



*2-Day Intensive Training Course On*

# HOW TO INCREASE JOB SATISFACTION

*- Straight And Real Answers To Raising Performance*

23 - 24 April 2008 ■ JW Marriott Hotel, Kuala Lumpur

## ***Course Highlights:***

- **Module I:**    **The Real Issues In Performance**  
Part I: Introducing The 5 Determinants Of Performance  
Part II: 5 Determinants And The People Factor
- **Module II:**    **Straight And Real Answers To Performance**  
Part I: Job Satisfaction And Work Performance  
Part II: Explaining The 14 Elements In Job Satisfaction
- **Module III:**    **Job Satisfaction And Performance – Application For Yourself**
- **Module IV:**    **Job Satisfaction And Performance – Application For Others**  
Application I: Addressing The Star Performer  
Application II: Addressing The Upcomer  
Application III: Addressing The Low/poor Performers
- **Module V:**    **Integrating And Consolidating The Applications**

## ***Special Learning Methodologies***

*Exciting modular/holistic learning approach, psychometrics, cases, hands-on practices, coaching/facilitation, exercises, motivation, empowerment, role plays notes and charts with discussion backups. A final Direction Roadmap will be provided.*

## INTRODUCTION

Happy employees means productive employees but it is a mystery why so many companies are not employing the right efforts to make their people happy, and thereby getting their performance.

Perhaps happiness is not a business word, or one that is difficult to implement as a strategy. Truth is, employee happiness has become a business issue, and is easier to explain when expressed as job satisfaction. The result of job satisfaction (as indicated in organizational health or climate or culture) is positive feelings and impetus to achieve. Now, is this not the very thing a company desires for? However explaining job satisfaction can still be a challenge as there seem to be so many versions, which lead to the current confusion. This is not surprising because in reality, job satisfaction has many elements (more than 10!), thus making it a challenge to be explained in full.

Managers today are confounded by their subordinates' reluctance or even refusal to perform just normal work, never mind about taking on new challenges. Subordinates seem so difficult to motivate, and that's exactly the crux of the matter. The real problem is job satisfaction (or rather, dissatisfaction). As an example, dissatisfaction with pay is unlikely the main issue but people seem to put pay as the problem. Attention is then wrongly given to fix pay issues (only).

**This specially-designed training aims to bring out the numerous elements in job satisfaction and explain how each element (including pay) is prioritized, and how to deal with each of them.**

**Participants will learn all the factors affecting job satisfaction (and their inter-relation with performance), how to manage the factors which are within their control, and look forward to increasing personal and subordinates' performances.**

**It is not surprising for participants to improve on results immediately after this training! Armed with so many answers by then, they can really expect to make a difference back at the workplace.**

## WHO SHOULD ATTEND

*Specially Designed For Executives, Managers Or Business Owners Who Need Straight, Accurate And Real Answers And Strategies That Are Proven To Raise Performance For Themselves Or For Managing The Team In HR, Operations, Sales, Customer Service Or Finance, Among Others.*

## OBJECTIVES

1. **Understanding where and how performance is directly sourced (5 Determinants of Performance).**
2. **Learning to convert the 5 Determinants of Performance into key results areas (KRAs) for focus.**
3. **Understanding the 14 elements in job satisfaction and how each element relates to performance.**
4. **Performing exercises/case studies/role plays to understand how the elements are ranked / prioritized.**
5. **Identifying which elements are critical success factors (CSFs) directly contributing to the KRAs.**
6. **Practising and applying the right principles of job satisfaction to raise performance.**

## Day 1

Wednesday, 23<sup>rd</sup> April 2008

### 8.30 MODULE I: THE REAL ISSUES IN PERFORMANCE

#### PART I: INTRODUCING THE 5 DETERMINANTS OF PERFORMANCE

- Types Of Performers - Non-Performer, Low / Poor Performer, Up Comer,
- Performance Issues - Focus On What Matters Most
- What Matters Most - The 5 Determinants Of Performance
- Case Study: "Why Can't You Perform?"
- Introducing Key Results Areas (KRAs) - What Are They?

10.30 Coffee Break

### 10.45 PART II: 5 DETERMINANTS AND THE PEOPLE FACTOR

- What Are Personal, Company And Environment Challenges, Dealing With Them
- Psychometric Exercise: "Understanding Personality & Behaviors"
- Issues Of Ambition And Drive - Motivation, Satisfaction And Issue Of Happiness
- Skill Level & Expectation Of Success / Failure: Differing Perspectives - The Impact
- Work Aptitude: Square Pegs In Round Holes - What To Do
- Role Perception: Why Is Work Confusion And Apathy So Common - The Answers

- Introducing Critical Success Factors (CSFs) - What Are They?

