

Globe Training Centre – (GTC)

Positive Work Culture Development

(Workshop Curriculum)

Training Objective/ Out Come: Employees with positive work attitudes will always give their best at work. Giving one's best is imperative, for good output comes from excellent input.

At the successful completion of the workshop participants should be able to:

- Appreciate the importance of having excellent work culture
- Understand their roles in helping to create an excellent culture
- Create better cooperation between departments
- Play their role in improving themselves and their organization

Content:

Your Organization and Understanding the Work

- The Existence
- Company's operation: the main activity, products manufactured, and services provided
- Organizational structure: Division, Department, Section, Unit etc.
- Inter-departmental cooperation
- Understanding your job: Objectives/Targets, Process and Implementation
- Technical and Humanistic responsibilities
- Implementing the assigned responsibilities

The Concept of Quality

- What is quality
- Characteristics of quality
- The consequences of poor quality
- Operating Standards/Procedures
- Solving quality problems

The Concepts of Customers

- The external and internal customers
- Identifying your customers
- Understanding your customers; needs and wants
- Establishing customer satisfaction through partnerships

The Role of Attitude at Workplace

- The process of developing attitude
- The components of attitude; information, emotion and behaviour
- The effects of attitude towards performance
- Developing positive attitude and self image

(Continue...)

Content: *(Continued)*

Interpersonal Relationship

- Knowing self and others
- Building trust
- Effective communication
- Respecting others towards continuous cooperation

Towards Excellence

- Loyalty to the organization
- Giving your best
- Evaluating and improving performance
- Practicing the concept of continuous improvement

Training Method: Theory, Practical sessions, and Group discussions.

Duration: 01 Day (08:30 a.m. – 06:00 p.m.)