



Integrated HRD Solutions

for your Business

WELCOME NOTE...

Hi!

*W*e help people learn and perform at the work place. As a one stop HRD centre we are committed to helping people achieve their best.



In a world that is at war for talent, there is a necessity to focus people on their strengths to deliver the best. More jobs require smarter people and there are less and less of them available. The buzz word in the business circles these days seems to be talent management. Professor Ed Lawler at the University Of Southern California Marshall School Of Business wrote decades ago that we are in the age of human capital. He emphasised the need for learning professionals to play a role in defining competencies. There is a need to explain what competencies mean, why their presence or absence makes such a big impact at the workplace.

Such a role requires a strategic response to add value, in a world dominated by change. The landscape of business has been rocked by unprecedented change. Shifting economic power bases, generation Y employees, the impact of technology and the pace of change have all led us to relook at how to remain competitive and relevant.

At SMR Group, we believe that a strategic response starts with lifelong learning. At every management retreat you hear the words that people are important and how important lifelong learning is. Unfortunately this seems to be more of management rhetoric rather than a practice in most organisations.

At SMR Group, we take pride that every day we reach closer to our vision of being a partner of choice for organisations seeking to realize their employee potential. We believe it makes strategic and financial sense to focus on people development. It is a faith we live in every step of our journey and one we hope you do too. Our resources are experienced and they can add value to your efforts.

While we have worked in North America and Europe, our focus remains very much Asian. With a track record of working with 1905 customers over 30 years in 35 + countries, we offer you the best in class.

We invite you to review our products and services catalogue in the HRD space:

- Technology – Software & Technical Services
- Consulting & Outsourcing
- Learning Resources
- Learning & Development
- Events

We look forward to helping your talent and your organisation remain competitive and relevant in a changing world.

Kind regards
R. Palan Ph.D
Chairman & CEO



OUR LOGO

Our logo evokes the HUMAN SPIRIT

- relentless and undeterred in reaching towards newer heights and better future
Its shape symbolises the TREE
- standing for wisdom of age, the bonds of community and the spirit of nurture and growth

THE CORE

The person forming the core of the tree signifies our commitment to human development through continuous learning. All our endeavours – be it training, technology or events, are aimed at helping individuals to deliver excellence in performance.

THE BRANCHES

The BRANCHES of the TREE represent our five corporate values. UNIFIED in spirit to form a canopy of Learning & Progress. These values temper and guide our aspirations and activities.

COLOURS

The vibrant **red** represents the passion and energy that we infuse into our work and our commitment to our mission and to ourselves.

Black – timeless, classical and stable. A pledge for our unchanging commitment to our mission and values. Black also signifies the untapped world of possibilities which spurs innovation.



VISION

Be the partner-of-choice for organisations seeking to realise their employee potential

MISSION

To enable organisations through creative learning approaches, high powered delivery and innovative use of technology, to help people learn and perform beyond expectations.

VALUES

- Customer Delight
- Ownership
- Respect for individuals
- Innovation
- Life Long Learning



CONTENT

Welcome Note	1
Logo Definition	2
Vision, Mission and Values	3
About SMR Group	6
SMRT Board of Directors	8
SMR Group Advisors	8
Management Team	9
Awards	10
Client List	11
Overview of Products and Services	12
Software and Technical Services	15 - 26
Consulting and Outsourcing	29 - 32
Consulting	33 - 46
Outsourcing	47 - 50
Learning Resources	53 - 60
Learning and Development	63 - 65
• FUN and Creative Training Practice	67 - 75
• Train-The-Trainer Practice	77 - 83
• Evaluation Practice	85 - 88
• Competency and Performance Practice	89 - 92
• Personal Growth Practice	93 - 95
• Leadership Practice	97
- High Impact Leadership	99 - 102
- High Impact Young Manager	103 - 108
• Coaching Practice	119 - 111
Events	115 - 120

ABOUT SMR GROUP

BACKGROUND

Comprising of award winning, ISO certified and Multi Media Super Corridor (MSC) companies, the SMR Group has been in the business of HR related services in particular HR development since 1978. With the confidence and support of our esteemed clients, we have grown tremendously in the last 30 years. SMR Technologies Berhad which is also part of the group, was listed on the MESDAQ market of Bursa Malaysia Securities Berhad in 2006.

We've built our trust with clients over the years through innovative products and excellent services. With intense effort in R & D, the SMR Group is a highly-valued partner for organisations seeking to build their "people talent" via HR technology, consulting, outsourcing, training and organising learningful HR events.

We are motivated towards excellence by the wide acceptance of our solutions which are extensively used across the world in various industries – airlines, manufacturing, financial services, health, education and hospitality among others.

6

HELPING PEOPLE LEARN & PERFORM

Our passion to partner organisations to help their people learn and perform beyond expectations keeps us on the path of lifelong learning, so that we can power your human capital with the latest technologies of Human Resource Management.

CAPABILITIES

Our international customer base motivates us to develop state of the art products for people development and performance or Human Capital development as it's collectively known now. Human Capital development lies at the heart of business as its strategic driver, even so today when the focus is shifting to Human Capital Management.

The SMR Group provides you solutions and training programmes for maintaining, developing & nurturing your people. Our products and services are backed by years of experience in bringing HR, IT, and consulting expertise together. All our proprietary products and services are developed by our R & D Centre.

EXPERIENCE & CUSTOMER BASE

Over the last 30 years, we have been able to provide value added services and products to our customers. We are motivated towards excellence by the wide acceptance of our solutions which are widely used across the world in various industries - airlines, manufacturing, financial services, health, education, and hospitality, among others.

We ensure that our customers have an exceptional experience with us. Our team of software engineers and consultants aim to customize solutions that exactly match your needs. On any day, our 24-hour international help desk is just a click away from you.

A PASSIONATE TEAM OF PROFESSIONALS

The company has a team of passionate, committed, friendly professionals who have worked in 30+ countries, and are internationally renowned for their HR expertise and publications. We have developed a formidable HR Consulting process with proprietary tools in HR functions and HR technology over the years. As a group, we have developed extensive intellectual properties over all their proprietary products and services.

