaran ini akan dapat
  - Memperjelaskan konsep atau idea yang rumit dengan maklumat, contoh dan demonstrasi yang relevan
  - Melibatkan audiens dalam komunikasi interaktif dan menjangkakan keperluan/soalan dan memberi maklum balas dengan sewajarnya

- ES2 : Tahap sasaran ini akan dapat
  - Mentafsirkan data teknikal dan rumit kepada data yang mudah difahami, bersesuaian dengan audiens
  - Mengenalpasti audiens sasaran untuk berkongsi maklumat berasaskan fakta, tepat pada masanya

- ES3 : Tahap sasaran ini akan dapat
  - Menjelaskan maklumat teknikal dan rumit dengan jelas
  - Mengenalpasti gambaran besar dan mahu mendengar dari perspektif yang berbeza

Bahasa:

Melayu

PENYAMPAIAN BERKESAN

PE2104

Pengenalan:

Kemahiran berucap boleh dipupuk dan diasah melalui proses pembelajaran, pendedahan dan amalan, dengan panduan dan bimbingan dari penyampai-penyampai yang terlatih dalam bidang ini. Akan tetapi ramai yang berfikiran sebaliknya dan merasakan kemahiran ini adalah semulajadi dan tidak boleh dipelajari. Ringkasnya, setiap individu yang normal boleh menjadi seorang penyampai yang berkesan sekiranya diberi peluang mengendalikan kemahiran-kemahiran yang disampaikan secara lebih terperinci dan sistematik.

Objektif Utama:

Di akhir kursus ini, peserta-peserta akan dapat:

- Memahami teori dan teknik penyampaian berkesan
- Meningkatkan kemahiran dan keyakinan diri semasa memberi penyampaian
- Meningkatkan kemahiran dalam penggunaan ICT semasa penyampaian

Jangkamasa

4 Hari (26 Jam)

Modul:

- Pandangan orang ramai terhadap komunikasi di khalayak ramai
- Kepentingan kemahiran penyampaian berkesan dalam organisasi
- Faktor-faktor memberi penyampaian yang berkesan
  - Mengawal Diri Sendiri
    - Mengawal kegugupan
    - Keterampilan diri
  - Mengawal Audiens
    - Mengenali audiens
    - Menarik perhatian
    - Teknik mempengaruhi audiens
  - Mengawal Bahan Penyampaian
    - Merangka penyampaian mengikut masa
    - Memastikan bahan relevan dengan matlamat penyampaian
- Penggunaan alat bantu pandang dengar (Audio Visual) dengan betul
- Menggunakan 'Microsoft PowerPoint' dalam membantu menyampaikan data secara berkesan
- Menangani masalah dalam penyampaian

Metodologi:

- Ceramah
- Perbincangan
- Latihan Amali
- Demonstrasi
- Kajian Kes

Kumpulan Sasaran:

ES1 (Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster kebolehan 'People Engagement', yang menekankan pada 'Communicate with Influence' yang berkemampuan untuk berkomunikasi dengan jelas, mendengar secara aktif dan memberi respon dengan hormat.

- ES1 : Tahap sasaran ini akan dapat
  - Memperjelaskan konsep atau idea yang rumit dengan maklumat, contoh dan demonstrasi yang relevan
  - Melibatkan audiens dalam komunikasi interaktif dan menjangkakan keperluan / soalan dan memberi maklum balas dengan sewajarnya.

- ES2 : Tahap sasaran ini akan dapat
  - Mentafsirkan data teknikal dan rumit kepada data yang mudah difahami, bersesuaian dengan audiens
  - Mengenalpasti audiens sasaran untuk berkongsi maklumat berasaskan fakta, tepat pada masanya.

- ES3 : Tahap sasaran ini akan dapat
  - Menjelaskan maklumat teknikal dan rumit dengan jelas
  - Mengenalpasti gambaran besar dan mahu mendengar dari perspektif yang berbeza.

Bahasa:

Melayu

TEKNIK PENYEDIAAN LAPORAN DAN KERTAS KERJA
PE2105

Pengenalan:
Penyampaian laporan secara lisan dan bertulis sering berlaku di dalam bidang pengurusan dan adalah salah satu cara utama bagi pihak pengurusan atasan untuk mencapai keputusan. Kursus ini boleh membantu peserta meningkatkan kemahiran dalam menyediakan berbagai jenis laporan dan kertas kerja dengan berkesan dan mencapai matlamat yang dihasratkan.

Objektif Utama:
Di akhir kursus ini, peserta-peserta akan dapat:
- Mengenali format dan struktur laporan yang betul
- Menyediakan berbagai jenis laporan dan kertas kerja.

Jangkamasa:
4 Hari (26 Jam)

Modul:
- Pengenalan laporan dan kertas kerja
- Keperluan laporan dan kertas kerja dalam pengurusan
- Cabaran dalam Contentslis dan membaca laporan
- Akibat laporan tidak bersistematik
- Persediaan awal Contentslis laporan
- Pengumpulan data
- Teknik Contentslis laporan dan kertas kerja
- Format laporan dan kertas kerja
- Kesalahan umum.

Metodologi:
- Ceramah
- Perbincangan
- Demonstrasi
- Latihan Amali
- Kajian Kes

Sasaran Peserta:
ES1 (Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster kebolehan 'People Engagement', yang menekankan pada 'Communicate with Influence' yang berkemampuan untuk berkomunikasi dengan jelas, secara aktif mendengar dan memberi respon dengan hormat.

- ES1 : Tahap sasaran ini akan dapat
  - Memperjelaskan konsep atau idea yang rumit dengan maklumat, contoh dan demonstrasi yang relevan
  - Melibatkan peserta dalam komunikasi interaktif dan menjangkakan keperluan/soalan dan memberi maklum balas dengan sewajarnya.

- ES2 : Tahap sasaran ini akan dapat
  - Mentafsirkan data teknikal dan rumit kepada data yang mudah difahami, bersesuaian dengan audiens
  - Mengenalpasti peserta sasaran untuk berkongsi maklumat berasaskan fakta, tepat pada masanya.

- ES3 : Tahap sasaran ini akan dapat
  - Menjelaskan maklumat teknikal dan rumit dengan jelas
  - Mengenalpasti gambaran besar dan mahu mendengar dari perspektif yang berbeza.

Bahasa:
Melayu

TATACARA PERSURATAN RASMI
PE2106

Pengenalan:
Surat-menyurat merupakan proses yang lumrah dalam pengurusan dan pentadbiran seharian perkhidmatan awam kerana persuratan adalah salah satu alat perhubungan utama di antara sebuah Jabatan/Kementerian dengan Jabatan/Kementerian lain; Jabatan/Kementerian dengan orang ramai (awam) dan orang ramai dengan Jabatan/Kementerian. Penggunaan jenis-jenis persuratan yang betul perlu diselaraskan dan sentiasa dirujuk mengikut panduan Tatacara Perhubungan Persuratan Dalam Sistem Berkementerian yang telah ditetapkan melalui Surat-Surat Keliling Jabatan Perdana Menteri Bil. 4/1985 dan Bil. 15/1987. Demikian juga kekeliruan dalam penyediaan beberapa bentuk borang surat rasmi dan kesalahan-kesalahan umum dalam format penulisan termasuk dari segi penggunaan kata-

kata dan ungkapan-ungkapan bahasa yang sesuai perlu diatasi. Kesilapan dan kesalahan yang sering dilakukan dalam penulisan surat rasmi boleh menjejaskan imej sesebuah Kementerian atau Jabatan itu.

Objektif Utama:

Di akhir bengkel ini, peserta-peserta akan dapat:

- Meningkatkan pengetahuan tentang format surat rasmi yang digunakan di dalam perkhidmatan awam
- Meningkatkan kemahiran tentang tatacara penggunaan jenis-jenis surat rasmi yang betul
- Memperbaiki beberapa kesilapan dan kesilapan umum yang sering dilakukan semasa Contentslis surat rasmi.

Jangkamasa:

2 Hari (13 Jam)

Modul:

- Pengenalan Persuratan Rasmi Kerajaan
- Ciri-Ciri dalam Format Surat Rasmi
- Penggunaan ungkapan khusus dalam Surat Rasmi
- Teknik/Kaedah Penulisan
- Kesalahan-kesalahan umum
- Tatacara Perhubungan Persuratan dalam Sistem Berkementerian
- Gaya dan Tatabahasa yang betul
- Terasul (Bahasa Pengganti Diri)

Metodologi:

- Ceramah
- Perbincangan
- Aktiviti Kumpulan
- Kajian Kes

Kumpulan Sasaran:

ES1 (Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster kebolehan 'People Engagement', yang menekankan pada 'Communicate with Influence' yang berkemampuan untuk berkomunikasi dengan jelas, secara aktif mendengar dan memberi respon dengan hormat.

- ES1 : Tahap sasaran ini akan dapat

- o Memperjelaskan konsep atau idea yang rumit dengan maklumat, contoh dan demonstrasi yang relevan
- o Melibatkan audiens dalam komunikasi interaktif dan menjangkakan keperluan / soalan dan memberi maklum balas dengan sewajarnya.

- ES2 : Tahap sasaran ini akan dapat
  - o Mentafsirkan data teknikal dan rumit kepada data yang mudah difahami, bersesuaian dengan audiens
  - o Mengenalpasti audiens sasaran untuk berkongsi maklumat berasaskan fakta, tepat pada masanya.

- ES3 : Tahap sasaran ini akan dapat
  - o Menjelaskan maklumat teknikal dan rumit dengan jelas
  - o Mengenalpasti gambaran besar dan mahu mendengar dari perspektif yang berbeza.

Bahasa:
Melayu

2.2 COLLABORATE & ENGAGE

Back to Contents

NURTURING HARMONIOUS RELATIONS
PE2201

Overview:

It is difficult to avoid conflict at the workplace, there will always be conflict. Conflict occurs between team members, between those of different teams and departments, between management and lower level staff and between the front-line and the external environment (client/customer). This 3-day course will tackle conflict and provide participants with a toolbox of skills for reducing, managing and negotiating conflict with good interpersonal skills that are necessary for them to become aware all the time when they are communicating with anyone. With this awareness, the general public will have a much better impression of all the government personnel with whom they come in contact with, for various reasons.

Key Objective:

By the end of the programme, the target participants will be able to:

- Understand the importance of interpersonal skills
- Understand what conflict is and why it occurs
- Work with difficult people in difficult situations
- Identify factors that create conflicts in the workplace
- Understand the behaviour of a person and how it can affect others
- Use specific communication skills that will help control difficult situations
- Increase awareness of their emotional reaction to other people's behaviour and how to deal with people they find 'difficult'.

Duration:

3 Days (19.5 Hours)

Modules:

- Basic principles of interpersonal skill
- Steps to improve interpersonal skill

- Identify your skill & recognise various ego
- Establish effective relationships
- Identifying conflict
  - Negative effects of conflict
  - Types of conflict
  - Stages of conflict
- Internal and external factors leading to conflict
- Dealing with conflict
  - Using honesty and agreement
  - Turning arguments into discussions
  - Ways to minimise and handle conflict
  - Feeding the solution not the problem
- Role of communication in conflict resolution
  - Using empathy
  - Actively listening and responding
  - Body language
- Working with difficult people and situations
- Managing Stress in the Workplace
- Personal Coping Strategies.

Methodology:
- Lecture
- Discussion
- Case Study

Target Level:
ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This program will focus on developing People Engagement capability cluster, emphasising in the Collaborate and Engage competency which is the ability to collaborate and engage with stakeholder to achieve common goals.

- ES1 : This target level will be able to
  - Collaborate and engage team members with a range of stakeholder
  - Identify stakeholders, liaise and consult effectively across work areas.

- ES2 : This target level will be able to
  - Execute collaboration across relevant work areas
  - Engage others to ensure a collaborative approach and acknowledge the efforts and achievements of others.

- ES3 : This target level will be able to
  - Encourage to work and collaborate with team members and clients
  - Demonstrate as a productive and supportive team member.

