

# FROM PLANNING TO SUCCESSFUL EXECUTION

**Date** : 15<sup>th</sup> – 16<sup>th</sup> November 2017  
**Venue** : Vistana Hotel, Kuala Lumpur

This training is  
**PSMB SBL-KHAS**

## Workshop Description

In a business environment that is constantly evolving and with high uncertainty, companies need to be constantly moving forward and performing at the highest level. However all these are only as good as the plans and the execution of those plans. For any organization, any strategic plan is only as good as the execution. Execution requires the understanding of the strategy and the skill-sets to implement it.

Everyone needs to know how the plan relates to them and that their work is a critical component of the organization. To perform at the highest level, the managers must understand the nature of the work to be conducted, how it is to be performed and communicate and monitor the staff effectively. The methodology of this workshop is ACTIVITY SIMULATION based.

## Workshop Learning Outcomes

- Build and practice the 3 fundamental areas of any successful execution. Focused Goals, Reliable Tasks, Great Measurement System and Team Synergy
- Practice effective and clear communication skills
- Understand the organization’s direction and its relationship to our daily targets and work
- Learn to break a performance target into various activities and task
- Learn how to provide feedback to staff in a supportive manner
- Develop the team to be more performance orientated and build team synergy.
- Improve team discipline for performance

## Who Should Attend?

- Senior Managers
- Managers
- Team Leaders
- Senior Executives

### Workshop Chronology

0830	Registration
0900	Workshop Start
1030 –1045	Morning Break
1300 –1400	Lunch
1530 –1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

### Training Methodology

The training methodology will be based on the ATCEN PEAK methodology.

This includes:

- Group activities
- Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

### Western Kentucky University Certificate



The WKU “High Performance Manager” certificate will be awarded to any participant that completes all 3 workshops below within 12 months.

1. 8 Critical Skills of A Successful Manager
2. From Planning to Successful Execution
3. Assertiveness & Courageous Conversation at Work

# From Planning to Successful Execution

15<sup>th</sup> – 16<sup>th</sup> November 2017, Vistana Hotel, Kuala Lumpur

## Module Outline

### Day 1

#### **Introduction: The 4 Key Components for the Execution of Work**

- The Story of Execution. Why Some Succeed and Many Fail
- High Performance Focused Goals
- Goals to Tasks
- Tasks to Measurements
- TEAM –The Team Synergy

### High Performance Focused Goals

#### **Module 1: Alignment to Organizational Direction**

- Vision, Mission, Objectives, Goals and Strategy
- From Objectives to Goals
- SMART Goals to Development Goals -The Knowledge, Skills, Ability and Motivation (KSAM) components for everyone.
- Communicating the Goals and Enhancing KSAM

### Goals to Task

#### **Module 2: Communicating The Organizational Direction, Goals and Targets**

- Understanding Performance Measures and Targets
- Breaking Goals into Specific Actions
- Setting Expectations with the TEAM to Work Within Boundaries

### Day 2

#### **Tasks and Measurements**

#### **Module 3: The Measurement of Work Completed**

- Deriving the Measurements for the 3 Measurement Factors - Time, Cost and Quality
- Communicating Job Scope and Performance Measurement
- Your Role as their Superior is to Lead, Manage, Control, Develop and Get the Results
- Providing Individual Encouragement
- The B-I-S (Behaviour, Impact, Suggestion) Approach to Feedback

### TEAM

#### **Module 4: The Synergy of TEAM**

- The Must Do's for Enhancing Trust
- Resolve Conflicts and Focus on Collaboration.
- 5 Ways to Gain Commitment of the Team
- Develop the Sense of Accountability and Motivation
- The Need to Instil Discipline for Positive Habitual Performance

## Facilitated by: Jeremy Lee

Jeremy serves as CEO/ Principal Consultant of ATCEN Sdn Bhd and the Group CFO to the ATCEN Group of Companies. He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Global Management Accountant (CGMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Certified Professional Trainer by Western Kentucky University (USA), a member of the Malaysian Association of Professional Speakers (MAPS) and was exempted from PSMB Train the Trainer Program.

Jeremy is highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry. With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK, US and China and is able to handle people from different backgrounds and levels. Jeremy has held a variety of leadership and project management roles in various organizations. He was Head of Recruitment Company, He was the key representative for a US University. He managed a Non-Profit Association. He is a Movie Producer (2 local films). He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start-up firm with and also an Internal and External Auditor.