A REGIONAL FLAGSHIP EVENT OF THE GROUP

The annual Asia HRD Congress™ - the largest event for HR professionals in Asia Pacific, is part of the group's continuous HR community building initiative. For more information on this distinguished event, please visit www.hrdcongress.com

RECOGNITION

As a leading HRD consulting company in the region, we have won several awards:

- Top 20 at Technology Fast 500 Asia Pacific Award from Deloitte Hong Kong
- Second placing in the Enterprise 50 Award judged by Deloitte Malaysia
- The SMI Award for ICT Adoption
- The Asia Pacific Keris Honesty Award for Honest Business practices
- The Golden Bull Award for Emerging SMI's
- The Global Contribution to HR Award from HRT Power Jobs, India
- The Most Promising HR Excellence Award by Malaysian Institute of Human Resource Management (MIHRM)
- The Merit Award for Export Brand Excellence by Malaysian International Trade and Industry Ministry (MITI)
- Business Summit Gold Award 2007

SMRT BOARD OF DIRECTORS



BOARD OF DIRECTORS

- 1. Dr. Palan**
Chairman & Chief Executive Officer
- 2. Mrs. Kamu Palan**
Executive Director
- 3. Dr. Nat**
Executive Director
- 4. Haji Ishak Bin Hashim**
Independent Non-Executive Director
- 5. Leow Nan Chye**
Independent Non-Executive Director
- 6. Dato' Veerasingam Suppiah**
Independent Non-Executive Director
- 7. Venkiteswaran Sankar**
Independent Non-Executive Director

SMR GROUP ADVISORS



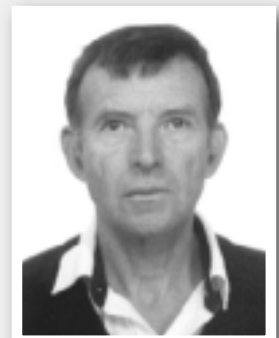
Prof Don Kirkpatrick



Ajay Kumar Arya



Donna Webster



Ed Jackson

MANAGEMENT TEAM



Jim Kirkpatrick
VP, Global Training
& Consulting



A. Subra
VP, Consulting
and Outsourcing



Robert Lim
VP, Corporate Affairs
and Finance



Karen Ong
VP, Learning and
Development



R. Muralidharan
VP, Technology



Christine Ng
Manager, Finance and
Admin



**Muhammad Rizal
Bin Md Zain**
Senior Consultant
Consulting and Outsourcing



Dr Kalai
Consultant, Events



Carynn Tai
Manager, Marketing



**Karina Mohamed
Kamal**
Manager, Events



**Azaath
Bin M. Samsudeen**
Manager, Sales

AWARDS



10

Date	Milestones
16 January 2005	SMR Tech awarded the ASIA Pacific Keris Honesty Award 2004 to recognise its achievement as one of the top SMEs (small and medium sized enterprises) in Malaysia.
2 September 2005	SMR Tech awarded the second position in the Enterprise 50 list by MITI and Deloitte Kassim Chan.
23 September 2005	SMR Tech awarded the Golden Bull Award by Nanyang Siang Pau to recognise its achievement as an 'Emerging Company' in Malaysia.
8 December 2005	SMR HRT announced as one of the winners of the Deloitte Technology Fast 500 Asia Pacific 2005 Program, which acknowledges and honours fast-growing technology companies across Asia Pacific. SMRHRT was awarded the seventeenth (17th) position at the Grand Hyatt Hotel in Hong Kong on 8 December 2005.
11 September 2006	SMR HRT announced as one of the Top 3 Finalists for Most Promising HR Award by Malaysian Institute of Human Resources Management (MIHRM).
19 March 2007	SMR HRT was announced as Merit Award winner for MITI Brand Excellence Award.
22 July 2007	SMRHRT announced as a Gold Winner for Business SUMMIT Award 2007 by Business Productivity Network.

CLIENT LIST

OIL / PETROCHEMICALS

- BASF Asia-Pacific
- Emirates National Oil
- Cairn Energy
- Gulf Petrochemicals
- Murphy Oil
- National Drilling Company
- Oxy Oman
- Petroleum Development of Oman
- Petronas
- Petronas Marketing Sudan
- Qatar Petroleum
- SABIC
- SCOMI

TELECOMMUNICATIONS

- Brunei Telecom
- DST Group
- Maxis Malaysia

AIRLINES / TRANSPORTATION

- Air Mauritius
- California Dept of Transportation
- Gulf Air
- Malaysia Airports
- Missouri Dept of Transportation
- Royal Brunei Airlines
- Singapore Airlines

SHIPYARDS / PORTS

- Asian Supply Base
- Bintulu Port
- Sabah Port
- Suria Capital

CONSTRUCTION / PROPERTY / PLANTATION

- Johor Land
- KLCC Projekts
- Muda Jaya
- Sime Darby
- Suria Capital
- UEM Group

AUTOMOBILES

- Harley-Davidson Motor Company
- Honda of America Mfg
- Perodua

PRINTING / NEWSPAPER

- Rural Press Australia

CALL CENTRES

- SRG Asia

FINANCIAL SERVICES

- Association of National Development Finance
- Bahrain Institute of Banking & Finance
- Bank Muamalat
- Bank Pertanian
- CIMB Aviva Assurance Bhd
- Mizuho Bank
- Public Mutual

MANUFACTURING

- Agilent
- Avago
- BP Plastics
- CABOT
- Flextronics
- Hitachi Air Conditioners
- Hunter Douglas
- L'Oreal Moyens Communs
- Michelin Services
- Neratel
- Osram Opto Semiconductors
- Panasonic
- Printpack Inc
- Samling Group
- SCA Hygiene
- Sharp Roxy
- ST Micro Devices

PHARMACEUTICALS / HEALTH

- Astra Zeneca
- Aventis
- GE Healthcare
- Indiana Health Care
- Pfizer

HOSPITALS / HOSPITAL SERVICES

- Pantai Hospitals
- Singhealth Polyclinics
- Subang Jaya Medical Centre
- University Malaya Medical Centre

RETAIL

- Giant
- Jaya Jusco
- Mydin
- The Store

UTILITIES

- Tenaga Generation

INFORMATION TECHNOLOGY

- Dell
- Intel
- MIMOS
- Motorola

HOTELS

- Carlton KL
- Coronade Hotel
- Holiday Inn Subang Jaya
- Kempinski Group of Hotels
- KL Convention Centre
- Meritus Mandarin Singapore
- Pan Pacific Hotels Worldwide
- Renaissance
- Shangri-La
- Sunway Hotel Group

PUBLIC SECTOR

- Bahrain Labour Fund
- Bahrain Training Institute
- Brunei Civil Service College
- Employee Provident Fund Malaysia
- Hong Kong Productivity Council
- Housing Development Board Singapore
- INTAN – Malaysian Civil Service Centre
- Ministry of Human Resources Malaysia
- National Audit Count Bahrain
- Royal Air Force UK
- Singapore Civil Service College
- Specific Council for Vocational Training in Industry, Bahrain

