



Website: www.jksignature.com

Facebook or Instagram: JKSignatureofficial

E-mail: training.kcc@jksignature.com

Call or WhatsApp: +6012 506 2080

CONTACT US:

## ATTITUDE IS EVERYTHING LEADERSHIP IN WORKPLACE

### PROGRAM INTRODUCTION

Part of what needs to be done for effectiveness and professionalism is providing world class leadership. In order to achieve that, knowing how to handle your team members and lead by example.

### WHO SHOULD ATTEND?

Everyone in an organisation who wants to produce desired results effectively & efficiently

### WHY SHOULD ATTEND?

- o Deliver World-class Attitude
- o Understand about Self-Realization
- o Learn how to Communicate Effectively
- o Understand the Importance of Right Attitude & Habit
- o Understand the Purpose at Workplace
- o Understand what is Personal & Business Branding
- o Practice the Right Work Place Culture
- o Understand People's Connections & Engagement
- o Understand Job Satisfaction
- o Understand how to Add Value To Others
- o Understand the Importance of Ownership
- o Apply Team bonding

#### 2 DAYS PROGRAM

16th - 17th October 2019  
(9:00 a.m. - 5:00 p.m.)

RM **799**/PAX

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3 PAX PACKAGE

RM **699**/PAX

#### VENUE:

HOLIDAY VILLA  
HOTEL & CONFERENCE CENTRE  
SUBANG SELANGOR  
9, JALAN SS 12/1,  
47500 SUBANG JAYA,  
SELANGOR

PR Partner:



# ATTITUDE IS EVERYTHING

## LEADERSHIP IN WORKPLACE

# JK

signature

### SPEAKER PROFILE

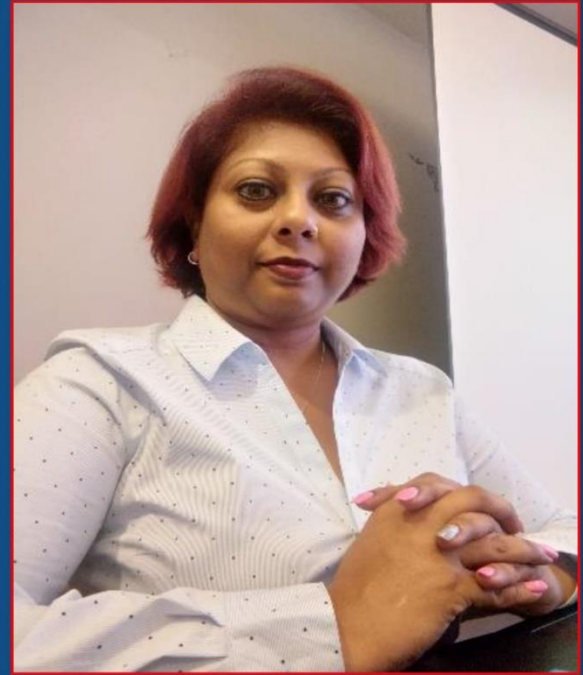
**Shella Bathumalai**  
*Interpersonal Development Trainer Program  
Developer and Coordinator*

### SPEAKER'S BACKGROUND

Corporate Trainer with over 13 years of experience in business process, interpersonal skills, personal development and advisory engagements

Graduated with a Master in Management from Asia E University and Bachelor Degree in Phycology from University Of Portsmouth, UK

Presented with the BEST CONSULTANT AWARD by Informatics International College, Malaysia



### AREAS OF EXPERTISE:

Attitude is Everything - Effective Leadership Approach and Practice - Efficient Communication Skills - Maximizing Your Potential - Excellent Customer Service - Handling Difficult and Demanding Customer - Ethics At Workplace - Relationship Selling - Career Coaching - Custom-made Training Delivery Based

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#### DELIVERY FORMAT:

- MINI LECTURES
- INTERACTIVITY AND GROUP DISCUSSIONS
- VIDEOS
- STORY-TELLING AND CASE STUDIES
- 'LIVE' ROLE PLAYS

### DAY 1: DELIVER WORLD CLASS ATTITUDE

- Attitude is being ready and set to go: Attitude is everything
- Communication Skills (Verbal & Non Verbal)
- Importance of Right Attitude, Habit & Characteristics at workplace
- Understand the purpose at Workplace
- Productive Performance – Desired Results

### DAY 2: PERSONAL BRANDING VS BUSINESS BRANDING

- Practice the right workplace culture – SMART MODEL
- Team's connections and engagements
- Job satisfactions – Effective Performances
- Add Value to Other - Individual growth vs Business growth
- Persistence Ownership
- Team Bonding

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