

**PUBLIC PROGRAMS FOR THE YEAR 2008**

Month	Programs	Duration	Date	Venue	Objectives	Target Participant
February	<ul style="list-style-type: none"> <li>Public Relations for Front liners</li> </ul>	2	25-26	CMM	To be able to: <ul style="list-style-type: none"> <li>be more aware of the importance of PR at both organizational and individual levels</li> <li>communicate effectively with target audience</li> <li>carry out effective damage control</li> <li>enhance self-image and corporate reputation</li> <li>be more aware of the availability and uses of different media and the role of PR on the Internet</li> </ul>	Managers, Supervisors and Public Relation Officers from both Public and Private Sectors who wish to enhance their competency in public relations.
	<ul style="list-style-type: none"> <li>Executive Talk: Topics to be determined later</li> </ul>	2 - 3 hours per session	15	CMM/Hotel	<ul style="list-style-type: none"> <li>To be able to:                             <ul style="list-style-type: none"> <li>provide a forum to share the wealth of experience of senior officers/managers in the private sectors and State Civil Service on pertinent issues</li> <li>create and develop rapport among officers through appreciating the experiences and challenges faced by fellow officers in specific capacities</li> </ul> </li> </ul>	CEOs, HR Managers, HR Executives and Officers from State Civil Service, Statutory Bodies, Local Authorities and Private Sectors.

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March	<ul style="list-style-type: none"> <li>Preparation of Project Paper</li> </ul>	2	5-6	CMM / Hotel	To be able to: <ul style="list-style-type: none"> <li>provide a basic framework for the preparation of project papers</li> <li>develop an understanding of the various considerations, approaches and the processes involved in developing and writing effective project papers.</li> <li>produce better and more effective project papers</li> </ul>	Managers, Project Managers, Project Supervisors and Executives from both Public and Private Sectors.
March	<ul style="list-style-type: none"> <li>Kebahagiaan Persaraan</li> </ul>	2	25 - 26	CMM	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors
	<ul style="list-style-type: none"> <li>Project Management</li> </ul>	3	11 - 13	CMM	To be able to: <ul style="list-style-type: none"> <li>understand the essential principles, the project objectives and constraint that need to be identified for effective project management</li> <li>share the understanding of the lexicon and processes required to execute projects on scope, on time and within budget</li> <li>improve effectiveness of project initiation, execution and control and closeout</li> <li>share knowledge, techniques and experience of practitioners with key success factors of project management in light of the need to achieve service deliverable</li> </ul>	CEOs, Heads of Departments, Directors, General Managers, Project Managers, Project Supervisors, Managers and Executives from both Public and Private Sectors.

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April	<ul style="list-style-type: none"> <li>PERASA</li> </ul>	4	24 - 27	CMM (Residential)	Peserta akan dapat:- <ul style="list-style-type: none"> <li>Mewujudkan persekitaran yang harmonis, saling membantu dan memahami sesame rakan</li> <li>Mewujudkan kumpulan pekerja yang mempunyai peribadi positif</li> <li>Mewujudkan kumpulan pekerja yang mengamalkan budaya membimbing dengan sifat-sifat penyayang</li> <li>Melahirkan generasi pekerja yang memiliki "towering personality"</li> </ul>	CEOs, Heads of Departments, Senior Managers, HR Managers, Human Resource Executives and HR Officers, Executive and Support Staff from both Public and Private Sectors
	<ul style="list-style-type: none"> <li>Learn to be Effective Coach at your workplace</li> </ul>	2	09 - 10	CMM	- to be determined later -	Senior Managers, Managers, Executives and Supervisors
May	<ul style="list-style-type: none"> <li>Kursus Pemandu Berhemah</li> </ul>	2	21 - 22	CMM	Para peserta akan dapat: <ul style="list-style-type: none"> <li>memahami teori dan praktikal dalam meningkatkan tahap kecekapan memandu dan pengendalian kenderaan</li> <li>meningkatkan kefahaman dan pengetahuan mengenai peraturan-peraturan jalanraya</li> <li>memperolehi kemahiran penyelenggaraan kenderaan dan langkah-langkah menghadapi kemalangan atau kecemasan</li> <li>memahami komponen-komponen asas kenderaan dan kaedah penjagaannya</li> <li>mengamalkan sikap bertanggungjawab dan mempertingkatkan imej diri serta</li> </ul>	Drivers from both Public and Private Sectors who wish to upgrade their competencies in defensive driving.

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					organisasi • menjadi seorang pemandu dan kakitangan awam yang berdisiplin dan berhemah	
	<ul style="list-style-type: none"> <li>Key Performance Indicators for GLC and Private Sector</li> </ul>	2	06 - 07	CMM	To be able to: • acquire the concept and implementation of performance measurements through KPIs in the organization • be exposed to the theoretical and practical perspectives in the implementation of KPIs • develop KPIs in their organization • enhance the efficiency of the delivery system	CEOs, Managers and Officers from both Public and Private Sectors who wish to develop KPIs in their organization, enhance the efficiency of delivery system and acquire the concept and implementation of performance measurements.