Language:
English/Malay
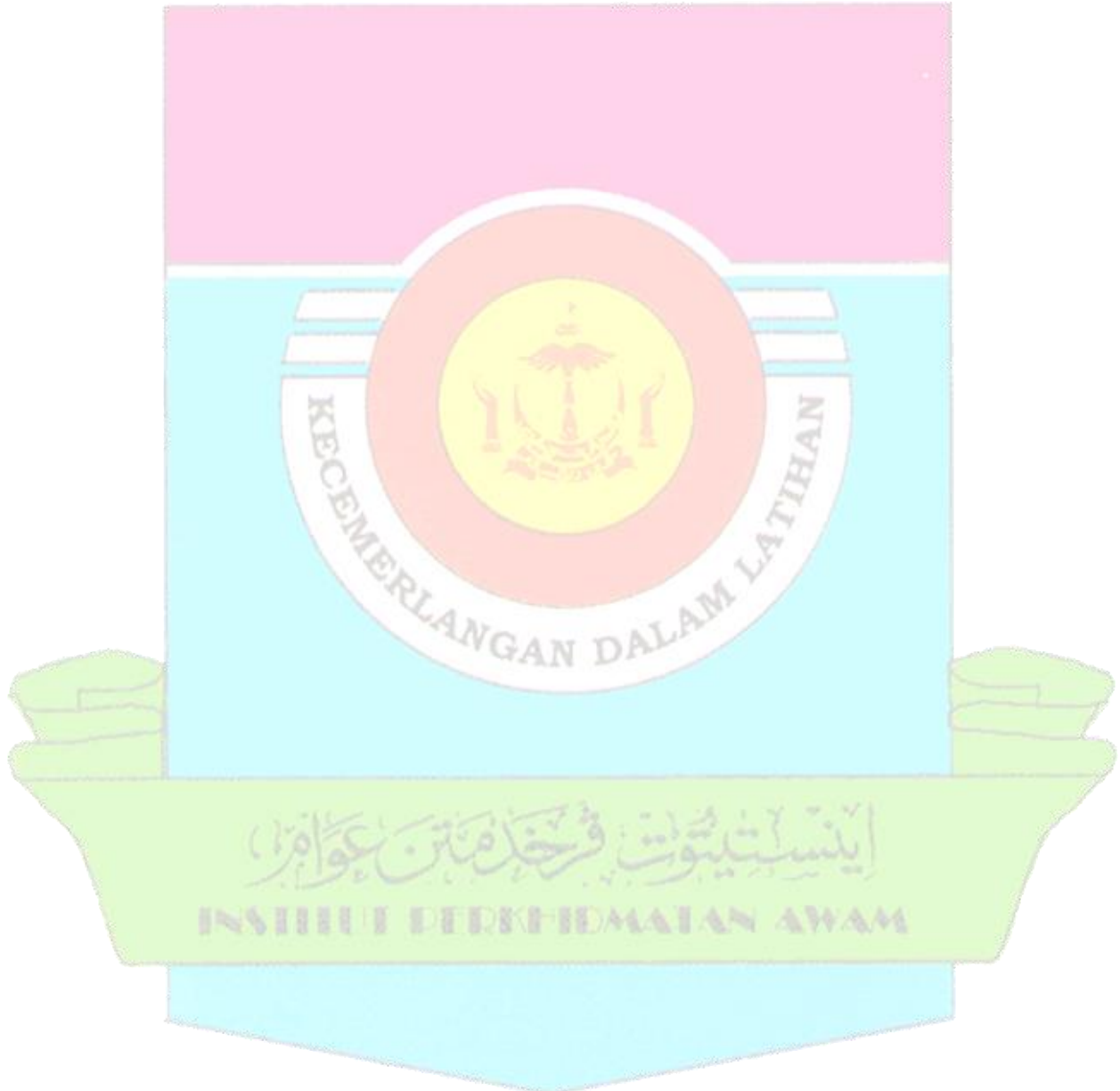
EFFECTIVE STAKEHOLDER ENGAGEMENT

PE2202

Overview:

Organisations are increasingly expected to engage with their stakeholders. This course will introduce the participants to the techniques of working with the stakeholders in multidimensional capacities. This will help the participants to gain engagement and influencing skills in order to get more out of their interactions with other organisations.

Key Objective:

At the end of the course, the participant would be able to:

- Understand what stakeholder engagement is
- Understand how stakeholder engagement is different from other forms of relationship management
- Understand the concept of stakeholding and its relevance to public relations practice
- Discover practical approaches to achieve organisational stakeholder engagement outcomes
- Identify and evaluate a range of actions that can be used to build stakeholder engagement.

Duration:

3 Days (19.5 Hours)

Modules:

- Introduction to stakeholder. Who is a stakeholder?
- Why stakeholder engagement is important? What will be the benefits of stakeholder engagement?
- The contemporary challenges facing organisations in working with stakeholders
- Untangling the language - in search of a definition. Bring clarity to the modes for working with stakeholders: representation, liaison, managing, consulting and engagement
- Designing a Stakeholder Engagement Plan
- Effective practical approaches to building engagement
- Principles for Successful Engagement

Methodology:

- Lecture
- Discussion

Target Level:

ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:

This program will focus on developing People Engagement capability cluster, emphasising on the Collaborate and Engage competency which is the ability to collaborate and engage with stakeholder to achieve common goals.

- ES1 : This target level will be able to
  - o Collaborate and engage team members with a range of stakeholder
  - o Identify stakeholders, liaise and consult effectively across work areas.

- ES2 : This target level will be able to
  - o Execute collaboration across relevant work areas
  - o Engage others to ensure a collaborative approach and acknowledge the efforts and achievements of others.

- ES3 : This target level will be able to
  - o Encourage to work and collaborate with team members and clients
  - o Demonstrate as a productive and supportive team member.

Language:

English

PENGURUSAN PERKHIDMATAN PELANGGAN YANG CEMERLANG
PE2203

Pengenalan:

Memahami dan meContentshi keperluan pelanggan adalah kemahiran yang penting untuk semua kakitangan dalam organisasi. Anda dan kakitangan anda perlu berfikir seperti pelanggan, bertindak balas terhadap keperluan mereka dan menepati janji. Kursus ini akan membantu mengembangkan kemahiran komunikasi antara orang yang menjadi teras dalam penjagaan pelanggan yang berkualiti. Anda juga akan dapat mewujudkan pertemuan perkhidmatan yang mempesonakan dan Contentsnjukkan tingkah laku perkhidmatan yang memuaskan pelanggan. Ia juga akan membantu anda untuk mengembangkan minda dan sifat perkhidmatan yang memberi impak kepuasan pelanggan yang lebih baik.

Objektif Utama:

- Kenapa perkhidmatan pelanggan penting?
- Bagaimana untuk menggembirakan pelanggan?
- Bagaimana untuk berkomunikasi dengan berkesan dengan pelanggan?
- Masalah yang timbul dalam rangkaian pelanggan dalaman organisasi
- Bagaimana untuk bekerjasama lebih baik dengan rakan sekerja?
- Bagaimana untuk memberdayakan khidmat pelanggan dalam organisasi?
- Mengenali dan mempraktikkan perkhidmatan pelanggan yang berfokuskan pelanggan
- Bagaimana untuk mengukur dan memberi ganjaran kepada perkhidmatan pelanggan yang hebat?

Jangkamasa:

3 Hari (19.5 Jam)

Modul:

Pengenalan

- Perkhidmatan pelanggan
- Komponen perkhidmatan pelanggan yang cemerlang

Kenapa perkhidmatan pelanggan penting?

- Kepentingan pelanggan
- Apa keperluan organisasi anda
- Harapan pelanggan

Kesetiaan pelanggan

- Bagaimana untuk menggembirakan pelanggan & menyampaikan perkhidmatan hebat?

- Meletakkan pelanggan terlebih dahulu
- Apa yang anda perlukan untuk perkhidmatan pelanggan yang baik?
- Kualiti adalah penting
- Mengambil tanggungjawab
- Kuasa permulaan dan pengakhiran
- Berfikir seperti pelanggan
- Menjadi proaktif

Bagaimana untuk berkomunikasi dengan berkesan dengan pelanggan?
- Apakah komunikasi yang baik?
- Kemahiran mendengar
- Komunikasi bertulis
- Menggunakan e-mel dan bentuk e-komunikasi lain

Mengubah aduan menjadi peluang
- Manfaat aduan
- Memahami keperluan pelanggan
- Menghapuskan punca aduan yang biasa
- Mengendalikan aduan
- Berurusan dengan pelanggan yang marah dan sukar

Memperkasa perkhidmatan pelanggan yang hebat
- Semua orang memainkan peranan
- Pelanggan luaran dan dalaman

Mengukur perkhidmatan pelanggan
- Pengukuran kepuasan pelanggan
- Menghargai ahli pasukan
- Pemulihan perkhidmatan di sektor awam.

Metodologi:
- Ceramah
- Perbincangan
- Kerja Kumpulan
- Main Peranan

Sasaran peserta:
ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster keupayaan 'People Engagement', yang menekankan pada kompetensi 'Collaborate and Engage' yang merupakan kebolehan untuk berkolaborasi dan melibatkan diri dengan pihak berkepentingan untuk mencapai matlamat yang sama.

- ES2 : Tahap sasaran ini akan dapat
    - Melaksanakan kerjasama di seluruh kawasan kerja yang berkaitan
    - Melibatkan orang lain untuk memastikan pendekatan kolaboratif dan menghargai usaha dan pencapaian orang lain.

- ES3 : Tahap sasaran ini akan dapat
    - Menggalakkan bekerja dan bekerjasama dengan ahli pasukan dan pelanggan
    - Contentsnjukkan sebagai ahli pasukan yang produktif dan menyokong.

Bahasa:

Melayu
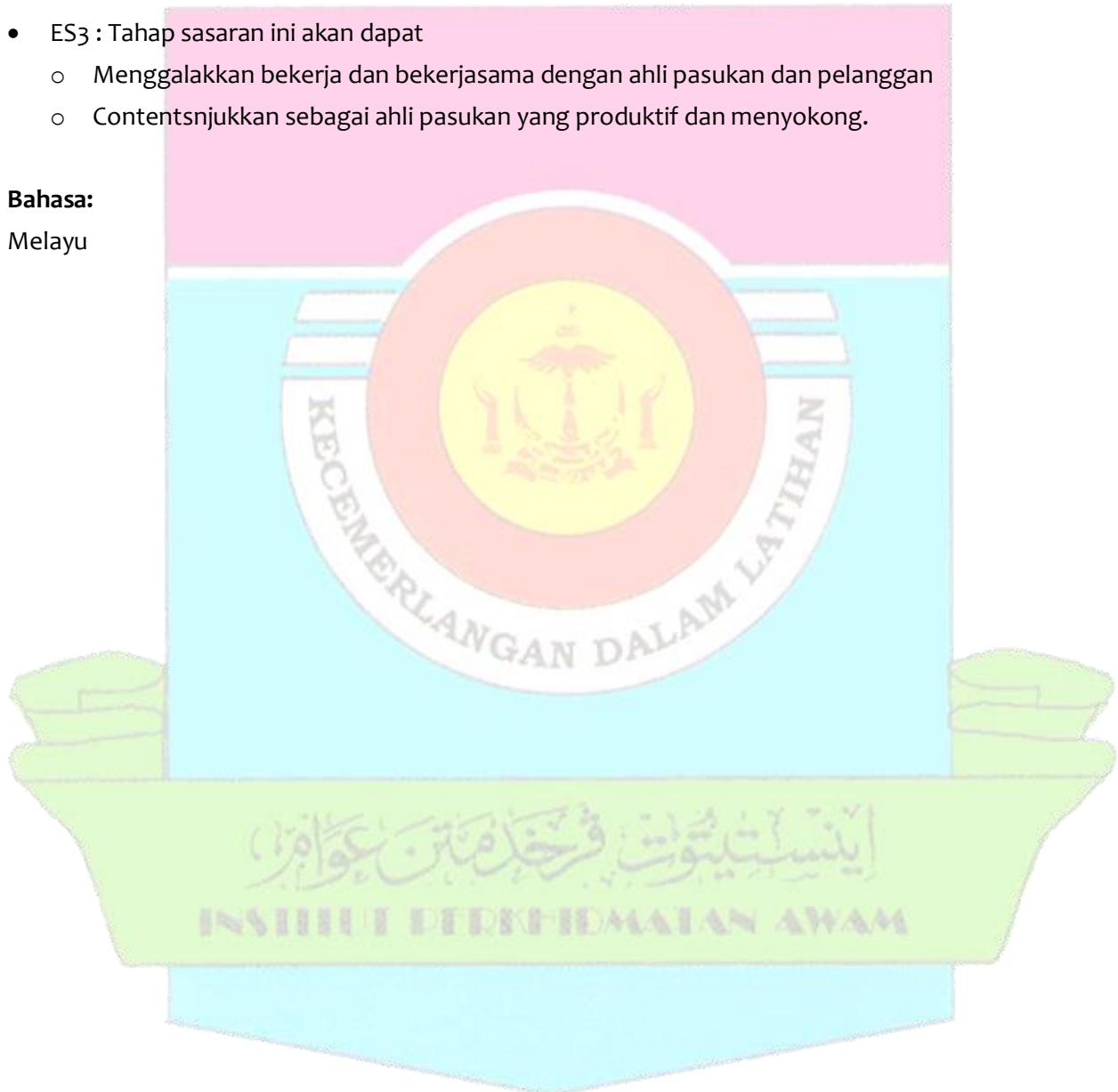
PERKHIDMATAN PELANGGAN YANG BERKUALITI - FRONTLINER
PE2204

Pengenalan:

Setiap organisasi perlu berpegang teguh kepada prinsip mengutamakan pelanggan dalam semua aspek pengurusannya. Adalah menjadi tanggungjawab kita semua dalam sama-sama meningkatkan imej organisasi dan keterampilan diri masing-masing. Setiap pekerja mestilah sentiasa sensitif kepada kehendak pelanggan dengan membuat perubahan kepada proses, kerja, peraturan, sistem dan prosedur dalam memberi perkhidmatan yang boleh dimanfaatkan oleh kedua-dua pihak.

Objektif Utama:

- Memahami konsep dan memberi kesedaran betapa pentingnya perkhidmatan pelanggan
- Mengenalpasti ciri perkhidmatan pelanggan berkualiti dan kehendak dan jangkaan pelanggan
- Memahami dengan lebih mendalam mengenai prinsip-prinsip dan kepentingan perkhidmatan kaunter
- Meningkatkan pengetahuan, kemahiran dan membentuk budaya serta sikap yang betul dalam memberikan perkhidmatan kaunter yang berkualiti
- Mengamalkan kaedah-kaedah dan cara-cara perkhidmatan kaunter mengikut standard minima perkhidmatan awam di samping mengekalkan imej yang profesional
- Meningkatkan pengetahuan mengenai prinsip-prinsip penggunaan dan pengendalian telefon yang berkualiti
- Meningkatkan kemahiran komunikasi di samping mengamalkan etika penggunaan telefon yang berkualiti semasa menjalankan tugas
- Memberi kesedaran tentang kepentingan pengendalian telefon sebagai pintu masuk maklumat jabatan
- Membentuk budaya perhubungan pelanggan yang berkualiti dengan menangani setiap aduan pelanggan secara profesional
- Mengamalkan beberapa teknik mengendali aduan dan pelanggan bermasalah.