EDUCATION

- ILSAS
- Informatics College
- Ingersoll Rand University
- INSPEN
- INSTEP
- International Coaching Academy, Russia
- Lembaga Manajemen PPM, Indonesia
- Petronas Management Training Centre
- Penang Skills Development Centre
- SMTc, Miri
- Taylor's College
- Universiti Malaya
- UTM Skudai

POST / COURIER

- DHL
- Pos Malaysia

BROADCASTING

- Astro
- TV3

COUNTRIES

SOUTH EAST ASIA

- Brunei
- Indonesia
- Laos
- Malaysia
- Myanmar
- Philippines
- Singapore
- Thailand
- Vietnam

SOUTH ASIA

- Bangladesh
- India
- Maldives
- Pakistan
- Sri Lanka

EAST ASIA

- China
- Hong Kong
- Taiwan

NORTH ASIA

- Japan
- South Korea

WEST ASIA

- Bahrain
- Oman
- Qatar
- Saudi Arabia
- UAE

ASIA PACIFIC

- Australia
- New Zealand

NORTH AMERICA

- Canada
- Palau
- USA

EUROPE

- France
- Germany
- Netherlands
- Russia
- Switzerland
- Turkey
- UK

AFRICA

- Mauritius
- South Africa

OVERVIEW OF PRODUCTS & SERVICES

SOFTWARE AND TECHNICAL SERVICES

HRD SOLUTIONS

The HRDPower™ Platform

- HRDPower.net®

E-LEARNING SOLUTIONS

- LearningPower.net

E-LEARNING SERVICES

HRD Webvarsity

- Trainers Virtual Campus
- E-CTP

ON DEMAND SOFTWARE

- E-Appraisal
- E-Training Management System

TECHNICAL SERVICES

CONSULTING

- Human Capital Audit
- Learning Needs Analysis
- Competency Profiling
- Instructional Design
- Performance Management System
- Balanced Scorecard (BSC)
- Evaluation of Training
- Talent Management / Succession Planning
- Executive Coaching
- Assessment (Online & Offline)
- Products
 - Competency Dictionary
 - E-Newsletters

OUTSOURCING

- Competency Management
- Learning & Development Management
- Performance Management System

LEARNING RESOURCES

- Print Products
- Audio / Visual Products
- Digital Products
- Training tools

LEARNING AND DEVELOPMENT

- FUN & Creative Training Practice
- Train-The-Trainer Practice
- Evaluation Practice
- Competency & Performance Practice
- Personal Growth Practice
- Leadership Practice
- Coaching Practice

EVENTS

- The Asia HRD Congress™
- Trainers Meet Trainers®
- Bureau of Speakers, Trainers, Consultants
- HR Conferences

SOFTWARE AND TECHNICAL SERVICES



www.smrhub.com

“Making Technology Work For You”

SOFTWARE & TECHNICAL SERVICES

HRD SOLUTIONS

The HRDPower™ Platform

- HRDPower.net®

E-LEARNING SOLUTIONS

- LearningPower.net

E-LEARNING SERVICES

HRDWebvarsity

- Trainers Virtual Campus
- E-CTP

ON DEMAND SOFTWARE

- E-Appraisal
- E-Training Management System

TECHNICAL SERVICES

TECHNOLOGY DRIVEN SOLUTIONS

The SMR Way


INTRODUCTION

We are focused on providing solutions to your strategic human resource development and management needs and concerns. Though the term Human Capital Management is popular today across the globe, the heart of it all is still about people and people development. We believe it makes strategic and financial sense to focus on people development. It is the basis of our business philosophy.

This orientation within the kind of technological environment we are in today, opens up a huge opportunity. Technology provides us with amazing possibilities on how we can make the process of managing and developing people seamless and far more superior than what we have known or practised in earlier times, even a few decades ago. To reiterate, we believe people are strategic to all businesses, a belief that guides every step of our journey. We hope that is your belief, too.

We come to you with experience that has been refined over the last three decades in the fields of Human Resource Development, Management and related technologies. We want the HRD and HRM functions of an organisation to benefit from the emerging new technologies. More importantly, we discovered that it would be ideal for technologically-oriented HR professionals to develop software to automate the HR function of an organisation and support the HR community.

Creating practical and genuinely useful software for the HR community in an organisational set-up requires a clear understanding of the issues that need to be resolved. That is the unique experience and insight that we bring to software engineering. Our cutting-edge knowledge and extensive experience in Human Resource Development (and Management) combined with our software engineering prowess and supported by a dedicated international help desk, together provide powerful value-added services and products to customers.



We have continued to remain focused on solutions and relevant by systematically re-inventing ourselves on a regular basis. Learning is a lifelong process for us. We adopt the latest and emerging technologies in our search for solutions that benefit organisations and the HR community. Our solution is to finally offer you the opportunity to improve your bottom line.

We are today an acknowledged trend-setter in the design, development and implementation of human resource development solutions. Our recognition is on public record.

OUR SOLUTIONS

We offer the following core capabilities:

- The design, development and implementation of human resource development systems:
- Technical consulting assignments
- Our solutions are offered both as installed applications as well as software as a service.

THE HRDPOWER PLATFORM

Our design and development team has painstakingly developed the HRDPower™ platform in order to use it in building cutting-edge HRD software applications that form a critical part of the solution the industry needs.

The platform not only provides different applications to be developed but also opportunities for different HRD applications to work together and to share available enterprise human resource data. The design of the platform delivers exceptional value to customers by adhering to the following 'benefits framework':

1. Competency-Based Human Resource Development and Management
2. Any to Any: Database, Language and Device Independence (not restricted by database, language and device that may be used in interacting with the software.)
3. Enterprise Application Integration (EAI)

All current and future SMRHRT software products will be built on this platform, thus implementing the abovementioned 'benefits framework'. The 'platform-modules architecture' of our software products provides flexibility in use, diversity of modular adoption, and cost-effective spending for any organisation.

OUR SOLUTIONS

1. Competency-based HRD Platform

Implementing a competency-based HRD platform gives a "common language" to all your strategic HR applications. It brings clarity and transparency in your HR practices. You can use the competency information to better align your employee strategy to organisational vision and mission. We have extensive experience in designing and implementing competency systems for organisations of various sizes. This experience has led us to create the PAGE framework that simplifies competency development and implementation. Our flagship product, HRDPower™, helps accelerate and automate the competency processes.

2. Enterprise Performance Management

Enterprise Performance Management (EPM) enables organisations to achieve world-class performance by aligning the right information and resources to strategic objectives. Our solution takes a holistic view of performance measurement instead of just conducting appraisals. The three stages of Planning, Coaching and Appraising are integral to an effective performance programme. We offer performance management solutions for every budget and every phase of the management cycle, helping managers formulate strategies for profitable growth, align strategies with operational plans, and actively monitor day-to-day operations. We have an integrated competency and performance solution. Driven by our flagship product, HRDPower™, implementing a comprehensive yet easy to use performance management system is relatively simple.