1.00 Lunch & Zohor

2.00 **MODULE II: STRAIGHT AND REAL ANSWERS TO PERFORMANCE**

**PART I: JOB SATISFACTION AND WORK PERFORMANCE**

- Straight And Real Answers To Performance: Job Satisfaction - The Crucial Role
- How Job Satisfaction And 5 Determinants Of Performance Are Directly Linked
- Exercise: "Elements In Job Satisfaction (JS) And Their Individual Ranking"
- JS And Job Expectation (JE): Relationship Between JS, JE & A Person's Career

3.30 Tea Break

3.45 **PART II: EXPLAINING THE 14 ELEMENTS IN JOB SATISFACTION**

- The 14 Elements In Job Satisfaction / Dissatisfaction - What Each One Means
- Exercise: "How Would I Know What Elements Are Really Of Priority?"
- Motivation Techniques To Address Job Dissatisfaction / Satisfaction Issues

5.00 End Of Day 1

## Day 2

Thursday, 24<sup>th</sup> April 2008

8.30 **MODULE III: JS AND PERFORMANCE – APPLICATION FOR YOURSELF**

- Job Satisfaction And You: The Issues, Goal-Setting, Personal Roadmap
- Case Study A: "I Am Unhappy. I Am Lost. I Don't Know What Else To Do!"
- Case Study A: Preparation, Presentation And Learning Points
- Self-Leadership For Success - Skills Development And Communication
- KRAs & CSFs To Increase Own JS: Personal Effectiveness & Self Empowerment

10.30 Morning Break

10.45 **MODULE IV: JS AND PERFORMANCE – APPLICATION FOR OTHERS**

- How To Successfully Lead Others: Exploiting Potentials

**APPLICATION I: ADDRESSING THE STAR PERFORMER**

- Case Study B: "They Are Already Performing, Why Bother?"
- Case Study B: Preparation & Presentation - Star Performer Goal-Setting
- Danger Of Star Performer Deteriorating / Stagnating / Leaving: How To Retain Talent
- Role Play: "Uplifting The Complacent Star Performer - Value & Breakthrough!"
- KRAs & CSFs To Increase JS - Empowerment & Mentoring Techniques For Stars

**APPLICATION II: ADDRESSING THE UPCOMER**

- Case Study B: Preparation & Presentation - Up Comer Goal-Setting
- Danger Of Up Comer Deteriorating / Stagnating / Leaving: Motivate / Build / Lead Talent
- Role Play: "Motivating The Unsure Up Comer - Overcoming Fear!"
- KRAs & CSFs To Increase JS - Empowerment & Coaching Techniques For Up Comers

1.00 Lunch & Zohor

2.00 **cont. MODULE IV: JS AND PERFORMANCE – APPLICATION FOR OTHERS**

**APPLICATION III: ADDRESSING THE LOW / POOR PERFORMERS**

- Case Study C: "They Are Not Performing, What Do I Do?"
- Case Study C: Preparation & Presentation - Low / Poor Performers Goal-Setting
- Danger Of Low / Poor Performers "Infecting" Others: Counsel, Guide, Motivate, Discipline
- Role Play: "Uplifting The Low / Poor Performers - Attitude & Change!"
- KRAs & CSFs To Decrease Job Dissatisfaction - Motivating Low / Poor Performers

3.30 Tea Break

3.45 **MODULE V: INTEGRATING AND CONSOLIDATING THE APPLICATIONS**

- Job Dissatisfaction / Satisfaction: So Many Elements - How To Prioritize And Focus
- How To Manage The Varying Nature Of Dissatisfaction / Satisfaction Elements
- Final Exercise: Open Discussions On Job Satisfaction And Performance

5.00 End Of Course

Program topics, speakers and schedules published herein are confirmed as at printing time. Please refer to the event's timetable page at [www.cmtevents.com](http://www.cmtevents.com) for the most up-to-date information.

# REGISTRATION

HOW TO INCREASE  
JOB SATISFACTION

Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Tel \_\_\_\_\_ Fax \_\_\_\_\_

Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/Postcode \_\_\_\_\_ Country \_\_\_\_\_  
 Approving Manager's Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Fees:** The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

	1 Person	Group fee for 3 or more* (from the same company)
<b>Regular Fee</b>	<b>RM1,895</b>	<b>RM1,595</b> <b>(MIN SAVINGS OF RM900)</b>

\* Terms and conditions apply.