Jangkamasa

4 Hari (26 Jam)

Modul:

- Konsep perkhidmatan pelanggan berkualiti
- Matlamat organisasi dan matlamat kerja
- Kefahaman tugas dan tanggungjawab
- Mengetahui produk atau perkhidmatan organisasi
- Kerja berpasukan dalam perkhidmatan pelanggan
- Komunikasi dan perhubungan awam
- Bagaimana melayan pelanggan

- o Secara bersemuka
- o Melalui telefon
- Nilai-nilai unggul dalam pembentukan sikap, perwatakan, percakapan dan perhubungan profesional dengan pelanggan
- Standard perkhidmatan kaunter dalam perkhidmatan awam
  - o Keterampilan diri
  - o Cara layanan
  - o Cara penggunaan kemudahan yang disediakan
  - o Melayani dan mengendali aduan dan pelanggan bermasalah
- Memahami perilaku pelanggan
  - o Jenis-jenis pelanggan
  - o Cara-cara menangani Pelanggan
- Teknik pengendalian panggilan telefon dengan berkesan dan berkualiti
- Ciri-ciri pengendalian panggilan telefon yang berkualiti
- Mengendali aduan dan pelanggan bermasalah

Metodologi:
- Ceramah
- Perbincangan
- Latihan
- Demonstrasi

Kumpulan Sasaran:
Bahagian IV dan V khususnya yang bertugas di Bahagian Perkhidmatan Pelanggan (Kaunter atau Operator) dan mana-mana kakitangan yang selalu berdepan dan berurusan dengan orang awam/pelanggan

Bahasa:
Melayu

KERJA BERPASUKAN

PE2205

Pengenalan:

Organisasi di tempat kerja terus berkembang. Justeru para pemimpin organisasi sedar bahawa peranan pasukan dalam organisasi masing-masing menjadi begitu penting. Penggabungan tenaga, idea, kemahiran dan pengetahuan secara kolektif diperlukan untuk menangani sebarang masalah organisasi oleh pemimpin. Pasukan memainkan peranan penting di dalam setiap organisasi. Ini adalah kerana pasukan mempunyai banyak kelebihan daripada individu secara perseorangan. Kelebihan begitu ketara dari segi pengalaman, kemahiran, perolehan maklumat, pembahagian kerja dan pengembelengan tenaga.

Objektif Utama:

Di akhir bengkel ini, peserta akan dapat:

- Menyedari bahawa setiap orang adalah penting dalam mana-mana organisasi
- Memahami bagaimana, personaliti, jantina dan budaya mempengaruhi pemikiran, emosi dan gaya pembelajaran
- Membangun Pelan Tindakan Diri untuk memastikan satu pasukan kerja yang berkesan dapat diwujudkan
- Mengenalpasti dan mengaplikasi kerja berpasukan yang bersesuaian
- Mengenalpasti kebolehan setiap individu di dalam kerja berpasukan bagi meningkatkan keberkesanan dalam pelaksanaan kerja
- Mempengaruhi kelakuan/sikap individu dalam pasukan dan mengatasi konflik di dalam kerja berpasukan
- Mempraktikkan komunikasi berkesan untuk mendapat kesepakatan dalam mencapai objektif kumpulan
- Menghasilkan pelan tindakan bagi meningkatkan prestasi kerja berkumpulan.

Jangkamasa:

3 Hari 2 Malam (34.5 Jam)

Modul:

- Definisi Pasukan dan Kerja Berpasukan
  - Kerja Berpasukan yang berprestasi tinggi
  - Perbezaan antara Satu Kumpulan dengan Satu Pasukan
- Peranan awda dan pasukan
  - Peranan awda
- Kepentingan Kerja Berpasukan dalam Organisasi
  - Ciri-ciri pasukan yang berkesan

- o Pasukan yang kreatif
- o Kompetensi Kerja Berpasukan
- o Mengagihkan kerja dan peranan
- Kepelbagaian dalam pasukan
  - o Kenapa kita berbeza dalam berfikir
  - o Bekerja dengan orang Lain
  - o Pengaruh personaliti, jantina dan budaya dalam berfikir
- Teknik berkomunikasi dan menghadapi konflik
- Kepimpinan dalam Kerja Berpasukan dan Membentuk Kumpulan Dinamik
- Pelan Tindakan Pembangunan Diri (Personal Development Action Plan - PDAP)

Metodologi:
- Ceramah
- Perbincangan
- Demonstrasi
- Kerja Kumpulan

Kumpulan Sasaran:
ES1(Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:
Program ini akan memberi tumpuan kepada membangunkan kluster keupayaan 'People Engagement', yang menekankan pada kompetensi 'Collaborate and Engage' yang merupakan kebolehan untuk berkolaborasi dan melibatkan diri dengan pihak berkepentingan untuk mencapai matlamat yang sama.

- ES1 : Tahap sasaran ini akan dapat
  - o Berkolaborasi dan melibatkan ahli pasukan dengan pelbagai pihak berkepentingan (stakeholders)
  - o Mengenalpasti pihak berkepentingan dan berhubung serta membuat rundingan merentasi pelbagai tugasan dengan berkesan.

- ES2 : Tahap sasaran ini akan dapat
  - o Melaksanakan kerjasama di seluruh kawasan kerja yang berkaitan
  - o Melibatkan orang lain untuk memastikan pendekatan kolaboratif dan menghargai usaha dan pencapaian orang lain.

- ES3 : Tahap sasaran ini akan dapat
  - o Menggalakkan bekerja dan bekerjasama dengan ahli pasukan dan pelanggan
  - o Contentsnjukkan sebagai ahli pasukan yang produktif dan menyokong.

Bahasa: Melayu

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MINDA HARMONI
PE2206

Pengenalan:
Setiap tekanan atau stres yang berlaku merupakan rahmat dari Allah SWT dan boleh membawa kesan positif atau negatif. Jika stres tidak dapat ditangani dengan baik, ianya akan menjatuhkan semangat, prestasi dan produktiviti seseorang individu dan memberi impak negatif kepada organisasi. Kursus ini boleh membantu melengkapkan individu dengan kemahiran menangani stres dengan berkesan.

Objektif Utama:
Di akhir kursus, peserta-peserta akan dapat:
- Memahami punca-punca yang menyebabkan stres
- Menangani stres di tempat kerja
- Meningkatkan kemahiran mengawal stres

Jangkamasa:
2 Hari (13 Jam)

Modul:
- Apakah yang dimaksudkan dengan stres?
- Stres di tempat kerja
- Kemahiran menangani stres
- Tahap mengawal stres
- Tanda-tanda dan kesan-kesan stres
- Punca-punca stres
- Petua-petua berkesan menangani stres
- Melindungi diri dari stres
- Metodologi menangani stres.

Methodologi:
- Ceramah
- Perbincangan
- Latihan Amali
- Demonstrasi.

Kumpulan Sasaran:
ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Kursus ini memfokuskan pembangunan terhadap Pembudayaan Prestasi (*Performance Culture*) menekankan hasil berorentasikan keputusan dan pembaikan berterusan yang menekankan penerimaan terhadap arus perubahan yang dapat meningkatkan pengetahuan serta produktiviti dalam organisasi.

Bahasa
Melayu
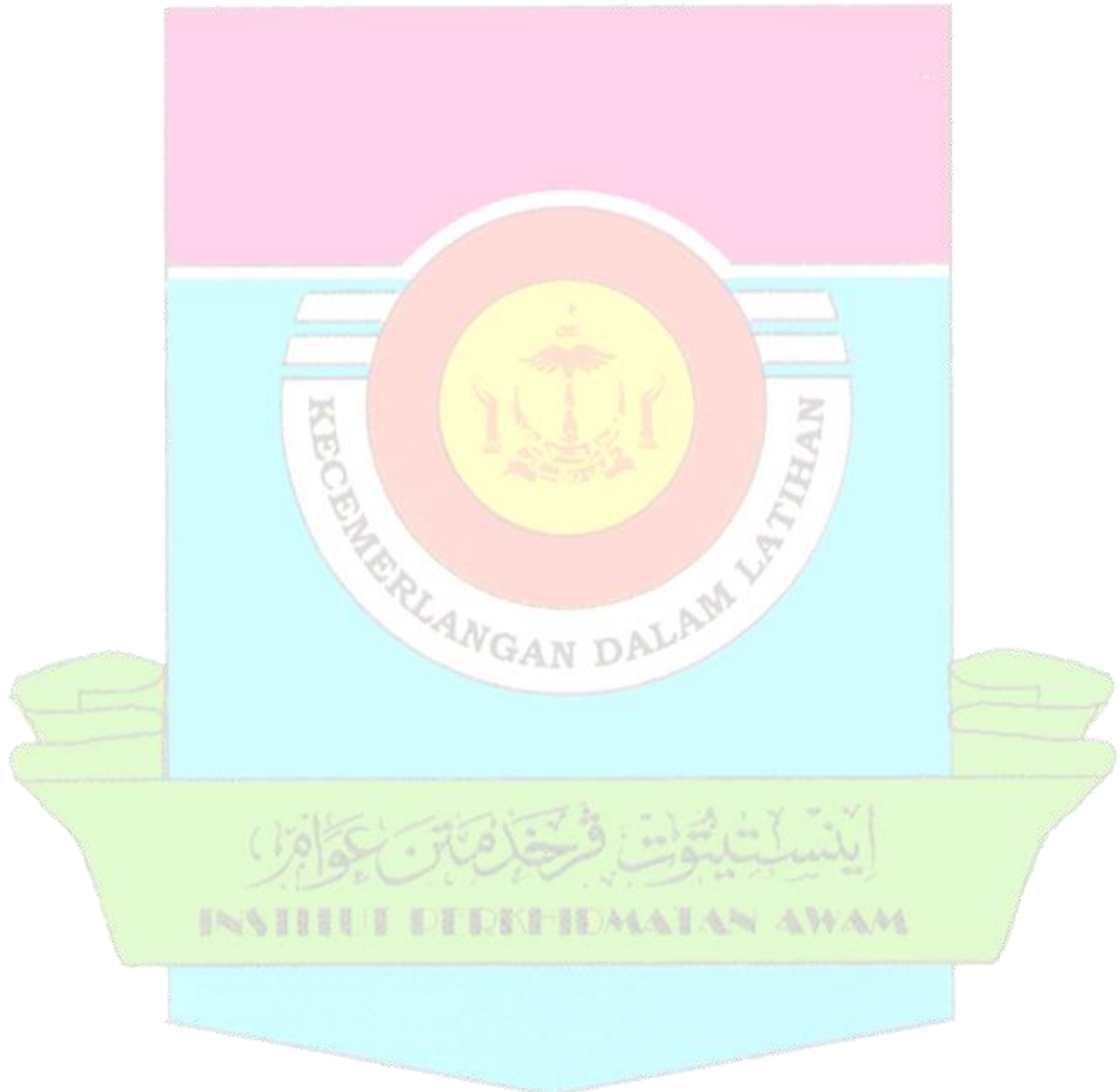
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ADAT ISTIADAT (PROTOKOL)
PE2207

Pengenalan:
Adalah menjadi tanggungjawab semua bagi sama-sama mempertahankan dan memperlengkapkan diri dengan tingkah laku dan percakapan yang baik sesuai dengan orang beristiadat dan bertanggungjawab selaku orang-orang yang terlibat di dalam kerja-kerja beristiadat.

Objektif Utama:
Di akhir kursus, peserta-peserta akan dapat:
- Meningkatkan kefahaman mengenai Adat Istiadat Brunei
- Memberikan bimbingan dan tunjuk ajar kepada pekerja-pekerja baru yang terlibat dalam kerja protokol dan penyambut tetamu
- Memperdalam pengetahuan budaya dan adat resam Melayu Brunei
- Memanfaatkan garis panduan yang diberikan untuk diamalkan agar peserta menjadi benar - benar berwibawa dan berpengetahuan di dalam kerja keprotokolan.

Jangkamasa:
3 Hari (19.5 Jam)

Modul:
- Adat Istiadat Brunei
- Bahasa Dalam dan Kepentingan
- Terasul dan Bahasa Penganti Diri-Bahasa Dalam
- Gendang Jaga-Jaga dan Naubat
- Susunan kedudukan jemputan
- Tatatertib di Majlis-Majlis Istiadat
- Bengkel mengangkat-angkat
- Bengkel menyembahkan Program dan Majlis Kenegaraan
- Bengkel Menambat Dastar
- Latihan Menapih Sinjang dan Cara Berpakaian
- Mengenali Gendang Kebesaran Diraja
- Lawatan ke Bangunan Alat-Alat Kebesaran Diraja dan Pusat Sejarah.

