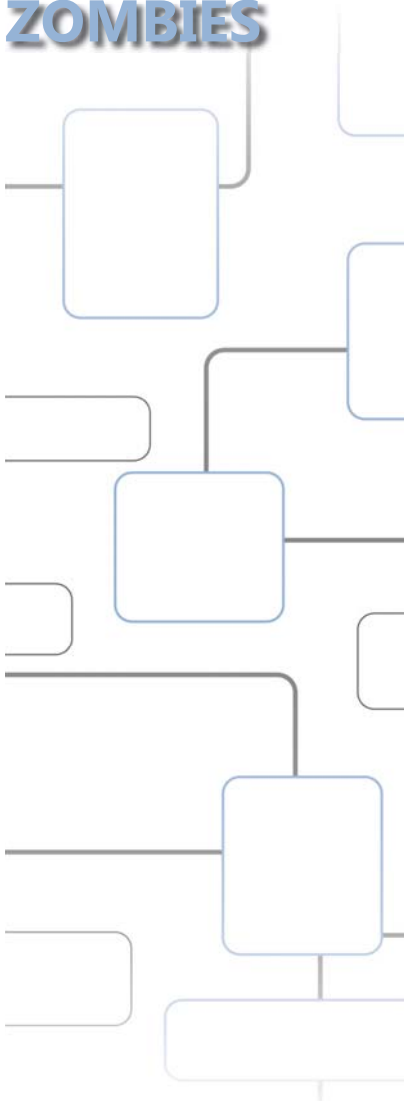


# i-Skill



## AWAKENING THE CORPORATE ZOMBIES



## Course Outline

### COURSE SYNOPSIS

Monotony, routine and system breakdown are the main causes of low POWER (People Orientation, Work Excitement and Reward) at workplace. Employees become “zombies” at work; displaying cold attitude towards each other and Customers, dragging their feet over tasks, pale outlook and poor grooming, low confidence and morale and worst, they regenerate! As a result, Customer service suffers due to bad attitude and behavior, inefficient and ineffective service as well as bad product stewardship. Companies today become vulnerable as these “corporate zombies” are unable to turnaround in respond to competition and emerging risks that challenges their continuous existence. (For definition purpose, “Customer” refers to the receiving end of a product or service, whether internal or external Customers. Moreover, everyone is a Customer with an expectation, if not a fussy one!)

### COURSE OBJECTIVES

The objective of this course is to energize and create the positive power within the participants. At the end of the day, the participants will be awoken from the impact of mindset and feel the empowerment of being positive. The crucial points of re-energizing include positive thinking, personality management, communication, success motivation, popularity management and practical quality work tips. All these are designed to “awake the corporate zombies” to become super-charged performers!

### WHO SHOULD ATTEND

This program is specially designed to suit all levels of the organization. Those assigned with routine tasks, demotivated due to internalized factors or experiencing workplace pressure will find this program ‘refreshing’. Participants may include those from the Clerical, Supervisory, Executive and Managerial levels from the administrative and support functions.

### COURSE CONTENTS

#### PROGRAM DAY 1

##### **The Power of Positive Thinking**

- Positive People Makes Positive Results
- When Negativity Sets
- The Power of EQ In Positive Thinking
- The ABCDE Development
- Creative Energy in Positive Thinking
- Applied NLP In Building A Positive Mindset

##### **Personality Management**

- The Wonder of Human Personalities
- Handling Different Types of Difficult People

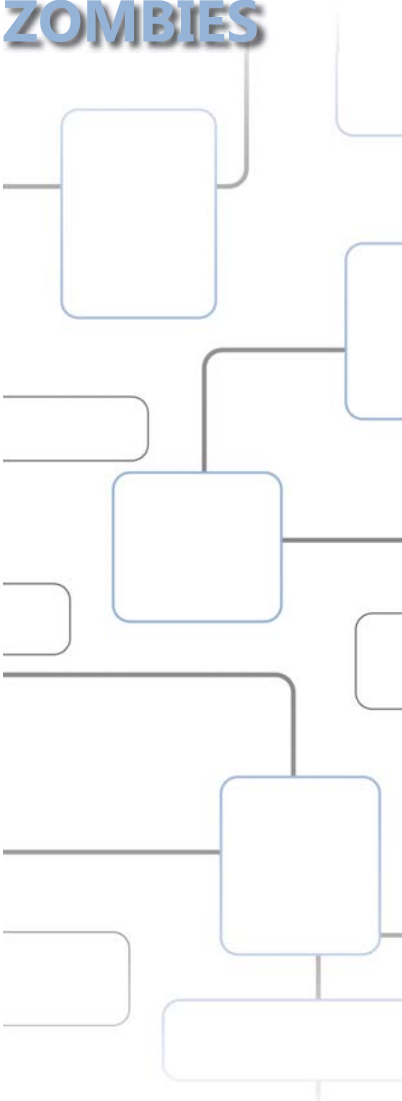
##### **Communication for Result**

- Effective Communication
- Interpersonal Skills
- The Power of Body Language

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### PROGRAM DAY 2

#### Success Motivation

- The ABCDE Motivational Factors
- Recognizing and Building Your Motivators
- Combating Demotivation
- Ethical Issues At Work and Motivation

#### Popularity Management

- Popularity Index
- Reason Why You Are Not Popular
- The ABCDE Model in Popularity Power
- 1 Dozen Popularity Tips

#### Practical Quality Work Tips

- Enhancing and Maintaining High Work Quality
- Complexity and Simplicity
- Smart Time Management for Maximum Performance