3. Talent Management

A healthy business has a talented, core team who drives day-to-day operations and who powers the organisation's health and well-being. We help you drive change by concentrating on the areas of learning, performance, succession / workforce planning and compensation management – the keys of a complete talent management solution that is tied to the organisation's success.

Our solution combines best-of-breed capabilities in learning, performance, and training management software to provide a complete talent management solution tied to organisational goals. Our competency and performance based analytics can help you automatically align the talent and performance of your organisation to ensure business success and readiness.

4. Succession Planning and Career Development

Business succession planning involves planning for the smooth continuation and success of a business which depends greatly on the availability of competent people. Be it a for-profit or a non-profit organisation, one of the concerns, is there may be no successor to drive it once the leader or key person leaves – either by choice or due to circumstances. It is people, or more aptly, the right people that make things happen.

Subjective judgments of “potential” are often wrong, can drive away good employees, and may even create legal liabilities. Our solution driven by our flagship product, HRDPower™, ranks candidates based on the job requirements. It gives you ready access to in-depth information on each candidate including online resumes of candidates, job preferences, development plans, past results, job performance reviews and more than just identifying potential back-ups.

Our solution has extensive employee development functionality. Managers can create detailed development plans as well as identify action plans, training resources, success measures and more.

5. Enterprise Dashboards

Behind the wheel, you always know how fast you're going, how much fuel remains, and how your engine is performing. Our Enterprise Dashboard solution gives you the same vital awareness on your people. And just like your car's speedometer, the business metrics you need are always visible – right on your desktop. Enterprise Dashboards give you real-time awareness of the information you need to make good decisions on the fly. We have a library of “People Metrics” that are critical to organisations, but we can always customise customer-specific metrics to be included on the dashboard. The dashboards can automatically filter data across different hierarchical levels of your organisation.

HRDPower.net®

HRDPower.net® is a web-based, end-to-end HR software. Our recent version released recently has gone through 50,000 man-hours of development and quality testing. This makes the product robust and scalable.

HRDPower.net® is designed with the philosophy that human resource development is everyone's responsibility. It is extremely user-friendly as it is based on our experiences in the field for over three decades and in over 30+ countries. With the global trend towards strategic HR, we have ensured that HR professionals are well-equipped with an enterprise tool for Human Resource Development (and Management) to add value to their organisations.

HRDPower.net® ensures that people development is enterprise-driven as it supports full self-service functions and multiple-language capabilities. It pushes the responsibility for people staying competent and competitive to each employee and their immediate managers.

The introduction of management dashboards enables HR professionals to think and act in sync with the business strategy. This provides exceptional business insights and adds unprecedented value to the organisation: to top management, to middle management, to every employee and to the HRD and HRM departments.

HRDPower.net® is built on the latest version of Microsoft.net technology and is Web 2.0 compliant. Its Ajax-driven user interface brings users close to a desktop experience. The ability to support multiple databases, including open source ones, makes it highly cost-effective to the organisation. It employs global best practices in security while designing, developing and implementing the system

HRDPower.net® features modules that facilitate strategic HR processes in organisations.

1. Core Module

The core module carries functionalities essential for HR transactions within an organisation. It has a comprehensive Employee module that stores all employee-related information, such as Personal Details, Family Details, Education Details, Internal & External Work History, Career Events, etc. The Job Library module carries jobs and associated competencies by industry. The Survey module facilitates the conduct of web-based surveys, such as "Training Evaluation", "Employee Satisfaction", "Organisation Climate Surveys", etc.

2. HRDPower™ - Hiring

HRDPower.net® supports the storing of job requirements and Competency-based interviewing. A Candidate Database component is available for applicant tracking and short-listing. The Hiring module supports both internal and external hiring. Openings can be published to intranet locations or to corporate websites. The module allows web-based applicant scoring and reports to aid candidate selection.

3. HRDPower™- Competency

HRDPower.net® offers a fully-configurable Competency Library module. This library can hold competencies in the newly-upgraded competency structure recommended. The module supports the creation of Position, Employee and Training competency profiles. Support is available for secure web-based competency assessments and subsequent gap analysis. Competency-based Training Needs Identification and Training Needs Analysis can be conducted and interventions can be recommended to close any gaps.

4. HRDPower™ - Training

HRDPower.net® makes training administration relatively seamless. There is support for publishing training calendars and employees can apply and attend programmes based on a customisable approval process. Effectiveness of training programmes can be measured using the survey module. The creation of questionnaires based on Don Kirkpatrick's Four Level model is supported. Users can record training budgets and expenditure details related to learning sessions.

5. HRDPower™ - Performance

HRDPower.net R2® supports the full performance management cycle, including "Performance Planning, Performance Coaching and Performance Review Appraisals". Individual development plans can be created and tracked for each employee. A KPI / Objective library is available. KPIs can be linked to positions and reused for reviews.

E-LEARNING SOLUTIONS

LearningPower.net

LearningPower.net is a proactive Learner-centric web-based Learning Management System (LMS) and Learning Content Management System (LCMS) that promotes collaborative learning across the enterprise.

It integrates web-based learning into the organisation's human resource development strategy by automating the way you communicate, train and collaborate the learning across the enterprise in a cost-effective manner.

Learning Experience

LearningPower.net is a comprehensive and flexible E-Learning software platform that is delivered within a proven learning framework. LearningPower.net is based on creating and extending rich E-Learning experiences that connect learners with instructors, other learners, and rich learning content assets regardless of physical location. LearningPower.net's E-Learning strategy holds distributed and distant E-Learning experiences together.

LearningPower.net plays a significant role by technology mediation, in providing rich content creation, distribution and management tools that contribute in experiencing effective learning. LearningPower.net provides ways to create and deliver content, monitor learner participation and assess learner performance. LearningPower.net may also provide learners with the ability to use interactive features, such as threaded discussions, blogs and forums.

Learning Knowledge Management

LearningPower.net provides complete support for Learning Knowledge Management. It comprises a range of practices used by organisations to identify, create, represent and distribute knowledge for reuse, awareness and learning. In LearningPower.net, both learners and instructors create the content, sharing their ideas on a common platform. This content in turn becomes resource that can be used for further learning. The content is managed thus providing an environment for both learners and instructors to explore their knowledge. LearningPower.net helps to tie organisational objectives to the achievement of specific business outcomes, such as improved performance, competitive advantage and higher levels of innovation through Learning Knowledge Management.