**Cancellations, Refunds & Transfers:** A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

**Cheques :** Crossed & payable to  
**"Centre for Management Technology Sdn Bhd"**

Photocopy Registration Form to Preserve Brochure Copy. April 2008

## TELEGRAPHIC TRANSFER

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## TO REGISTER

Online: **www.cmtevents.com**  
 Email: **adminkl@cmtsp.com.sg**  
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 Tel: **(603) 2162 7322**  
 Post to: Lot 7.03, 7th Floor, North Block, The Ampwalk,  
 218 Jalan Ampang, 50450 Kuala Lumpur

## CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded upon successful completion of each course. This serves as evidence of your personal and professional commitment to you career.

### COURSE TIMING

Registration: 8.30 am, Course Begins: 9.00 am,  
 Morning Coffee: 10.30 am, Lunch: 1.00 pm to 2.00 pm,  
 Tea Break: 3:30 pm, Course Ends: 5.00 pm

Register online ~ [www.cmtevents.com](http://www.cmtevents.com)

### LEARN FROM THE BEST

**JAMES LOOK BSc (Hons), MBA (UK)**  
**Master Trainer / Lead Consultant, MULTISKILLS CONSULTING**

**Some feedback (sample extracts from evaluation forms) from participants about James:**

*"My skills jumped over 100% ... Good mentor, coach, trainer and teacher! ... Makes me more confident and always believe that I can do it ... Very responsive ... Able to relate his experiences ... The best trainer I have ever met! ... Conducted with ease and humor ... James' seminar - the best I ever attended since 1990 ... James gives me a roadway to follow, supply the know-how and most importantly the tools to tap my potentials that lie dormant ... Stimulates my enthusiasm that will power up my self confidence to become a winner ... You have practised what you preached ... Your words hit me with great impact ... that is what causes the message to go down deep ... Helpful, responsive and knowledgeable ... Down to earth and touches on the real world ... Very helpful, nice person and very responsive ... Real-world issues are highlighted ... Able to go direct to the point without wasting valuable time ... Best course leader and performer I have ever attended..."*

**James Look, multi-talented Management Coach, Principal Consultant, Master Trainer (trained participants from 15 countries and from more than 300 companies) and Author (4books) in Management, Motivation and Peak/Team Performance** - has a total of more than 30 years experience in training, business and management consulting in numerous industries (FMCG, industrial products, trading, services), both locally and internationally.

### MORE THAN 30 YEARS OF WORK EXPERIENCE

James has more than 30 years of experience, and has gone through the thick and the thin in performing and in managing, especially the human factor. He continues today to go through the mazes of work and of life, negotiating the bending roads and at times straight ones, with as much enthusiasm as when he first started.

### WORK AND BUSINESS BACKGROUND

Having had strong career backgrounds from big multinationals Procter & Gamble, Toray, Upali, Electrolux and two other regional groups, and now

leading a consultancy, James had gained many solid years of hands-on experiences in general management, people management and motivating for peak performance. He had harnessed all such experiences and successfully transformed himself into a coach and specialist trainer. And after more than 16 years as a practising consultant and corporate trainer, he had created, developed and fine-tuned a number of **"killer applications"** for the benefit of his participants.

One such application is in the area of how to **greatly** improve work results (sometimes on an immediate basis!) through better effectiveness and efficiencies in planning and execution using his **VSR: 3P, OISA and KKK Balanced Scorecard models**. Thousands of people of different levels, many of whom are successful senior managers and business owners today have gained from his training methods. James' philosophy is clear – **create, build and deliver value!** This is underscored by many of his participants' positive ratings and comments in their evaluation of his training, such as **"excellent, very interesting and of high value"**, together with regular and enthusiastic citing of James' friendly and real-world hands-on approaches.

*Among his long list of past and present clients are Shell, Pfizer Global, Panasonic, Celcom, Telekom, SDV Transport, UDA, Selangor State, many banks, Rovski, ScottPaper, SKBros, WarnerLambert, MIM, SAP Gp, Guthrie Gp, Sg Way Gp, Cement Ind, Philips, Arab-Malaysian Gp, K. Perangsang, Ipmuda, TeleDynamics, Hong Leong-Yamaha, Multi-Purpose Gp, Bata, Sapura Hldgs, EauClaire, Lafarge-MCement, RoadBuilder, Seacera, FrontlineTech, AlliedDomecq, DBKuching, PhilipWain, Ajinomoto, HotelNikko, IT-365, Mutiara-Goodyear, ThongGuan, Radicare, RoadCare, BankNegara, Higashifuji, IJM, UCSI, Mavcap, Bt. Kiara, Convex, Scania, KGNs, Turner & Townsend, BH Insurance, Agri Chem, Scomi Group and many others in the consumer, industrial, ICT, hotel, trading, MLM, service and property sectors.*

A strong believer in multi-skills, James is also a professional MC, conference chairman, panel speaker and speech writer for Ministers. James had also appeared many times on TV, radio and in major newspapers.

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