Jeremy is also sought after for his facilitation skills and handling of diverse personalities. Some of the companies he has worked with includes AEON Credit, Asia Assistance Network Assist, ACI Worldwide, Alliance Bank, Al Rajhi Bank, Atos Origin, AIA, AMEX, Altera, AmBank, Amanah Raya Berhad, Bursa Malaysia, Bank Islam, Bank Rakyat, Bangkok Bank, Bank of China, BASF, BASF Petronas, Canon Marketing, Celcom, Cerebos, CIMB Bank, CMA-CGM, Comex Genesys, CNI, Continental Automotive, Danisco, Dell, DHL, DiGi, Easy Call, EON, EON Bank, Exxon Mobil, Etiqa, Fibertex, Fuji Xerox, Great Eastern, GE Engine, Guinness Anchor Berhad, Carlsberg, EPIC-I, Hitachi, Heitech Padu, Hong Leong Bank, HP, IBBM, IJM Corp, IBM, IOI Corporate, Intertouch, Kenanga Investment Bank Berhad, Kuwait Finance House, LaFarge, LHDN, Maybank, MAA, MBF Cards, MYOB, Merck, Mesiniaga, Nokia, Nike, Perodua, PSDC, Philips, Petronas, Prometric, Prominent, MLRe, RHB Insurance, OSK Securities, RHB Bank, Bank Rakyat, Scomi, Sony EMC Penang, Shell Trading, Shell, Siemens, SP Setia, SRG, Standard Chartered, SWIFT, Takaful Ikhlas, The STAR, Telekom Malaysia, Telekom Sales and Service, SME Corp, Spices and Seasoning, Tanco Berhad, TM Touch, TM Net, TNT Worldwide Express, Tenaga Nasional Berhad, TimeDotcom, UOB Bank, UMW Toyota Motor, Umobile, Vsource, VADS, Vision IP, ZTE etc.