E-Learning Tools

LearningPower.net provides advanced E-Learning tools, such as automation, content conversion, rapid course assembly, reusable learning objects, personalised learning paths, training administration, a fully-customisable interface, competency management, collaborative learning, offline course delivery, structured instructional design, administration of communication tools, synchronous collaboration tools, workforce-specific learning, experience-based learning and assessments.

Interoperability with HRDPower.net R2

LearningPower.net is completely interoperable with HRDPower.net thus providing a well-designed people development platform. Both these products mutually complement each other, e.g. courses from LearningPower.net are included with Training Recommendations generated in HRDPower.net®.

E-LEARNING SERVICES

HRDWebvarsity

HRDWebvarsity is focused on delivering online HR related courses through a dynamic, interactive Virtual Learning Environment for adult learners in the field of Human Resources Development. It provides learning that is up-to-date and relevant, based on a FUN methodology and focused on competency-based outcomes. HRDWebvarsity encourages self-directed and self-paced learning, anytime and anywhere.

Trainers Virtual Campus

Trainers virtual campus hosts Train the Trainer courses using Dr.Palan's training formula: FUN X CONTENT = RESULTS[®]. The Campus hosts accreditation and certification courses. These courses add significant value to trainers by helping them actively engage learners and deliver courses with high impact.

E-CTP (Certificate in Training Practice)

Description

The E-CTP is an online programme that enables training and development professionals to develop the expertise to identify, design, deliver and evaluate (ADDIE) training programmes. The programme is designed to be flexible and modular. This is an ideal programme for working adults who require a formal recognition in the field of training and development.

The E-CTP provides flexibility of access – anywhere, anyplace, anytime. With the availability of online and offline support materials, participants are able to manage their schedules – they can complete the programme at their own pace.

Deliverables

- Professional certificate from established organisations
- Network with past participants (CTP community) through E-Forums and blogs

Our Approach

- Full online learning
- Blended learning – few modules online and few modules classroom
- Modular basis
 - Learning Needs Analysis
 - Design and Development of training
 - Implementation of training
 - Evaluation of training

An additional feature of the E-CTP is the online mentoring programme for the E-CTP students

ON DEMAND SOFTWARE

E-Appraisal

SMRT E-Appraisal helps your organisation quickly create high-value on demand performance appraisals for all employees. Its simplicity makes it easier than ever to conduct web-based employee appraisals. It is flexible and customisable to suit your organisation's needs. SMRT E-Appraisal is a strategic workforce alignment tool that links organisational objectives with departmental and employee goals – and bring extreme accountability to the entire performance review process.

SMRT E-Appraisal can help your company get results with:

- **Streamlined Workflow:** Automatically route review forms and provide participants with instant online access
- **Better, Faster Reviews:** Built-in writing and coaching assistants help managers create more professional employee appraisals
- **360° Reviews:** Get comprehensive assessments from every relevant source including peers and external sources
- **Increased Visibility:** Track review progress with at-a-glance reports
- **Easy Transitions:** Configure the style and shape of your current paper-based employee performance appraisal form in new electronic formats
- **Built-in Best Practices:** Tailored for small and medium-sized companies, but based on techniques used by leading organisations

E-Training Management System (E-TMS)

E-TMS is simple but yet effective training management tool for small companies. With E-TMS, you can track staff requirements for training, handle incoming training requests from employees and line managers. The system also caters for generating email alerts and training programme joining instructions.

E-TMS is completely web based and available in a hosted model. It has relatively less learning curve compared with other enterprise level systems. After signing up, staff can begin work with the system instantly.

Highlights

- Monitor the progress of all completed/pending training in real-time
- Coordinate training efforts across geographically spread work locations
- Ensure that employees (new and current) receive the required training
- Save time with group scheduling, training tracking, and updating

TECHNICAL SERVICES

We offer comprehensive Technical Consultation services that focus on cost effective methods required to implement the best IT tools that are crucial to successful accomplishment of our client's business goals.

We deliver unrivalled service for a growing customer mix that seeks individual solutions in the areas of computing products. We have been cooperating with major distributors in order to deliver the most suitable package and additional procurements activities from leading manufacturers for each of our client. Through our R&D unit, we provide design, sourcing, production, and implementation and after-sales services for all your IT needs.

Delivarables

Software Systems Integration

We also provides integration services that improve our client's business efficiency and profitability by integrating web applications with core business systems. Our objective is to help you enrich your business relationships. Our IT integration, specialises in knowledge-driven services. Our highly skilled personnel provide tailor-made IT solutions based on a combination of off-the-shelf and proprietary products.

Customised Application Development

SMR has rooted itself in high-quality software development principles and an unwavering commitment to delivery. These twin strengths enable us to adapt smoothly to the rapid evolution of technology while maintaining constant focus on the changing business needs of our clients. We deliver Custom Application Development solutions within the context of your business objectives and strategies.

Our core competencies are :

- Microsoft (VB, ASP/VB Dot Net and C#)
- Java (JSP, J2EE) and
- Open Source technologies

Networking Services

We specialise in a wide range of networking solutions for designing and implementing active and passive network infrastructures, computer rooms and small data centers. We provide our customers with turnkey projects, from complete systems to specific projects in the realm of telecommunication systems and networking management.

Project Management

Efficient and responsible project management is the key to any successful enterprise delivery. Any project, no matter how meticulously planned may go haywire in the absence of competent supervision and coordination at all phases of the implementation. We have the experience to meet and resolve challenges faced in any project management that you are undertaking.

CONSULTING AND OUTSOURCING



www.smrhub.com

“Align HR to your Business”

Consulting & Outsourcing Division

CONSULTING AREA

1. Human Capital Audit
2. Learning Needs Analysis
3. Competency Profiling
4. Instructional Design
5. Performance Management System (PMS)
6. Balanced Scorecard (BSC)
7. Evaluation of Training
8. Talent Management / Succession Planning
9. Executive Coaching
10. Assessments (Online & Offline)
11. Products
 - Competency Dictionary
 - E-Newsletters

OUTSOURCING AREA

1. Competency Management
2. Learning & Development Management
3. Performance Management System (PMS)

CONSULTING & OUTSOURCING

The SMR Way

INTRODUCTION

Our goal is to assist organisations in unleashing human potential through our formidable consulting and outsourcing services. Our practice has been reinforced with proprietary tools in HR & Technology which have been developed over the years through research and field work.

HUMAN CAPITAL AND BUSINESS ALIGNMENT

Human Capital lies at the heart of the business as a strategic delivery. The primary goal of our consulting and outsourcing practice is to ensure human capital and business alignment. Superior business results, are always the result of alignment. Our consulting focus is based on four stages.