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May (cont'd)	<ul style="list-style-type: none"> <li>Interviewing Skills and Techniques</li> </ul>	3	20 - 22	CMM / Hotel	<p>To be able to:</p> <ul style="list-style-type: none"> <li>participate actively in stimulating discussions on key recruitment / selection issues and topics and learn the fundamentals of recruitment and selection</li> <li>learn about the various methods of interviewing and appreciate the advantages/disadvantages of each and become acquainted with the of the Assessment Centre techniques in selection interviewing</li> <li>learn the various questioning techniques (including the use of the levels of Abstraction Method in assessing potential)</li> <li>identify bias and prejudices in the rating process</li> <li>translate the job description into the job and person specifications</li> <li>identify evidence to support manifestation of core competencies and qualities of future leaders in the behaviour of candidates at interview</li> <li>plan, prepare and conduct selection interviews</li> <li>identify their personal strengths and limitations as an interviewer</li> </ul>	CEOs, HR Managers, Executives and Officers from both Public and Private Sectors who are involved in planning, selection, recruiting and hiring candidates.

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June	<ul style="list-style-type: none"> <li>Public Relations for Front liners</li> </ul>	2	17 - 18	CMM (2 <sup>nd</sup> run)	To be able to: <ul style="list-style-type: none"> <li>communicate effectively with target audience</li> <li>carry out effective damage control</li> <li>enhance self-image and corporate reputation</li> <li>be more aware of the availability and uses of different media and the role of PR on the Internet</li> </ul>	Managers, Supervisors and Public Relation Officers from both Public and Private Sectors who wish to enhance their competency in public relations.
	<ul style="list-style-type: none"> <li>Speed Reading Program for students</li> </ul>	2	23 - 24	CMM	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors (Teachers and students)
	Executive Talk: <ul style="list-style-type: none"> <li>Topics to be determined later</li> </ul>	2 - 3 hours per session	16	CMM/Hotel	To be able to: <ul style="list-style-type: none"> <li>provide a forum to share the wealth of experience of senior officers in the State Civil Service on pertinent issues</li> <li>create and develop rapport among officers through appreciating the experiences and challenges faced by fellow officers in specific capacities</li> </ul>	CEOs, HR Managers, HR Executives and Officers from State Civil Service, Statutory Bodies, Local Authorities and Private Sectors.
July	<ul style="list-style-type: none"> <li>Executive Speed Reading Dynamics</li> </ul>	2	07 - 08	CMM	To be able to: <ul style="list-style-type: none"> <li>Learn effective reading strategies for all level of business, research and general reading - both technical and non-technical</li> <li>Read with better comprehension</li> <li>Increase reading rate</li> <li>Learn effective mind-mapping, techniques for work and project planning, decision making, problem solving, report writing and presentations</li> </ul>	Participants from both Public and Private Sectors

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July (cont'd)	<ul style="list-style-type: none"> <li>Effective Event Management</li> </ul>	3	21 - 23	CMM / Hotel	To be able to: <ul style="list-style-type: none"> <li>acquire the knowledge of how to organize a team to design and conduct the events</li> <li>identify and solve problems involved in running a big event.</li> <li>identify the various winning factors in conducting successful events.</li> <li>identify and study different methods to raise revenue for the event and learn how to prepare a complete sponsorship package.</li> <li>gain knowledge on how to market the events effectively.</li> </ul>	Event Managers, Executives and Officers from both Public and Private Sectors who are responsible in planning and organizing events.
August	<ul style="list-style-type: none"> <li>Effective Counter Service and Telephone Technique</li> </ul>	2	04 - 05	CMM	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors
	<ul style="list-style-type: none"> <li>Emceeing Skills</li> </ul>	2	18 - 19	CMM	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors
	Executive Talk: <ul style="list-style-type: none"> <li>Topics to be determined later</li> </ul>	2 - 3 hours per session	19	CMM/Hotel	To be able to: <ul style="list-style-type: none"> <li>provide a forum to share the wealth of experience of senior officers/managers in the private sectors and State Civil Service on pertinent issues</li> <li>create and develop rapport among officers through appreciating the experiences and challenges faced by fellow officers in specific capacities</li> </ul>	CEOs, HR Managers, HR Executives and Officers from State Civil Service, Statutory Bodies, Local Authorities and Private Sectors.

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September	RAMADHAN MONTH				Program to be identified later	Participants from both Public and Private Sectors
October	<ul style="list-style-type: none"> <li>Effective Negotiation Skills</li> </ul>	2	13 - 14	CMM	To be able to: <ul style="list-style-type: none"> <li>appreciate that negotiation is a process to conclude an agreement on a win-win basis</li> <li>realize that negotiation is a management process in concluding an agreement</li> <li>use negotiation skills to deal with differences during discussions and meetings and to find points of agreement or consensus</li> <li>learn how to use negotiation skills effectively</li> </ul>	Managers and Executives from the Public and Private Sectors who are interested in enhancing their negotiation skills.
	<ul style="list-style-type: none"> <li>Kebahagiaan Persaraan</li> </ul>	2	28 - 29	CMM	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors
November	<ul style="list-style-type: none"> <li>Higher Order Thinking Skills</li> </ul>	2	03 - 04	CMM / Hotel	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors
	<ul style="list-style-type: none"> <li>Strategic Management and Leadership</li> </ul>	2	17 - 18	CMM / Hotel	<ul style="list-style-type: none"> <li>To be determined later</li> </ul>	Participants from both Public and Private Sectors

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November	Executive Talk: <ul style="list-style-type: none"> <li>• Topics to be determined later</li> </ul>	2 – 3 hours per session	19	CMM/Hotel	To be able to: <ul style="list-style-type: none"> <li>- provide a forum to share the wealth of experience of senior officers/managers in the private sectors and State Civil Service on pertinent issues</li> <li>- create and develop rapport among officers through appreciating the experiences and challenges faced by fellow officers in specific capacities</li> </ul>	CEOs, HR Managers, HR Executives and Officers from State Civil Service, Statutory Bodies, Local Authorities and Private Sectors.