# Clientele

## Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd  
Affin Bank Berhad  
Aims Data Centre Sdn Bhd  
Airfoil Services Sdn Bhd  
Ajinomoto (M) Bhd  
Alcan Packaging Malaysia  
Alcatel-Lucent Malaysia Sdn Bhd  
Alliance Banking Group  
Allianz Life Insurance Malaysia Berhad  
ALSTOM Asia Pacific Sdn Bhd  
Amanah Raya Berhad  
AmBank (Malaysia) Berhad  
AmG Insurance Bhd  
AmLife Insurance Berhad  
Amway (M) Sdn Bhd  
Arachem Tech Training Centre  
Autoliv Hirota SRS Sdn Bhd  
Automobiles Peugeot  
AXA Affin General Insurance Bhd  
Axon Solutions Sdn Bhd  
Bank Islam Malaysia Bhd  
Bank Muamalat  
Bank Negara Malaysia  
Bank Rakyat  
Beaufour Ipsen International  
BlueScope Steel (M) Sdn Bhd  
BMW Malaysia Sdn Bhd  
Boustead Petroleum Marketing Sdn Bhd  
Business Information Technology  
Byte Craft Sdn Bhd  
Canon Marketing (M) Sdn Bhd  
Celcom (M) Sdn Bhd  
Central Forwarding Agency Sdn Bhd  
Century Total Logistics Sdn Bhd  
Chemopharm Sdn Bhd  
CIMB Bank Berhad  
CL Computers (M) Sdn Bhd  
CMCM Perniagaan Sdn Bhd  
CNI Enterprise (M) Sdn Bhd  
Colgate-Palmolive (M) Sdn Bhd  
Computer Systems Advisers (M) Berhad  
Credit Guarantee Corporation (M) Bhd  
CSC Malaysia  
D G Kom Sdn Bhd  
Dagang Net Technologies Sdn Bhd  
Datacom South East Asia (M) Sdn Bhd  
Datacraft Advanced Network Services Sdn Bhd  
Dell Global Business Center Sdn Bhd  
DHL Express (Malaysia) Sdn Bhd  
Dialog Telekom Limited  
Diethelm (M) Sdn Bhd  
DiGi Telecommunications Sdn Bhd  
Dumex (M) Sdn Bhd  
East of Suez Holdings Sdn Bhd  
ECM Libra Investment Bank Berhad  
ECS Pericomp Sdn Bhd  
Edaran Tan Chong Motor Sdn Bhd  
e-Genting Sdn Bhd  
Entellium Technologies Sdn Bhd  
EON Bank Berhad  
EPF Social Security Training Institute (ESSET)  
EPIC-I Sdn Bhd  
EPS Computer Systems Sdn Bhd  
Ericsson Malaysia  
Etiqa Insurance Bhd  
Etiqa Takaful Bhd  
Euratech (Malaysia) Sdn Bhd  
Formis Software Dynamics Sdn Bhd  
Fresenius Medical Care Malaysia Sdn Bhd  
Frontline Technologies Malaysia Sdn Bhd  
FSBM Mantissa (M) Sdn Bhd  
Fuji Xerox Asia Pacific Pte. Ltd  
Fujitsu (Malaysia) Sdn Bhd  
Gagasan Carriers Sdn Bhd  
Gapurna Technologies Sdn Bhd  
Genting Information Knowledge Enterprise Sdn Bhd  
Global Transit Communications Sdn Bhd  
Group Associated (C&L) Sdn Bhd  
Grundfos Pumps Sdn Bhd  
Gucci (Malaysia) Sdn Bhd  
Guinness Anchor Berhad  
HeiTech Padu Bhd  
Hewlett-Packard Sales (M) Sdn Bhd  
Hilton Petaling Jaya  
Honda Malaysia Sdn Bhd  
ICI Paints (Malaysia) Sdn Bhd  
IITC Global Technology Sdn Bhd  
IMU Education Sdn Bhd  
InfoConnect Sdn Bhd  
ING Insurance Bhd  
interTouch (Malaysia) Sdn Bhd  
iPerintis Sdn Bhd  
Islamic Banking and Finance Institute Malaysia Sdn Bhd  
ISS Consulting (M) Sdn Bhd  
IT-365 Malaysia Sdn Bhd  
ITApps Sdn Bhd  
Jabatan Pengangkutan Jalan  
Jabatan Pentadbiran Latihan  
Jebesen & Jessen Communication Solutions (M) Sdn Bhd  
Johnson Controls (M) Sdn Bhd  
Kannal Solutions Sdn Bhd  
Keretapi Tanah Melayu Berhad  
Kolej Yayasan UEM  
Kualiti Alam Sdn Bhd  
Kurnia Insurance (M) Bhd  
Lafarge Cement Sdn Bhd  
Majlis Amanah Rakyat (MARA)  
Malayan Banking Berhad  
Malayan Cement Industries Sdn Bhd  
Malaysia National Insurance Berhad  
Malaysian Assurance Alliance Berhad  
Maxfame Technologies Sdn Bhd  
Mayban Fortis Holdings Berhad  
Mayban General Assurance Berhad  
MBF Cards (M) Sdn Bhd  
McKinnon & Clarke Sdn Bhd  
MEASAT Satellite Systems Sdn Bhd  
Media Prima Berhad  
MEPS (1997) Sdn Bhd  
Mesiniaga Bhd  
Mexter MSC Sdn Bhd  
Mid Valley City Sdn Bhd  
MISC Berhad  
Mitsui-Soko (M) Sdn Bhd  
MnEBay (M) Sdn Bhd  
MNRB Holdings Berhad  
Modipalm Engineering Sdn Bhd  
MOHR  
Malaysian Life Reinsurance Group Bhd  
Multimedia College  
N2N Connect Berhad  
NCH Corporation (M) Sdn Bhd  
NEC Corporation of Malaysia Sdn Bhd  
Netstar Advanced Systems Sdn Bhd  
OCBC Bank (M) Bhd  
OMD (M) Sdn Bhd  
Optimal Chemicals (M) Sdn Bhd  
Oracle Corporation (M) Sdn Bhd  
P&O Global Technologies Sdn Bhd  
PanGlobal Insurance Berhad  
Paradigm Systems Berhad  
Pembangunan Sumber Manusia Berhad  
Perbadanan Bekalan Air Pulau Pinang  
Pernecc Corporation Berhad  
Pharmaniaga Logistics Sdn Bhd  
Plus Expressways Berhad  
Power Innovations Sdn Bhd  
Premier Lubricants (M) Sdn Bhd  
Prometric Technology Sdn Bhd  
Proton Edar Sdn Bhd  
Prudential Services Asia Sdn Bhd  
Rangkaian Segar Sdn Bhd  
REDtone Telecommunications Sdn Bhd  
Rentwise Sdn Bhd  
RHB Bank Berhad  
Ricoh (Malaysia) Sdn Bhd  
Rohas-Euco Industries Bhd  
SAINS Sdn Bhd  
Samsung Malaysia Electronics (M) Sdn Bhd  
Sapura Research Sdn Bhd  
Sarawak Information Systems Sdn Bhd  
SCAN Associates Berhad  
Scope International (M) Sdn Bhd  
Shangri-La Hotels Marketing Sdn Bhd  
Shell IT International Sdn Bhd  
Shell Malaysia Trading Sdn Bhd  
Signature Manufacturing Sdn Bhd  
Skynet Worldwide (M) Sdn Bhd  
SnT Global Services Sdn Bhd  
Sony BMG Music Entertainment  
Southern Bank Berhad  
Standard Chartered Bank  
Star Publications (Malaysia) Berhad  
Sumiso (M) Sdn Bhd  
Sun Media Corporation Sdn Bhd  
Sunway Holdings Bhd  
Sunway Pyramid Sdn Bhd  
Suruhanjaya Syarikat Malaysia  
Takaful Ikhlas Sdn Bhd  
Taylor's College Sdn Bhd  
Teknicast Sdn Bhd  
Teknik Janakuasa Sdn Bhd  
Teledirect Telecommerce Sdn Bhd  
Telekom Sales & Services Sdn Bhd  
Telekom Smart School Sdn Bhd  
Telshine Sdn Bhd  
Tenaga Nasional Berhad  
The Media Shoppe Bhd  
The Nielsen Company (Malaysia) Sdn Bhd  
TIME dotCom Bhd  
TM Asia Life (Malaysia) Berhad  
Tokio Marine Insurans (M) Bhd  
TT dotCom Sdn Bhd  
Tycos Fire, Security & Services Sdn Bhd  
UCB Pharma Asia Pacific Sdn Bhd  
UEM Academy Sdn Bhd  
United Overseas Bank (M) Berhad  
University of Malaya  
VADS Berhad  
ViewPoint Research Corporation Sdn Bhd

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