OUR FOCUS

- Diagnosis of the issues
- Design of the intervention and development
- Implementation
- Evaluation of the results

CONSULTING EXPERTISE

Consulting is both an art and science. While domain expertise processes and tools are very important, the ability to understand customer needs and work with people is equally important. Our consultants are experienced both in their domain expertise and consulting ability.

They are accredited professionals with no less than ten years of experience. Our consultants are highly matured, seasoned, professional and have a proven track record in ensuring deliverables on time and within budget.

CORE CAPABILITIES

Our core capabilities include the diagnosis, design and development, implementation and evaluation of human resource systems covering the whole spectrum of strategic Human Capital Management.



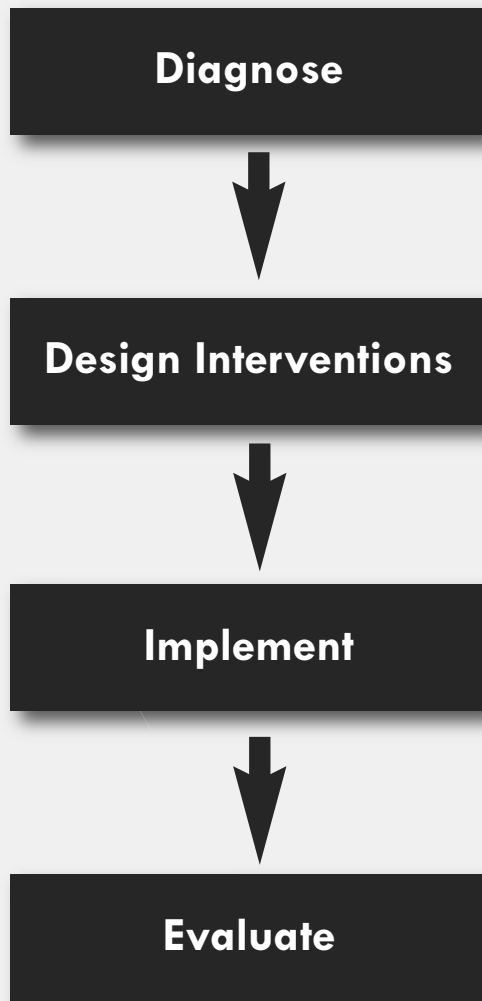
THE PAGE FRAMEWORK & HRDPOWER

We believe in processes and tools. Our distinctive approach is based on our PAGE framework. HRDPower™, a strategic software tool reinforces our consulting and outsourcing practice.

A BROAD CUSTOMER BASE

When you choose a SMR consultant, you can be sure of the consultant experience with domain and industry expertise. Over the years, we have helped customers in a variety of countries, industries and cultures implement HR projects with success. As at end 2007, we have worked with 1905 customers in 30+ countries.

Our Consulting Approach



CONSULTING

- Human Capital Audit
- Learning Needs Analysis
- Competency Profiling
- Instructional Design
- Performance Management System (PMS)
- Balanced Scorecard (BSC)
- Evaluation of Training
- Talent Management / Succession Planning
- Executive Coaching
- Assessments (Online & Offline)
- Products
 - Competency Dictionary
 - E-Newsletters

HUMAN CAPITAL AUDIT

Description

The purpose of a Human Capital Audit is to assess the current HR practices in the organisation in comparison to prevailing best practices. The audit will consider the organisational strategy and the people alignment. The audit results will present a blueprint for the future.

A human capital audit reviews an organisation's HR policies, procedures, and practices. The goal is to make the HR function comprehensive, strategic and a value adding function. The audit will propose areas for improvement and practical solutions for implementation.

Deliverables

A HR Audit report that includes:

- Strengths & Weaknesses in the HR practices
- Current practices Vs Best practices
- Evaluate the level of compliance with mandatory practices
- Blueprint for future improvements and practical solutions for improvement
- Recommendations for new HR Processes, System and Policy improvements
- Standardise HRMS (Human Resources Management System) to follow metrics to evaluate a value adding HR Function.

Our Approach

Agree on terms of reference

- Investigate/Diagnose current practices through document study, interview senior staff and observation
- Benchmark with best practices database
- Presentation to management on the recommendations of an action plan

Human Capital Audit cycle



LEARNING NEEDS ANALYSIS

Description

The purpose of a Learning Needs Analysis is to review the employees' learning and development needs in the organisation.

The Learning Needs Analysis will pinpoint at the organisational level the priority learning needs that need to be addressed to achieve business goals. It ensures the effective utilisation and management of the learning budget as learning is needs based and directly aligned to business needs. The return on investment of the training budget is maximised as only priority areas are emphasised.

Deliverables

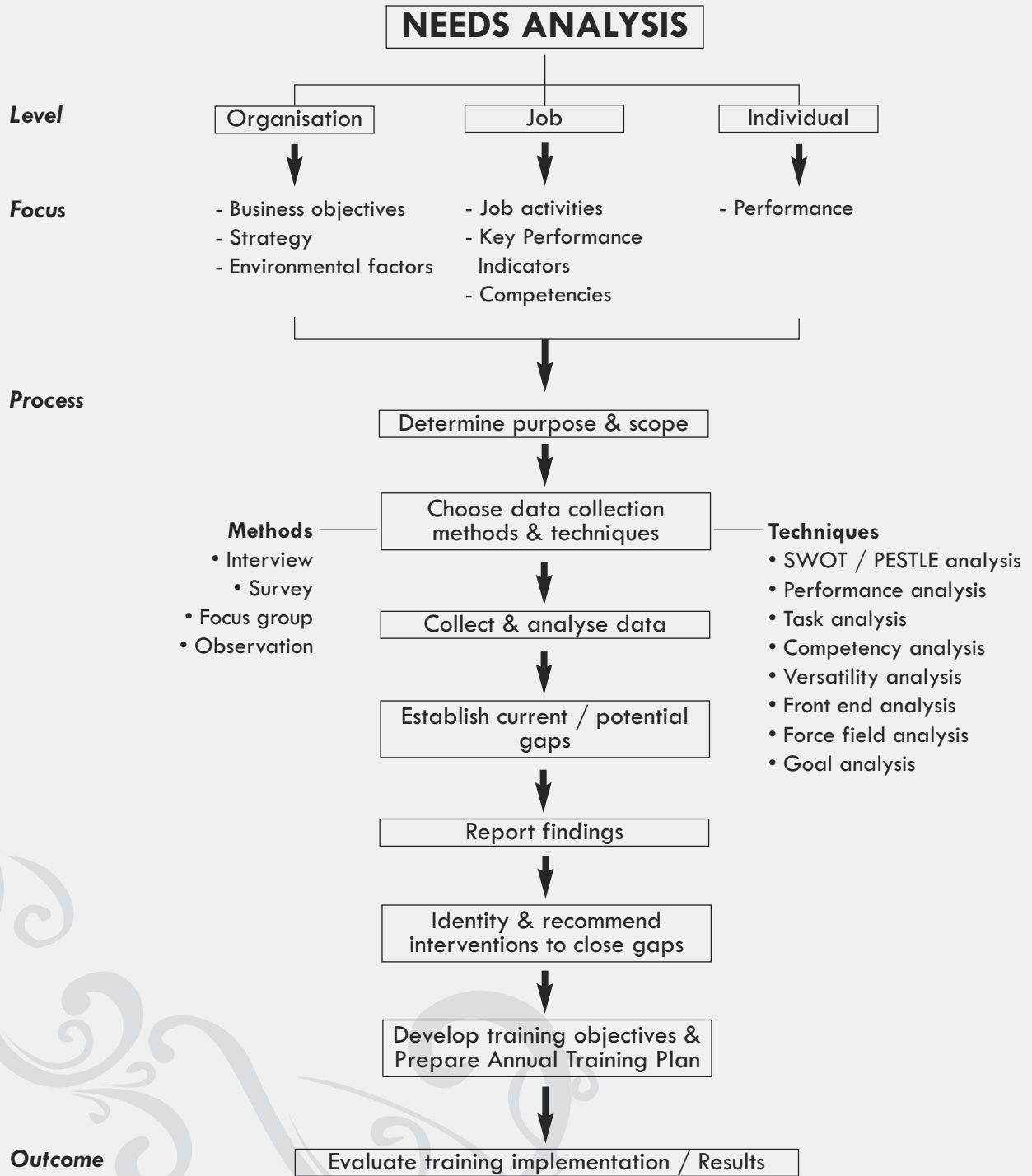
A Training Plan Report that includes:

- Learning needs at the organisational level
- Departmental level and individual level (only if it is competency based or survey based)
- Proposed training solutions to address the learning needs
- Recommended Annual Training Plan or Training Calendar

Our Approach

- Set up TNA working structure with client
- Explain deliverables and timeline
- Collect data using appropriate method(s)
- Analyse and interpret data
- Make training recommendations
- Present report to management
- Advise on implementation strategy

VISION / MISSION / VALUES



SMR's Needs Assessment Framework

COMPETENCY PROFILING

Description

The purpose of a competency profiling is to identify the position's knowledge, skills, behaviours required for successful job performance.

SMR provides a systematic, valid, and user-friendly process model to build the organisational and job competency framework/models.

While we have an exhaustive database of competencies from which we can draw upon, we also have the expertise to develop competency models and frameworks. We are able to work with focus groups to identify core, role, behavioural and functional competencies.

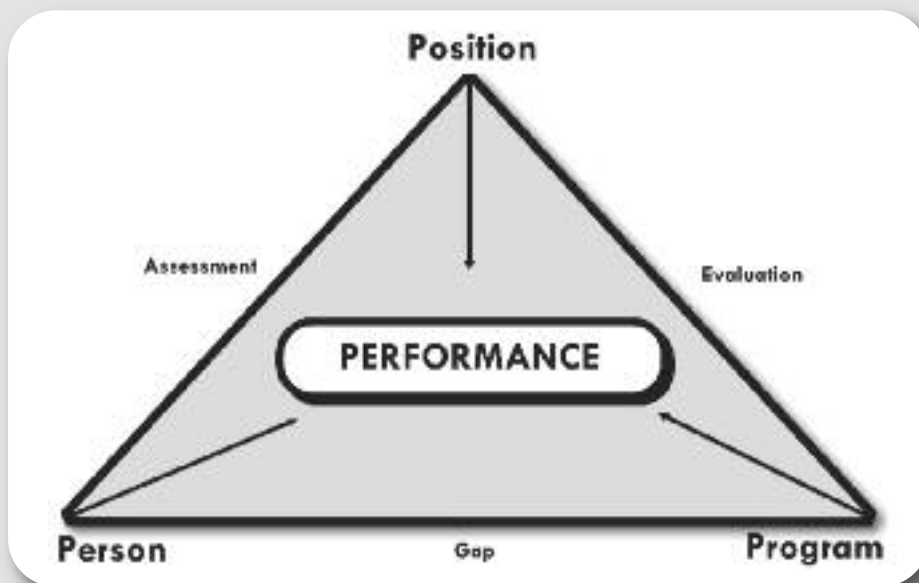
Deliverables

- Competency Frameworks
- Competency Models
- Competency Dictionary
- Position Competency Profiles

Our Approach

- Identify business case and value of competency to the organisation
- Define competency profile using appropriate data collection methods
- Review and validate competency profile
- Link competency to HR functions
- Support competency implementation
- Implement SMR's PAGE Framework™

The SMR PAGE FRAMEWORK™



INSTRUCTIONAL DESIGN

Description

The purpose of instructional design is to ensure the content covered in the training programme addresses the intended objectives with engaging learner friendly materials.

A successful training effort is a result of the preparatory work that takes place before the workshop. It is important to define the end goal of learning, develop the curriculum and the learning materials for effective learning outcomes.

Deliverables

- Recommended design specification
- Participant guides
- Instructor guides with PowerPoint, case studies, role-plays and small group exercises

Our Approach

- **Pre Development Stage**
 - Study the needs
 - Develop preliminary design brief
 - Review and finalise design brief
- **Development Stage**
 - Develop content, exercises, assessment
 - Develop learning aids
 - Develop instructor guide and participant guide
 - Review and finalise instructor guide and facilitator guide
 - Conduct training of trainers
- **Post Development Stage**
 - Final documentation

PERFORMANCE MANAGEMENT SYSTEM (PMS)

Description

The purpose of designing and implementing a performance management system is to ensure performance happens by design and not by chance.

It is a systematic process where the organisation involves its employees in improving organisational effectiveness by focusing them on achieving the organisation's mission and strategic goals.

The performance management system is a tool to implement strategy. It is a useful tool to communicate organisational goals and objectives, reinforce individual accountability for meeting those goals, track individual and organisational performance results. It involves the three stages of planning, coaching and reviews.