Metodologi:
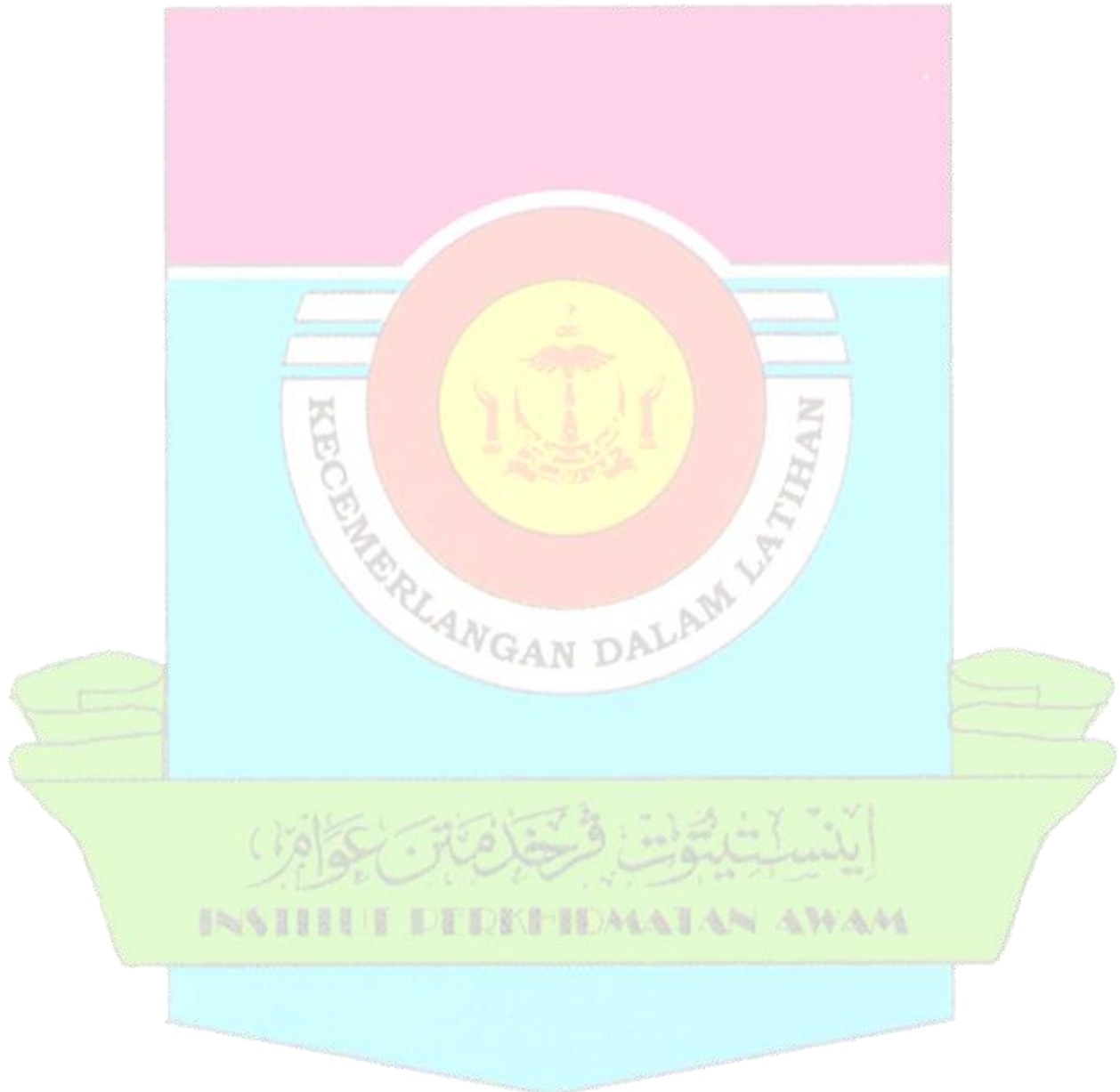- Ceramah
- Perbincangan
- Interaksi
- Demonstrasi

- Latihan Amali
- Lawatan

Kumpulan Sasaran:

ES1 (Kumpulan), ES2 (B3 & B2), ES3 (C3), C2, C1, Bhg. IV dan V

Bahasa:

Melayu

PERFORMANCE CULTURE

1.1. OUTCOME-ORIENTED RESULTS

- I. PRODUCTIVITY IMPROVEMENT
- II. IGNITE YOUR CREATIVITY AND INNOVATION
- III. EFFECTIVE PROJECT MANAGEMENT
- IV. DEVELOPING DATABASE USING MICROSOFT ACCESS WITH VISUAL BASIC

PRODUCTIVITY IMPROVEMENT

PC3101

Overview:

This course provides in-depth knowledge and application skills required in identifying opportunities for productivity measurement and improvement at the workplace, selecting and implementing relevant techniques and tools for productivity improvement, and monitoring and managing productivity at the workplace. It is designed especially for working professionals who are identified by their organisation to be champions of the Productivity Movement who can help steer the organisation towards world class excellence. The course enables participants to comprehensively understand how the various productivity tools and techniques can be implemented.

Key Objective:

At the end of the course, the participants would be able to:

- Identify opportunities for productivity measurement and improvement at the workplace
- Select and implement relevant techniques and tools for productivity improvement
- Monitor and manage productivity at the workplace.

Duration:

3 Days (19.5 Hours)

Modules:

- Understanding Productivity
  - o Introduction to Productivity and Quality Concepts
  - o Factors Affecting Productivity
  - o Productivity Challenges
- Productivity Tools and Techniques
  - o Productivity Measurement, Analysis & Improvement
  - o Process Mapping and Analysis
- Critical Success Factors
  - o Management Commitment

- o Managing and Sustaining Change
- o Overcoming Resistance to Change
- o Training and Education in relations to productivity improvement
- o Planning for Implementation and Control of Productivity

Methodology:
- Lecture
- Discussion
- Case Study

Target Level:
ES1 (Group), ES2 (B3/B2) dan ES3 (C3)

Competency Focus:
This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Outcome-Oriented Result competency which is the ability to drive performance by focusing on an outcome.

- ES1 : This target level will be able to
  - o Translate priorities and ensure business plan goals are aligned to organisational objectives outcome
  - o Facilitate critical analysis to identify causal factors, the symptoms of the problems and recommend effective solutions
  - o Oversee the delivery of intended outcome.

- ES2 : This target level will be able to
  - o Develop priorities, team / unit goals, strategies and plans
  - o Conduct research and analyse information
  - o Execute the delivery of intended outcome.

- ES3 : This target level will be able to
  - o Understand the team / unit objectives and align operational activities accordingly
  - o Gather resources needed to complete tasks
  - o Assist and identify budgets, timeframes and standards.

Language:
English

IGNITE YOUR CREATIVITY AND INNOVATION
PC3102

Overview:
In an era where customers' needs are ever changing and evolving, innovation is required to keep ahead of such needs and demands. Innovation is the process of channelling creativity into effective processes. This course focuses on the development of innovation within the organisation and how to align them to organisational strategies. It helps participants to explore their personal ability to be more creative so that they translate their ideas into action as well as being receptive to ideas from their peers. This course is also designed to give significant impact to the organisation and its workforce by introducing innovation tools that facilitate the process of thinking outside the box, problem solving and managing ideas make the right decisions.

Key Objective:
By the end of the course, the participants would be able to:
- Identify and implement models or problem solving at work
- Approach a problem systematically
- Develop competence of the innovation process
- Apply a process to collaboratively develop a common vision that aligns team values and belief
- Know how to foster and sustain creativity for individual/ organisation
- Understand the methods in generating and managing ideas
- Apply innovation techniques and tools for innovation and to improve work process.

Duration:
3 Days (19.5 Hours)

Module:
- Steps and skill in Problem Solving
- Strategies in making good decision
- Process of organisational innovation
  - Identify
  - Analyse
  - Implement
  - Evaluating
  - Review
- Managing for deliberate innovation
  - Innovation with organisational strategies
  - Aligning innovation with strategic plan

- o Creating an innovation team shared vision
- o Harnessing diverse innovating styles
- o Developing organisation language of innovation
- The creative person in an organisation
- Innovation techniques and tools
  - o The use of innovation tools and its function
  - o Problem solving and decision making
  - o Link the perspective tools with their work process

Methodology:

- Lecture
- Discussion
- Case Study

Target Level:

ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:

This course will focus on developing Performance Culture capability cluster, emphasising on Outcome - Oriented Results competency which is the ability to drive performance by focusing on an outcome.

- ES1 : This target level will be able to
  - o Translate priorities and ensure business plan goals are aligned to organisational objectives outcome
  - o Facilitate critical analysis to identify causal factors, the symptoms of the problems and recommend effective solutions
  - o Oversee the delivery of intended outcome.

- ES2 : This target level will be able to
  - o Develop priorities, team/units goals, strategies and plans
  - o Conduct research and analyse information
  - o Execute the delivery of intended outcome.

- ES3 : This target level will be able to
  - o Understand the team/unit objectives and align operational activities accordingly
  - o Gather resources needed to complete tasks
  - o Assist and identify budgets, time frames and standards.

Language:

English

EFFECTIVE PROJECT MANAGEMENT

PC3103

Overview:

This course covers the Project Management where a successful Project Manager must simultaneously manage the five basic elements of a project: planning, resources, time, money, and most importantly, scope. All these elements are interrelated. Each must be managed effectively. All must be managed together if the project, and the project manager, is to be a success.

Key Objective:

By the end of this programme, the participants will be able to apply project management practices and utilise project management tools in order to drive performance by focusing on the outcome by:

- Preparing appropriate project documentation
- Understanding risk and quality management
- Using appropriate change control procedures
- Using key project management tools
- Describing the importance of handover and closure
- Understanding the need for a post-project review

Duration:

5 Days (32.5 Hours)

Modules:

- Thinking "Project"
- Setting Up a Project
- Managing Resources
- Managing Work in Progress
- Going Live
- Using Microsoft Project as A Project Management Tool

Methodology:

- Instructor-Led Training
- Case Study
- Team Activities
- Group Discussion
- Practical / Hands-On

Target Level:

ES2 (B3/B2) and ES3 (C3)

Competency Focus:

This course will focus on developing Performance Culture capability cluster, emphasising on Outcome-Oriented Results competency which is the ability to drive performance by focusing on an outcome.

- ES2 : This target level will be able to
  - o Develop priorities, team/units goals, strategies and plans
  - o Conduct research and analyse information
  - o Execute the delivery of intended outcome.

- ES3 : This target level will be able to
  - o Understand the team/unit objectives and align operational activities accordingly
  - o Gather resources needed to complete tasks
  - o Assist and identify budgets, time frames and standards.

Language:

English / Malay

Pre-Requisite:
- Involved in project
- Able to use computer desktop application

DEVELOPING DATABASE USING MICROSOFT ACCESS WITH VISUAL BASIC

PC3104

Overview:
Microsoft Access has emerged as a rapid application development tool providing sophisticated database capabilities for quickly retrieving and manipulating enterprise data. This course provides a thorough working knowledge of Access programming techniques.

Key Objective:
By the end of the course, the participants would be able to:
- Create simple applications using Microsoft Access 2016 VBA
- Develop an application using built in Macros to automate applications hence, it could improve their service delivery and productivity.

Duration:
5 Days (32.5 Hours)

Modules:
MODULE 1: Getting Started with Wizards
- Use Wizard for application development
- Create a database with Database Wizard
- Add object to application

MODULE 2: Customising an Application with Visual Basic
- Customise a command button
- Modify a command button created using the Wizard
- Make a form read-only by default
- Create a command button without the Wizard
- Create Event procedures for Form events
- Display a message to the user

MODULE 3: Finding and Filtering Records in a Form
- Create a combo box to find records
- Filter data

MODULE 4: Responding to Data Entry Events
- Understand Form and Control events
- Perform actions as the user moves in a form or changes data

- Respond to Keyboard events
- Validate data

MODULE 5: Using the Write Functions
- Understand modules and procedures
- Create General procedures in a standard module
- Use General procedures on a form
- Create General functions in a form module

MODULE 6: Monitoring and Debugging Code
- Step through code line by line
- Find and fix bugs in code
- Replace standard error messages
- Respond to a combo box error
- Create error-handling routines

MODULE 7: Gather Information in a Dialog Box
- Create an application and use Dialog boxes
- Create Dialog box to a specific record
- Filter data in a report
- Make forms work together
- Display related records in Pop-up form
- Open a form to add related records

MODULE 8: Displaying Custom Contentss and Toolbars
- Use Contentss and toolbars in user interface
- Create customer Contents bar
- Customise toolbars
- Control how application starts
- Prepare to distribute application to users

MODULE 9: Working with Data and Objects
- Introduce Issue application
- Understand objects and collections
- Use the for Each statement with a collection
- Use a multiple-selection list box
- Work directly with database objects
- Find and change data in a record set
- Create and run an action query

MODULE 10: Customising Reports with Visual Basic

- Use standard reporting features
- Respond to report events
- Calculate totals while a report is printing

MODULE 11: Sharing Data with Other Applications

- Use automating objects
- Send commands to Microsoft Word
- Get information from another application
- Work with folders in Microsoft Outlook

MODULE 12: Connecting to the Web

- Use Hyperlinks
- Create Web pages for application
- Course Profile

Methodology:
- Instructor-Led Training
- Hands-On Laboratory
- Demonstration

Target Level:
ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This course will focus on developing Performance Culture capability cluster, emphasising on Outcome-Oriented Results competency which is the ability to drive performance by focusing on an outcome.

- ES2 : This target level will be able to
  - o Develop priorities, team/units goals, strategies and plans
  - o Conduct research and analyse information
  - o Execute the delivery of intended outcome.

- ES3 : This target level will be able to
  - o Understand the team/unit objectives and align operational activities accordingly
  - o Gather resources needed to complete tasks
  - o Assist and identify time frames and standards.

Language:
English / Malay

Pre-Requisite: Working knowledge of Microsoft Access application

3. CONTINUOUS IMPROVEMENT

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BUSINESS PROCESS ANALYSIS WITH BUSINESS PROCESS REENGINEERING (BPR)

PC3201

Overview:

How many times do we hear complaints from the public concerning the government's slow processes? Bureaucracy everywhere? There are many factors contributing to the issues and one major contributor would be the complexities of the process itself. This course will enhance knowledge and skill of the participant in identifying, analysing, redesign the business workflow and process to increase operational efficiency.

Key Objective:

At the end of the course, participants will be able to

- Examine how strategy and reengineering complement each other
- Assess the organisation's current capabilities and process realistically
- Help restructure their organisations on the ground-up design of their business processes.

Duration:

4 Days (26 Hours)

Modules:

- Understanding transformational and public services reformation needs.
- Introduction to Business Process Reengineering (BPR), Business Process Management (BPM) and Business Process Improvement (BPI)

- BPR Framework
- Setting goals and vision
- Identify, analysing and improving current process
- Redesign process
- Change management and implementation
- Action Plan

Methodology:
- Lecture
- Discussion
- Demonstration
- Case Study

Target Level:
ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Continuous Improvement competency which is the ability to improve effectiveness of service delivery by harnessing technology and challenging the status quo.

- ES1 : This target level will be able to
  - Oversee continuous improvement on service delivery or work processes
  - Facilitate investigation and critical evaluation to issues for continuous improvement.

- ES2 : This target level will be able to
  - Execute continuous improvement plan or work tasks to agreed budgets, timeframes and standards
  - Challenge others appropriately where they see room for improvement and continually improve work processes.

- ES3 : This target level will be able to
  - Assist in the improvement of work tasks within set budgets, timeframes and standards
  - Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language: English

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KUMPULAN KERJA CEMERLANG 'TEAM-BASED'
PC3202

Pengenalan:

Kursus ini diadakan untuk mengetahui kaedah dan teknik yang betul digunakan dalam Kumpulan Kerja Cemerlang.

Objektif Utama:

Di akhir bengkel ini, peserta-peserta akan dapat:

- Kemahiran dalam melaksanakan tugas-tugas di dalam membentuk, melatih, membimbing ahli-ahli KKC melalui pendedahan kepada teknik metodologi latihan

- Mengetahui konsep, struktur, prinsip-prinsip dan amalan yang terdapat di dalam KKC

- Memupuk sikap bekerja secara kumpulan dan juga memahami serta mempelajari alat-alat dan teknik-teknik menyelesaikan masalah

- Membina etika kerja yang positif melalui pengurusan secara penyertaan (Participative Management)

Jangkamasa:

4 Hari (26 Jam)

Modul:

Konsep, Prinsip dan Amalan KKC

- Pengurusan Secara Penyertaan

- Perancangan dan Pelaksanaan KKC

- Alat dan Teknik KKC

- Putaran Rancang-Laksana-Semak-Tindak (RLST)

- Percambahan Fikiran

- Pemilihan Masalah

- Analisis Sebab Akibat

- Analisis Proses Kerja

- Pengumpulan Data Analisis

- Lembaran Semak

- Rajah Pareto

- Analisis Keputusan

- Penyediaan Pelan Tindakan KKC

Metodologi

- Ceramah

- Perbincangan

- Demonstrasi

- Kajian Kes

Kumpulan Sasaran:

ES1 (Kumpulan), ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan penyampaian perkhidmatan.

- ES1 : Tahap sasaran ini akan dapat
  - Menangani penambahbaikan berterusan dalam proses penyampaian perkhidmatan atau kerja
  - Memudahcara siasatan dan penilaian kritikal terhadap isu-isu untuk penambahbaikan berterusan.

- ES2 : Tahap sasaran ini akan dapat
  - Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
  - Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.

- ES3 : Tahap sasaran ini akan dapat
  - Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:
Melayu

Pra-Syarat
Terdiri daripada satu kumpulan yang membuat projek KKC

USING KEY PERFORMANCE INDICATORS TO MEASURE ORGANISATIONAL PERFORMANCE

PC3203

Overview:

"If you can't measure it, you can't manage it" is a famous quote by Peter Drucker which still holds true today. Many struggle to develop and manage measures such as Key Performance Indicators (KPIs) to make better decisions. This 2-day program will help participants to identify meaningful KPIs, align measures to strategy, and use measures to drive improvement towards fulfilling objectives.

Key Objective:

At the end of this course, participants will be able to:

- Define measures, metrics and KPIs and the role they play in measuring organisational and individual performance
- Differentiate between objectives and KPIs
- Understand KPI selection in different contexts
- Apply best practice techniques to KPI selection
- Document KPIs in a standardised template
- Align KPIs to organisational strategy and cascading objectives

Duration:

2 Days (13 Hours)

Modules:

- Key Performance Indicators (KPIs)
- The Importance of Measuring
- Measures, Metrics and KPIs: The Main Differences
- Characteristics of Smart KPIs
- Types of KPIs: Quantitative
- Categories of KPI: Input, Process, Efficiency, Output and Outcome
- Align KPIs with the organisation's Strategic Plan
- Working with targets
- Data Collection Methods
- Identifying properly documenting KPIs
- Identifying KPI ownership
- Performance feedback through KPIs
- Cascade KPIs down within organisations

Methodology:

- Discussions
- Lectures
- Demonstrations
- Role Play
- Case Studies

- Group Exercises

Target Level:
ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Continuous Improvement competency which is the ability to improve effectiveness of service delivery by harnessing technology and challenging the status quo.

- ES2 : This target level will be able to
  - Execute continuous improvement plan or work tasks to agreed budgets, timeframes and standards
  - Challenge others appropriately where they see room for improvement and continually improve work processes.

- ES3 : This target level will be able to
  - Assist in the improvement of work tasks within set budgets, timeframes and standards
  - Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language:
English / Malay

Pre-Requisite:
- Senior Management
- Middle Management
- Supervisors

MANAGING DATA IN MICROSOFT EXCEL
PC3204

Overview:

Microsoft Excel is the most commonly used spreadsheet application at the office. Learning how to use Excel is an investment for your professional life. Excel makes it easy to monitor financial performance, such as business profit or loss, calculate payments on large purchases, plan a budget or stay organised with checklists. Excel is versatile where applications used include multiple workbooks, sensitivity analysis and decision support problems. Additionally, it allows data to be imported from other software, analyse data tables and use pivot tables to make a summary of information.

Key Objective:

At the end of this course, the participants will be able to:

- Use Database features in Excel
- Integrate electronic spreadsheets with other application software
- Working with multiple sets of worksheets and workbooks
- Use an electronic spreadsheet to make useful alternatives to support in making decisions
- Make summaries for data that is too large
- Import data from other applications and the internet

Duration:

4 Days (26 Hours)

Modules:

Module 1: Introduction to Decision Support System

Module 2: Worksheets link in Workbook

Module 3: Various Workbook Links

Module 4: Using Logical and Lookup Functions

Module 5: Using Multiple Files

Module 6: Using Advanced Formats in Worksheets and Charts

Module 7: Using Data List

Module 8: Filtering and Extracting Data Functions

Module 9: Analyse Tools and Pivot Tables

Module 10: Creating Toolbar and Contents

Module 11: Using Macros for Assignment Automation

Module 12: Importing, Exporting and Combining Data into another Application

Module 13: Using Templates

Module 14: Using Graphics and Embedded Objects

Methodology:

- Instructor-Led Training
- Hands-On Laboratory
- Demonstration

Target Level:
ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Performance Culture (PC) capability cluster, emphasising on Continuous Improvement competency which is the ability to improve effectiveness of service delivery by harnessing technology and challenging the status quo.

- ES2 : This target level will be able to
    o Execute continuous improvement plan or work tasks to agreed budgets, timeframes and standards
    o Challenge others appropriately where they see room for improvement and continually improve work processes.

- ES3 : This target level will be able to
    o Assist in the improvement of work tasks within set budgets, timeframes and standards
    o Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language:
English / Malay

Pre-Requisite:
- Basic knowledge of using a computer and the Microsoft Excel application
- Involved in the analysis and summarisation of data

KEMAHIRAN PENYELIAAN

PC3205

Pengenalan:

Penyelia merupakan golongan yang amat penting dalam sesebuah organisasi. Mereka adalah penggerak utama perancangan dan jentera operasi organisasi dan mereka juga adalah penghubung di antara para pekerja dengan pihak pengurusan. Kegagalan para penyelia dalam memainkan peranan dan fungsi mereka yang sebenar boleh mengakibatkan kegagalan kepada organisasi secara keseluruhan.

Objektif Kursus:

Di akhir kursus, peserta akan dapat:

- Memahami peranan, tanggungjawab dan tugas-tugas seorang penyelia dan pemimpin kumpulan kerja dalam organisasi
- Mengenalpasti sikap dan ciri-ciri yang perlu dibina ke arah menjadi seorang penyelia yang berkesan
- Menyusun dan membahagikan kerja-kerja operasi secara lebih efektif dan produktif.

Jangkamasa:

5 Hari (32.5 Jam)

Modul:

- Konsep dan Kepentingan Pengurusan bagi Penyeliaan
- Komunikasi Interpersonal
- Motivasi
- Komunikasi Berkesan
- Manual Prosedur Kerja (MPK)
- Contentslis Laporan
- Mengendalikan Mesyuarat
- Keselamatan Dalam Bekerja
- Perkhidmatan Pelanggan
- Pengurusan Masa

Metodologi:

- Ceramah
- Perbincangan
- Demonstrasi
- Kajian-Kes

Kumpulan Sasaran:

ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan pelaksanaan tugasan.

- ES3 : Tahap sasaran ini akan dapat
  - o Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - o Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:
Melayu

SECRETARIAL SKILLS
PC3206

Overview:

The secretarial skills course is a training program designed for secretarial and clerical staff to enhance their secretarial and clerical skills in doing their routine tasks and to face their changing and challenging roles to support their respective organisations.

Key Objective:

At the end of this course, the participants will be able to enhance their skills towards a changing and challenging roles by executing, assisting and improving their productivity and service delivery by:

- Understanding the changing role of secretaries and what to expect
- Getting the most out of a challenging work environment which will enhance the teamwork needed in today's business world
- Handling difficult situations by learning to prepare a plan of action
- Acquiring job 'tips' which will improve productivity and effectiveness
- Learning about the things not to do, the pitfalls and traps to avoid
- Resolving difficult situations where communication is a problem
- Utilising their skills for telephone conversations
- Learning to put people in their writing
- Understanding the importance and benefits of projecting a professional image

Duration:

3 Days (19.5 Hours)

Modules:

- The changing role of a secretary and expectations in today's business world
- Dealing with Your Boss (Managing Up)
- The Art of Communication
- Working Smarter Through Technology and Applications
- Professional image and grooming
- Creative Problem Solving

Methodology:

- Lecture
- Discussion
- Case Study
- Role Play
- Group Activities

Target Level:

ES2 (B2) and ES3 (C3)

Competency Focus:

This programme will focus on enhancing Performance Culture capability cluster, emphasising on outcome-oriented results which refers to drive performance by focusing on an outcome.

- ES2 : This target level will be able to
  o Execute continuous improvement plan or work tasks to agreed budgets, timeframes and standards
  o Challenge others appropriately where they see room for improvement and continually improve work processes.

- ES3 : This target level will be able to
  o Assist in the improvement of work tasks within set budgets, timeframes and standards
  o Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.

Language:

English

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INDUKSI PERKHIDMATAN AWAM

PC3207

Pengenalan:

Kursus ini adalah pengenalan bagi Pegawai dan Kakitangan yang baru berkhidmat dengan Kerajaan Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan Dan Yang Di-Pertuan Negara Brunei Darussalam.

Objektif Utama:

Di akhir kursus, peserta akan dapat meningkatkan kefahaman, kesedaran dan pengetahuan mengenai:

- kemudahan-kemudahan yang diperuntukkan kepada Pegawai dan Kakitangan Kerajaan
- infrastruktur dan hal ehwal pentadbiran Kerajaan
- Perintah-perintah Am dalam Perkhidmatan Awam
- Perintah Kanun Hukuman Jenayah Syariah
- falsafah negara Melayu Islam Beraja (MIB)
- Peraturan-peraturan am, undang-undang dan akta-akta keselamatan, pencegahan rasuah dan penyalahgunaan dadah
- penggunaan bahasa dalam dan terasul
- Rukun Akhlak dan Etika Kerja Perkhidmatan Awam
- etika penggunaan E-mel dan Internet.

Jangkamasa:

7 Hari (45.5 Jam)

Modul:

- MIB
- Perlembagaan Negara Brunei Darussalam
- Sistem Pentadbiran Kerajaan KDYMM
- Wawasan Brunei 2035
- Wawasan Perkhidmatan Awam Abad 21
- Perintah Kanun Hukuman Jenayah Syariah
- Akta Suruhanjaya Perkhidmatan Awam
  - Peraturan-peraturan Am
  - Tatatertib
- Peranan sebagai seorang warga perkhidmatan awam
- Peraturan Kewangan (TAP/ SCP/ Financial Planning)
- Integriti
- Rukun Akhlak dan Etika Kerja Perkhidmatan Awam
- Undang-undang, Akta-akta BMR, BKN dan KDN
- Manual Prosedur Kerja
- Tekad Pemedulian Orang Ramai
- Adat Istiadat: Bahasa Dalam dan Terasul
- Penjimatan Tenaga

- Government Employee Management System (GEMS)
- Program Latihan IPA dan Pengenalan Kepada iLearn
- Penilaian Prestasi
- Etika Penggunaan E-mel dan Internet
- Amalan Gaya Hidup Sihat
- Akta Buruh

Metodologi:
- Perbincangan
- Ceramah
- Demonstrasi

Kumpulan Sasaran:
ES2 (B2), ES3 (C3), C2, C1, Bahagian IV dan V

Bahasa:
Melayu

Pra-Syarat:
Baru berkhidmat dengan Kerajaan KDYMM kurang dari satu tahun

PERSEDIAAN PERSARAAN

PC3208

Pengenalan:

Bersara tidak bermakna putusnya sumbangan rakyat kepada negara. Kursus Persediaan Persaraan ini akan memberi pendedahan dan persiapan mental, kerohanian, kemasyarakatan serta peluang-peluang dan bidang-bidang perniagaan yang boleh diceburi oleh pegawai-pegawai dan kakitangan-kakitangan kerajaan yang bakal bersara.

Objektif Kursus:

Di akhir kursus, peserta akan memperolehi pengetahuan dan kemahiran mengenai:

- Persediaan diri dari segi mental dan fizikal
- Perancangan persaraan
- Peluang-peluang penyertaan dalam bidang perniagaan/keusahawanan, kemasyarakatan, keagamaan dan sosial
- Pengurusan perniagaan dan keusahawanan.

Jangkamasa:

8 Hari (52 Jam)

Modul:

- Modul 1- Persediaan dan perancangan persaraan:
    - Kehidupan ketika bersara/paradigma persara
    - Konsep Kehidupan Seimbang (balanced life)
    - Pengurusan kewangan peribadi
    - Menangani perubahan, peralihan dan psikologi
    - Bijak Kewangan

- Modul 2- Kerohanian, kesihatan dan kemasyarakatan:
    - Memantapkan kerohanian
    - Keseimbangan kesihatan
    - Sosialisasi pesara dan penglibatan dalam masyarakat
    - Rekreasi Minda
    - Hobi

- Modul 3- Peluang-peluang keusahawanan:
    - Menerokai peluang-peluang keusahawanan
    - Perniagaan dan pengurusannya
    - Membina rangkaian keusahawanan
    - Prosedur, undang-undang dan peraturan yang mengawal perniagaan

Metodologi:
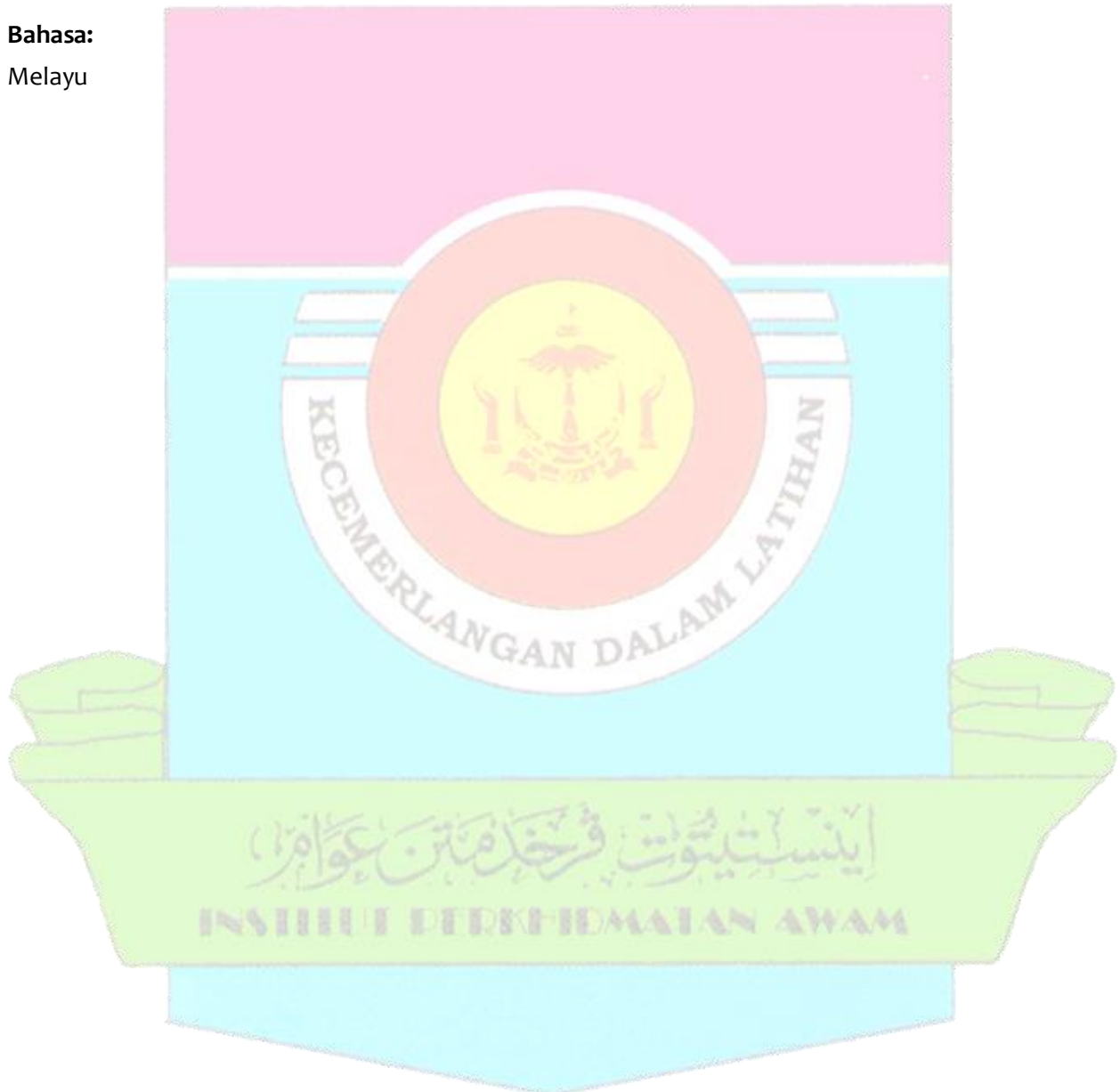
- Ceramah/Taklimat/Forum

- Perbincangan
- Demonstrasi
- Lawatan Sambil Belajar

Kumpulan Sasaran:

Pegawai dan kakitangan yang bakal bersara sebelum 5 tahun persaraan perkhidmatan 55 atau 60 tahun

Bahasa:

Melayu

SISTEM PENGURUSAN PRESTASI BARU

PC3209

Pengenalan:

Penilaian prestasi merupakan satu pendekatan yang sistematik dalam menilai hasil kerja personel secara lisan atau bertulis bagi membantu dan memperbaiki prestasi kerja mendatang. Dengan adanya penilaian prestasi tersebut dapat menggalakkan lagi mereka untuk bekerja dengan lebih tekun bagi meningkatkan tahap produktiviti, kualiti dan kemajuan organisasi di tahap yang membanggakan.

Objektif Utama:

Di akhir kursus ini, peserta-peserta akan dapat:

- Mempertingkatkan tahap prestasi dan kualiti perkhidmatan serta produktiviti dalam perkhidmatan awam Negara Brunei Darussalam
- Membantu sistem-sistem pengurusan kakitangan yang berjalan bagi menyediakan maklumat-maklumat yang berguna untuk membantu membaiki prestasi dan keberkesanan pegawai dan kakitangan dalam melaksanakan tugas dan tanggungjawab masing-masing.

Jangkamasa:

2 Hari (13 jam)

Modul:

- Pengenalan Sistem Pengurusan Prestasi Baru
  - Putaran Sistem Pengurusan Prestasi (Performance Management Cycle)
  - Tujuan Penilaian Prestasi
    - Pembangunan Sumber Manusia
    - Mengenalpasti isu dan masalah dalam melaksanakan tugas
  - Peraturan-Peraturan umum dalam mengisi borang penilaian
  - Penilai Vs. Yang Dinilai
- Pelaksanaan Dan Pencapaian Hasil (Results)
  - Pengenalan kepada *Key Performance Indicators* (KPIs)
    - Definisi KPI
    - Penyelarasan KPI Kementerian dan Jabatan dengan Wawasan 2035
    - Kategori KPI
  - Mengenalpasti KPI Jabatan dan individu
  - Penggunaan KPI dalam mengukur prestasi Individu
- Ciri-ciri Peranan (Role Competencies)
  - Huraian Ciri-Ciri Peranan setiap Divisyen
  - Semua Divisyen: Disiplin dan Integriti Komitmen Komunikasi Pengurusan Kerja
  - Divisyen III, IV dan V: Pengetahuan dan Penyelesaian Tugas
  - Divisyen I dan II: Kepimpinan Membuat Keputusan Pengetahuan dan Pelaksanaan Tugas Pembangunan Sumber Manusia
- Perbincangan Maklumbalas Prestasi dan Temuduga Penilaian secara *formal* dan *informal*
  - Perjumpaan formal 4 kali setahun

- o Perjumpaan berterusan
- o Teknik komunikasi dan menyampaikan penilaian secara berkesan
- o Mengenalpasti keperluan yang dinilai
- o Menerima maklumbalas terhadap penilai
- Halangan dan Kesilapan dalam Penilaian Prestasi
  - o Kesan-kesan mempengaruhi penilaian seperti *Halo* dan *Horns*

Metodologi:
- Ceramah
- Perbincangan
- Demonstrasi
- Kajian-Kes

Kumpulan Sasaran:
ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:
Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan penyampaian perkhidmatan.

- ES2 : Tahap sasaran ini akan dapat
  - o Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
  - o Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.

- ES3 : Tahap sasaran ini akan dapat
  - o Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - o Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan / unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:
Melayu

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MENANGANI PERUBAHAN
PC3210

Pengenalan:

Kursus ini adalah sebagai persediaan bagi peserta-peserta kursus supaya dapat menangani perubahan disebabkan oleh era globalisasi yang sering berubah mengikut peredaran masa. Dengan mengetahui cara untuk menangani perubahan-perubahan ini, peserta akan lebih bersedia dari segi emosi, fizikal dan ketahanan diri.

Objektif Kursus:

Di akhir kursus ini, peserta akan:

- Mengenali apa dia perubahan
- Bersedia dan berupaya menangani perubahan dengan baik
- Mengetahui jenis-jenis perubahan yang terancang dan tidak terancang
- Mengetahui faktor-faktor yang mengakibatkan perubahan

Jangkamasa:

- 3 Hari (19.5 Jam)

Modul:

- Pengenalan mengenai perubahan
- Persediaan menangani perubahan dari segi 'mind-set', anjakan paradigma, era globalisasi, dunia tanpa sempadan
- Perubahan dari segi faktor politik, ekonomi, sosio, teknologi, undang-undang dan persekitaran
- Jenis-jenis perubahan (perubahan terancang dan perubahan tidak terancang)
- Teknik menangani perubahan
- Menangani konflik dalam perubahan

Metodologi:

- Ceramah
- Perbincangan

Kumpulan Sasaran:

ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan penyampaian perkhidmatan seiring dengan arus perubahan.

- ES2 : Tahap sasaran ini akan dapat
  - Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian

o Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.

- ES3 : Tahap sasaran ini akan dapat
  o Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  o Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan / unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:

Melayu

MERAIH JALAN KEJAYAAN

PC3211

Pengenalan:

Program ini bertujuan memberi perspektif menyeluruh terhadap faktor-faktor penentu kejayaan yang boleh membawa kepada kebahagiaan kehidupan yang seimbang. Ia turut membincangkan permasalahan yang biasa ditempuhi di dalam menyusur ranjau kehidupan.

Objektif Utama:

Di akhir kursus ini, peserta-peserta akan dapat:

- Mengkaji kekuatan serta kelemahan diri dari pelbagai perspektif
- Memperolehi kaedah-kaedah yang berkesan ke arah mempertingkatkan keyakinan diri dalam melaksanakan tugas agar bertanggungjawab selaras dengan kehendak falsafah negara
- Memperkembangkan personaliti individu ke arah yang positif untuk menyelesaikan kerumitan-kerumitan dengan berkesan dalam kehidupannya
- Membuat kesimpulan jelas akan maksud kejayaan dan kebahagiaan kehidupan yang seimbang
- Memulakan persiapan awal bagi menempuhi cabaran-cabaran masa depan dengan lebih objektif
- Menjalinkan 'network' dengan individu di sekeliling (pasangan, keluarga, majikan, rakan dan masyarakat) atau sesama peserta bagi mendapatkan sokongan faktor kejayaan selepas tamat kursus
- Membantu individu menyesuaikan dirinya dengan masyarakat dan Contentsruti masyarakat melalui perkembangan konsep sendiri
- Membekalkan pengalaman-pengalaman baru yang dapat mewujudkan peluang-peluang kepada klien supaya mereka memahami perbezaan diri mereka dengan kehidupannya Contentsju kejayaan.

Jangkamasa:

3 Hari 2 Malam (54.5 Jam)

Modul:

- Destinasi Utama: Mencari Keredhaan Pencipta
- Persimpangan Diri
    - Hormat Diri Tinggi
    - Melihat Pencapaian Diri
- Persimpangan Keluarga
    - Keluarga sakinah, mawaddah dan rahmah
- Persimpangan Kerjaya
    - Membina Persiapan Menghadapi Cabaran Kerjaya
    - Disiplin dan Masa di tempat kerja

- Persimpangan Organisasi
  - Watak-Watak Organisasi
  - Menangani Permasalahan Melalui Kaunseling
- Kelebihan kepada Proses Peningkatan Diri

Metodologi:
- Ceramah
- Kaunseling kelompok
- Ujian Personaliti
- Role Play
- Perbincangan
- Perkongsian Pengalaman

Kumpulan Sasaran:
ES2 (B3/B2) dan ES3 (C3)

Fokus Kompetensi:
Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan tahap pemikiran, keyakinan dan kemahiran diri dalam menempuh kehidupan termasuk alam pekerjaan.

- ES2 : Tahap sasaran ini akan dapat
  - Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
  - Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.

- ES3 : Tahap sasaran ini akan dapat
  - Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:
Melayu

PENGURUSAN MAKLUMAT DAN DOKUMEN RASMI
PC3212

Pengenalan:
Setiap organisasi perlu mempunyai sistem pengurusan fail dan rekod bagi penyimpanan dokumen-dokumen yang penting dengan selamat. Kursus ini akan memberi pendedahan kepada peserta akan tatacara dan pengurusan maklumat dan dokumen rasmi secara terperinci dan sistematik.

Objektif Utama:
Di akhir kursus ini, peserta akan dapat:

- Memahami dan mengenali jenis-jenis rekod pejabat khususnya dalam konteks pejabat-pejabat Kerajaan
- Menyedari kepentingan menguruskan rekod-rekod pejabat dengan lebih cekap dan berkesan
- Memahami asas-asas utama ke arah menguruskan rekod dengan lebih berkesan
- Memahami langkah-langkah utama dalam pengurusan rekod dan cara pelaksanaannya
- Mengenalpasti masalah dan halangan dalam pengurusan rekod dan cara-cara pengendaliannya.

Jangkamasa:
3 Hari (19.5 Jam)

Modul:

- Sistem fail dan rekod pejabat
- Klasifikasi fail-fail dan rekod-rekod
- Mendaftar dan menyelenggara fail-fail dan rekod-rekod
- Jenis-jenis fail dan ciri-ciri utama fail
- Masalah berhubung dengan fail dan kesannya
- Proses mengendalikan fail
- Konsep pengendalian fail dan rekod menggunakan aplikasi yang bersesuaian (contoh Microsoft Windows dan Microsoft Access)

Metodologi:

- Ceramah
- Perbincangan
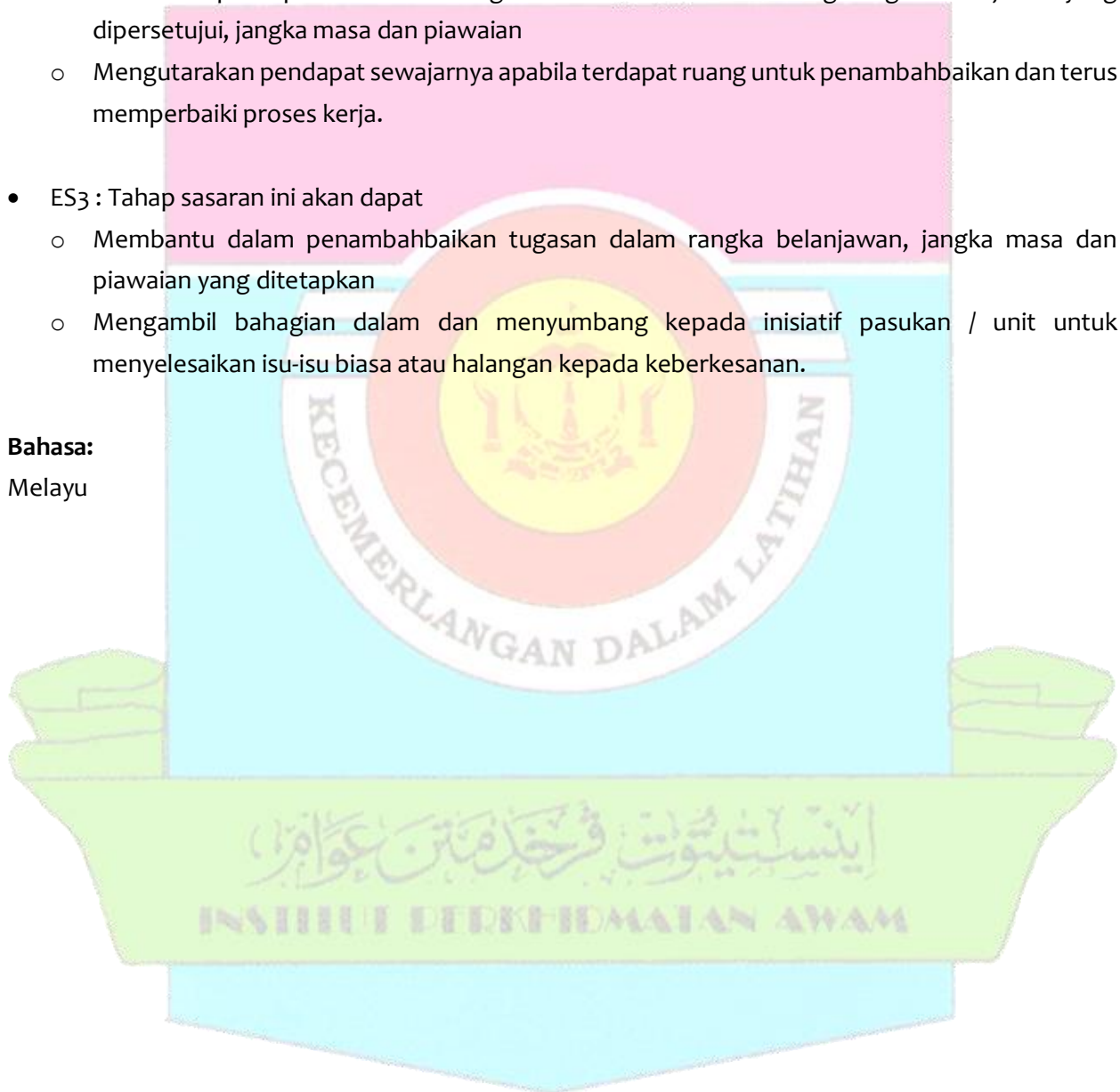- Demonstrasi
- Kajian Kes

Kumpulan Sasaran:
ES2 (B2) dan ES3 (C3)

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan pelaksanaan tugasan.

- ES2 : Tahap sasaran ini akan dapat
  - Melaksana pelan pembaikan atau tugasan secara berterusan seiring dengan belanjawan yang dipersetujui, jangka masa dan piawaian
  - Mengutarakan pendapat sewajarnya apabila terdapat ruang untuk penambahbaikan dan terus memperbaiki proses kerja.

- ES3 : Tahap sasaran ini akan dapat
  - Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan / unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:

Melayu

PENYEDIAAN DOKUMEN MELALUI MAILMERGE

PC3213

Pengenalan:

Kemudahan-kemudahan I.T. disediakan di pejabat-pejabat bagi memudahkan pegawai dan kakitangan dalam mengendalikan tugas-tugas seharian termasuk persuratan. Ramai yang menggunakan I.T. untuk tujuan tersebut, tetapi tidak ramai yang dapat menguasai pengendalian persuratan agar lebih efisien dan efektif serta meningkatkan produktiviti dan mutu kerja. Melalui kursus ini, pegawai dan kakitangan yang bertanggungjawab dalam pengendalian persuratan akan diberi pendedahan tentang perbezaan di antara data dengan maklumat dan pengolahannya untuk digunakan secara jangka panjang. Selain dari itu, pengguna akan diperkenalkan dengan satu kaedah praktikal yang dipanggil 'Mailmerge' yang terdapat dalam perisian Microsoft Word. Kaedah ini memberi kemudahan cara yang paling efisien untuk mengendalikan persuratan dari proses kemasukan kepada proses pengeluaran.

Objektif Utama:

Di akhir kursus ini, peserta akan dapat:

- Membezakan antara peranan "Data" dan "Maklumat"
- Mendalami pengetahuan mengenai ciri-ciri pangkalan data dan penghasilan pelbagai jenis maklumat melalui pangkalan data
- Mengendalikan dan mengurus persuratan dengan lebih cekap.

Jangkamasa:

2 Hari (13 Jam)

Modul:

BAHAGIAN I - PENGENALAN

Modul 1 : Objektif

Modul 2 : Data, Maklumat dan Pengetahuan

Modul 3 : Penyimpanan Data dan Maklumat

Modul 4 : Pelaksanaan Data dan Maklumat

BAHAGIAN II - MAILMERGE

Modul 1 : Pengendalian Persuratan

Modul 2 : Memproses Data dan Maklumat Melalui Word Processor

Modul 3 : Konsep dan Langkah-langkah Mailmerge di dalam Microsoft Word

BAHAGIAN III - PROSES PENGUBAHSUAIAN / SUMBER DATA DAN DOKUMEN UTAMA

Modul 1 : Proses Mengubahsuai Maklumat dalam Sumber Data

Modul 2 : Proses Menghapus Maklumat dalam Sumber Data

Modul 3 : Mengedit Dokumen Utama

Metodologi:

- Ceramah
- Perbincangan
- Demostrasi
- Latihan Praktikal
- Kajian Kes

Kumpulan Sasaran:

ES3 (C3), C2, C1, Bhg IV dan V

Fokus Kompetensi:

Program ini akan memberi tumpuan kepada membangunkan kluster 'Performance Culture', menekankan kepada kecekapan 'Continuous Improvement' yang merupakan keupayaan untuk meningkatkan keberkesanan pelaksanaan tugasan.

- ES3 : Tahap sasaran ini akan dapat
  - o Membantu dalam penambahbaikan tugasan dalam rangka belanjawan, jangka masa dan piawaian yang ditetapkan
  - o Mengambil bahagian dalam dan menyumbang kepada inisiatif pasukan/unit untuk menyelesaikan isu-isu biasa atau halangan kepada keberkesanan.

Bahasa:

Melayu/Inggeris

PEMBANTU PEJABAT

PC3215

Pengenalan:

Setiap warga perkhidmatan awam atau pun pekerja swasta mempunyai tanggungjawab dan peranan masing-masing mengikut peringkat jawatan. Tugas sebagai pembantu pejabat adalah nadi bagi sesebuah organisasi atau jabatan. Dengan adanya kursus ini dapat mendedahkan serta memberi kefahaman yang luas tentang tugas seorang pembantu pejabat.

Objektif Utama:

Di akhir kursus ini, peserta akan dapat:

- Mengetahui peranan dan tanggungjawab pembantu pejabat
- Meningkatkan etika dan integriti dalam menjalankan tugas
- Meningkatkan motivasi diri dalam bekerja
- Meningkatkan pengetahuan mengenai pentingnya komunikasi
- Memahami penggunaan sistem despatch
- Mempelajari asas pengurusan sistem fail dan rekod

Jangkamasa:

5 Hari (32.5 Jam)

Modul:

- Peranan dan tanggungjawab Pembantu Pejabat
- Tujuan dalam pekerjaan
- Etika dan integriti dalam menjalankan tugas
- Motivasi diri dan kerja
- Asas komunikasi
- Sistem *despatch*
- Asas sistem rekod dan fail

Metodologi:

o Ceramah
o Perbincangan
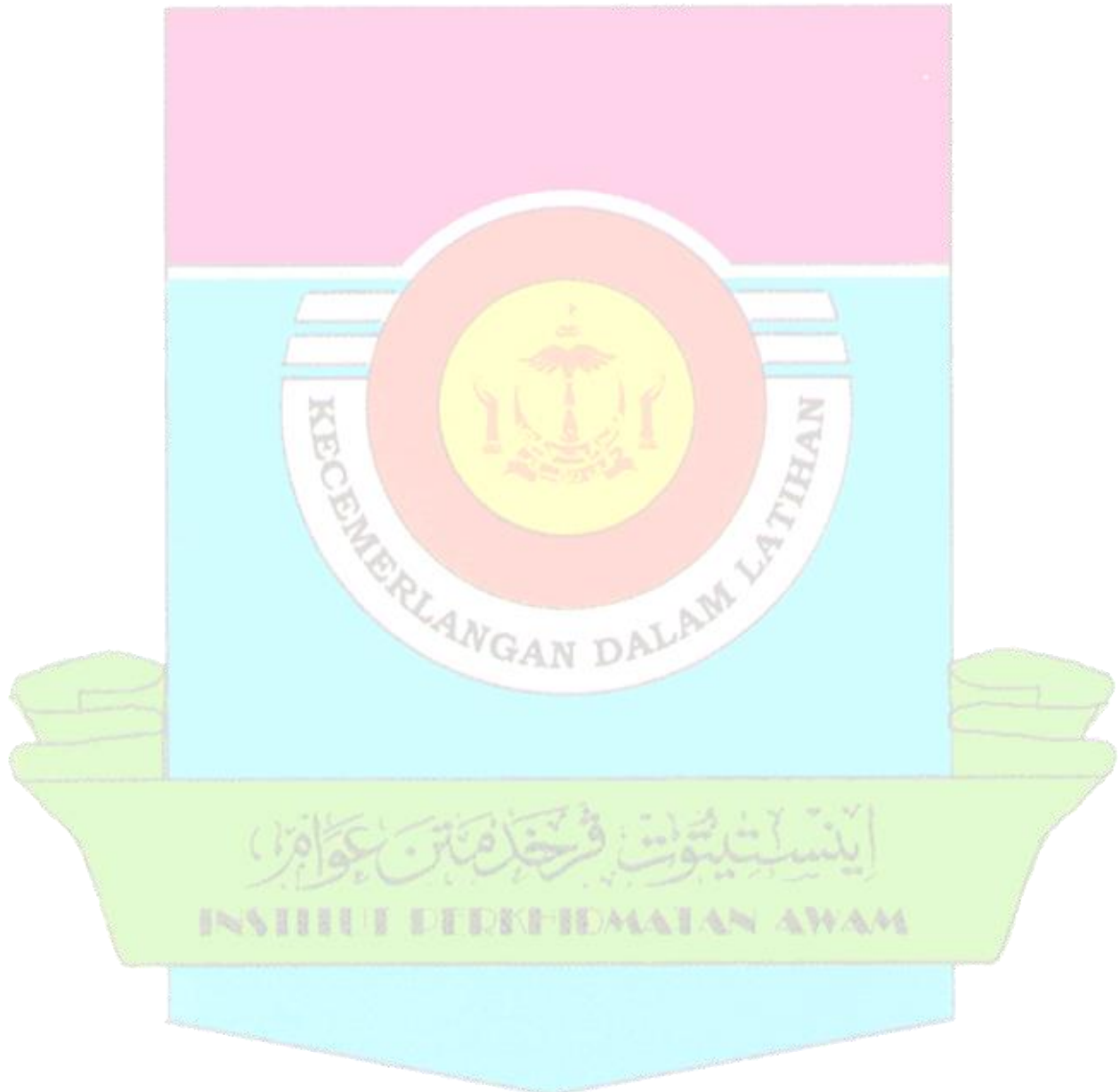o Demonstrasi
o Kajian Kes

Kumpulan Sasaran:

Bahagian V dan sebanding dengannya

Bahasa:

Melayu

Pra Syarat:

Memegang jawatan sebagai Pembantu Pejabat dan sebanding dengannya

4. OC – ORGANISATION CAPABILITY

4.2 ORGANISATIONAL DEVELOPMENT

Back to Contents

ORGANISATIONAL DEVELOPMENT

OC4201

Overview:

Organisational Development (OD) is a long range effort to improve organisation's problem solving and renewal processes, particularly through more effective and collaborative management of organisational culture. OD differs from other planned change effort, such as technological intervention, training and development, or new product/services development, in that the focus is on building the agency's ability to access its current functioning and achieve its goals. Moreover, OD is oriented to improving the total system - the organisation and its part in the context of the larger environment that impacts on them.

Key Objective:

At the end of this programme, the target level will be able to

- Understanding OD and its practices
- Enhancing congruence among organisational structure, process, strategy, people and culture
- Developing new and creative organisational solutions
- Manage planned OD interventions and institutionalise change
- Develop structured OD intervention plan

Duration:

4 Days (26 Hours)

Modules:

- What is OD?
- What are the characteristics of OD Practitioner?
- Process of OD
  - Diagnose problem
  - Collecting and Analysing
  - Designing intervention
- Human Process intervention
- Techno-Structural intervention
- Human Resource Management intervention
- Strategic intervention
  - Managing planned change

- o Evaluating and Institutionalise intervention
- Relationship between OD and Human Resource
- Putting OD into practice
- Develop OD action plan

Methodology:

- Lecture
- Discussion
- Demonstration
- Case Study

Target Level:

ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:

This programme will focus on developing Organisation Capability (OC) capability cluster, emphasising on Organisation Development competency which is the ability to enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 : This target level will be able to
  - o Guide and align the development of a planned and rational approach towards achieving organisational effectiveness
  - o Rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies.

- ES2 : This target level will be able to
  - o Develop and execute well-planned and systematic approach to achieve organisational effectiveness
  - o Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies.

- ES3 : This target level will be able to
  - o Apply initiatives through high-quality programs and services
  - o Acquire conceptual understanding on organisational developmental requirements.

Language:

English

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CORPORATE BRANDING

OC4102

Overview:

This program is aimed at helping organisation to improve their business productivity through better marketing and corporate branding management. The modules help to communicate the concept, provide a practical exercise and finally present an opportunity to test the ideas on the ground. It helps organisations especially those working with customers, other agencies and stakeholders to strengthen their marketing skills and to enable sustainable marketing and branding of their products and services.

Key Objective:

At the end of the course, the target participants will be able to:

- Understand the four components of marketing: Product, Price, Distribution and Promotion
- Evaluate how well the product or service meets the needs of customers
- Determine the best price for the product or service
- Select the best way to distribute the product
- Create new ways to promote the business
- Identify ways to expand the business
- Solve the specific marketing problems that arise
- Develop a marketing plan for a defined period of time
- Strategise branding management for the organisation.

Duration:

3 Days (19.5 Hours)

Modules:

- What is Organisational Marketing?
- What is Branding Management?
- Understanding the 4Ps in Marketing
- How to Brand our organisational product?
- Setting the right price
- Effective distribution methods & understanding the environment
- Promotion using social media
- Enhancing Corporate Image, Identity, Reputation and Culture
- Corporate communication and engaging stakeholder

Methodology:

- Lecture
- Discussion
- Case Study

- Presentation
- Role Play

Target Level:
ES1 (Group), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Organisation Capability (OC) capability cluster, emphasising on Organisational Development competency which enable sustained organisation performance, effectiveness and positive growth through organisation design, assessments and innovations.

- ES1 : This target level will be able to
  - Guide and align the development of a planned and rational approach towards achieving organisational effectiveness
  - Rectify areas for improvement based on informed diagnosis and oversee the execution of appropriate intervention strategies.

- ES2 : This target level will be able to
  - Develop and execute well-planned and systematic approach to achieve organisational effectiveness
  - Diagnose organisational performance, identify capability gaps and recommend appropriate intervention strategies.

- ES3 : This target level will be able to
  - Apply initiatives through high-quality programs and services
  - Acquire conceptual understanding on organisational developmental requirements.

Language:
Malay/English

4.3 BUILDING CAPABILITY

4.3.1   ACHIEVING LEARNING ORGANISATION

ACHIEVING LEARNING ORGANISATION
OC4201

Overview:

Learning Organisation is the term given to an organisation that facilitates the learning of its members and continuously transforms itself. Learning Organisation is developed as a result of the pressure facing modern organisations which enables them to remain competitive in the business environment. A learning organisation has five main features: system thinking, personal mastery, mental models, shared vision and team learning which encourages organisations to shift to a more interconnected way of thinking.

Key Objective:

At the end of this course, the target participants will be able to:

- Understand and appreciate the concepts of a Learning Organisation.
- Identify the Characteristics of a Learning Organisation.
- Critically assess the performance of government departments and ministries in the accomplishment of Learning Organisation
- Plan organisational strategies to achieve Learning Organisation.

Duration:

2 Days (13 Hours)

Modules:

- Why Learning Organisation is Critical?
- Learning Organisation versus Traditional Organisation.
- Understanding Learning Organisation-System Approach.
- Learning Organisation: models and theories.
- Characteristics of Learning Organisation.
- Issues and challenges in becoming a Learning Organisation.
- Roles of Change Management in becoming a Learning Organisation.
- Skills of Learning Organisation.
- Best practice in Learning Organisation.

Methodology:

- Lecture
- Discussion

- Case Study
- Role-Play

Target Level:
ES1 (Group 1/2/3), ES2 (B3/B2) and ES3 (C3)

Competency Focus:
This programme will focus on developing Organisation Capability (OC) capability cluster, emphasising on the Building Capacity competency to build role and functional capability through people development strategy in supporting the evolving needs of workforce.

- ES1 : This target level will be able to
  - Monitor and review role and functional development issues that includes diversity within the organization, organisational structure and scheme of service.
  - Facilitate the appropriate HR functions in developing the performance management procedures

- ES2 : This target level will be able to
  - Implement HR Planning according to procedures.
  - Implement and monitor the process of development and talent management practices based on the set development framework

- ES3 : This target level will be able to
  - Collate data to produce an HR reports accurately.
  - Capture accurate progress data on the development of employees efficiently.

Language:
English

PSE – PUBLIC SERVICE ETHOS

   I.   RUKUN AKHLAK DAN ETIKA KERJA PERKHIDMATAN AWAM

  II.   BIMBINGAN PENGGERAK NEGARA ZIKIR

RUKUN AKHLAK ETIKA KERJA PERKHIDMATAN AWAM
PSE5001

Pengenalan:

Warga Perkhidmatan Awam memainkan peranan utama dalam merealisasikan aspirasi dan Wawasan Brunei 2035. Ke arah tujuan itu, sebagai warga Perkhidmatan Awam adalah penting bagi setiap individu mempunyai serta menerapkan nilai-nilai murni dan positif dalam melaksanakan tugas dan tanggungjawab seharian. Oleh yang demikian, mempunyai akhlak mulia dan etika kerja yang betul akan dapat mendokong ke arah pencapaian sebuah organisasi dan sumber tenaga manusia yang cemerlang dan terbilang.

Objektif Utama:

Di akhir kursus, peserta akan dapat:

- Meningkatkan kesedaran akan kepentingan berakhlak mulia dan etika kerja positif dalam melaksanakan tugas dan tanggungjawab harian
- Memahami hubungkait Rukun Akhlak dan Etika Kerja dalam pemberian perkhidmatan yang cemerlang
- Mengetahui dan memahami ciri-ciri Rukun Akhlak dan Etika Kerja sebagai contoh nilai-nilai seorang pemimpin yang cemerlang, keutamaan ilmu dalam melaksanakan tugas dan sebagainya
- Memberi kesan dan pengetahuan akan kepentingan bekerja secara berpasukan dalam meningkatkan produktiviti Perkhidmatan Awam.

Jangkamasa:

2 Hari (13 Jam)

Modul:

- Ciri-Ciri Rukun Akhlak dan Etika Kerja
- Keberkesanan Perkhidmatan
- Membina Pasukan Cemerlang
- Prinsip Komunikasi Berkesan
- Halangan dan Cabaran Perkhidmatan Awam Cemerlang
- Nilai-Nilai Pemimpin Cemerlang

Metodologi:

- Ceramah
- Demonstrasi

- Perbincangan
- Latihan Amali
- Kajian Kes

Kumpulan Sasaran:

ES2 (B3/B2), ES3 (C3), C2, C1, Bhg. IV dan V

Fokus Kompetensi:

Program ini mendokong kluster 'Public Service Ethos' iaitu merupakan prinsip dan nilai utama yang membimbing keupayaan perkhidmatan awam. Kluster ini ialah 'crux' atau titik penentu/elemen paling penting bagi menjayakan pembangunan keempat kluster keupayaan (Strategic Direction, People Engagement, Performance Culture and Organisation Capability) dengan kompetensi masing-masing.

Bahasa:

Melayu

BIMBINGAN PENGGERAK NEGARA ZIKIR

PSE5002

Pengenalan:

Dalam usaha membentuk dan menjana warga perkhidmatan awam ke arah kecemerlangan diri dengan menjadikan Negara Brunei Darussalam sebagai sebuah "Negara Zikir" sebagaimana hasrat Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam, warga perkhidmatan awam adalah nadi jentera penggerak yang mendukung hasrat tersebut dengan mengamalkan dan menghayati ciri-ciri zikir sewaktu melaksanakan tugas dan kewajipan di dalam perkhidmatan awam.

Objektif Utama:

Di akhir kursus ini, peserta akan dapat:

- Meningkatkan penghayatan negara zikir
- Memupuk peningkatan pemahaman terhadap pengajaran Al-Quran dalam menguruskan pekerjaan
- Menyerapkan pengajaran-pengajaran yang diperolehi daripada Al-Quran dan Sunnah ke dalam pekerjaan seharian.

Jangkamasa:

2 Hari (13 Jam)

Modul:

- Pengenalan kepada Ummul Kitab
- Bimbingan bacaan Ummul Kitab
- Bimbingan bacaan ayat-ayat Al-Quran Pilihan
- Pengenalan kepada pengurusan mengikut Al-Quran
- Memimpin diri dan organisasi dengan lunas-lunas Al-Quran dan Sunnah
- Teori Pengurusan Islam dan Kepimpinan Diri
- Bimbingan Amalan Doa dan Zikir Pilihan
- Bimbingan Selawat Pilihan

Metodologi:

- Tasmiq
- Ceramah
- Perbincangan & Amali
- Kerja Kumpulan

Kumpulan Sasaran:

ES2 (B3/B2), ES3 (C3), C2, C1, Bhg. IV dan V

Fokus Kompetensi:

Program ini mendokong kluster 'Public Service Ethos' iaitu merupakan prinsip dan nilai utama yang membimbing keupayaan perkhidmatan awam. Kluster ini ialah 'crux' atau titik penentu/elemen paling penting bagi menjayakan pembangunan keempat kluster keupayaan (Strategic Direction, People Engagement, Performance Culture and Organisation Capability) dengan kompetensi masing-masing.

Bahasa:

Melayu