Deliverables

Performance Management System that includes:

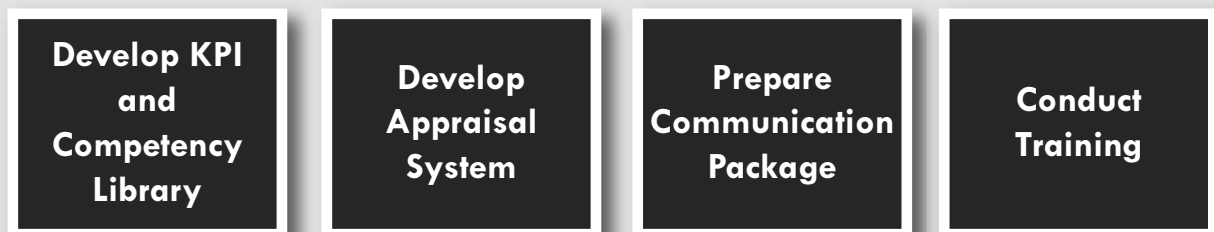
- Performance Plans – KPI & Competency Library
- A Coaching system
- A Performance review form
- Linkage to relevant HR systems

Our Approach

We follow a step by step approach

- Study the business needs
- Study the organisational vision, mission and values
- Clarify organisational objectives and strategic plan
- Develop Organisational/Departmental KPI
- Develop Competency dictionary
- Develop Appraisal system
- Facilitate training for PMS implementation

PMS Framework



BALANCED SCORECARD (BSC)

Description

The purpose of implementing a Balanced Scorecard (BSC) system developed by Kaplan and Norton is to develop a strategy focused organisation. The balanced scorecard is a framework that helps organisations translate strategy into operational objectives that drive both behaviour and performance.

The focus is not just on financial but also non financial factors. This ensures that the focus is not just on the short term but also on the long term making the system a strategic one.

Implementation of a balanced scorecard takes time, energy and resources. However it is worth remembering that you only get out of the process what you put into it.

The BSC development process requires the formation and the operation of three teams – Core team, Leadership team and Measurement team as well as several steps right from process preparation, strategy mapping, identifying measures and targets, mapping and prioritising initiatives and getting to the first report.

Deliverables

A BSC system that includes

- Strategy Maps
- Scorecards
- Automation

Our Approach

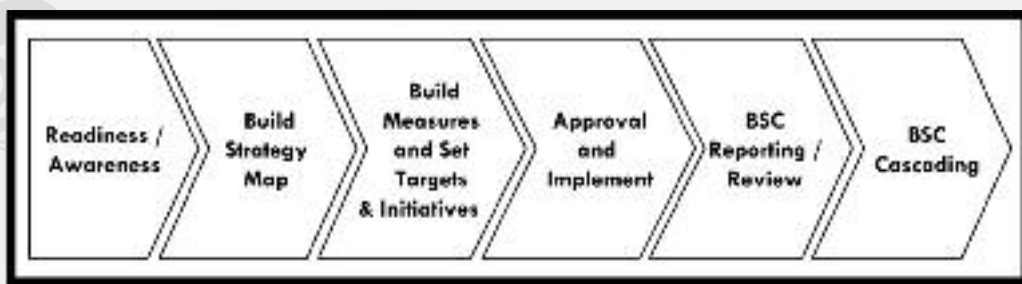
We follow a step by step approach,

Readiness Assessment: Understanding the organisation's rationale of the BSC initiative is absolutely necessary for the execution of the strategy by the executive team.

- Awareness of enterprise strategic plan.
- Knowledge of the BSC Framework to execute business strategy.
- Ensure accountability in its role.

Project Organisation: Identify a team leader to champion the balanced scorecard initiatives and partnership with the internal team. This will also include customised training in the process of cascading and change management.

Training and Communication: Initial training and communication effort needs to be completed, before building the scorecards.



Cascading Process: Once the Corporate Scorecard is implemented, the process can be cascaded to build the business divisions and individual scorecards.

Review: Review, validate the objectives and measures for stabilisation and final checks before commencing automation. Develop and implement the performance analysis process and reporting framework.

EVALUATION OF TRAINING

Description

The purpose of evaluating training is to assess the worth of our training investments.

Are the participants happy? Are they learning in a cost effective manner? Are the knowledge and skills transferred to the job? Are the desired results achieved?

There are six reasons why we need to evaluate:

- Should the programme be continued?
- How can we improve the programme?
- How can we ensure regulatory compliance?
- How can we maximise training effectiveness?
- How can we align training to strategy?
- How can we demonstrate the value of training?

Together with the SMR USA team, Prof. Don Kirkpatrick, the originator of the Four Level Evaluation framework and Dr. Jim Kirkpatrick, author of the book “Transforming Learning to Behaviour”, we provide you with a comprehensive evaluation programme.

Deliverables

An Evaluation Study report that includes:

- Current evaluation training practices Vs best practices
- Recommended tools to evaluate training at all four levels
- Recommendations for improved business partnership between training and line management to increase the value of training.

Our Approach

- Identify evaluation needs and stakeholder requirements
- Develop evaluation framework
- Develop evaluation design and data collection strategy
- Collect data and analyse data
- Report recommendations

TALENT MANAGEMENT / SUCCESSION PLANNING

Description

The purpose of a Talent Management programme is to ensure you develop the competencies of your talented employees with a view to retain your top talent.

A Talent Management initiative when properly implemented ensures the development of internal talent and retention of such talent. Such a programme provides a structured competency development process for ensuring your internal talent is identified and developed.

SMR's Talent Management programme begins with needs assessment, the development of competencies essential for a systematic long term development intervention and employee engagement.

While talent is important to organisational success, so is succession planning. The purpose is to ensure the availability of a pipeline of successors for critical positions. Succession planning ensures continuity of organisational success. Smooth succession planning does not happen by chance, it is a result of considerable planning and effort.

Deliverables

Talent Management

- Identifying high potentials
- Developing a Competency framework
- Designing and Implementing a development intervention
- Systematic long term employee engagement
- Coaching on a one-to-one basis

Succession Planning

- Reports on potential Successors and Succession pipeline
- Development programme and strategy

Our Approach

Talent Management

- Structuring the Programme
- Identifying competencies required for development
- Establish current leadership profile
- Design development programme
- Coaching
- Reports Success Metrics

Succession Planning

- Identify the needs
- Identify potentials
- Conduct assessment
- Develop pipeline of successors
- Plan deployment

EXECUTIVE COACHING

Description

Coaching is an ongoing interactive process that helps individuals and organisations produce extraordinary results in their career, business or organisation.

We work with renowned international partners. We work with clients in all areas including business, career, and finance and work life balance. As a result of professional coaching, clients set better goals, take more actions, make better decisions and fully use their natural strengths.

Deliverables

Reports on:

- Individual assessment to support coaching process
- Coaching sessions (face to face, teleconference, telephone)
- Coaching agreement and specific action plan
- Report on progress and achievement

Our Approach

- Coaching typically begins with a personal interview to assess the individual's current opportunities and challenges
- Define the scope of the relationship, identify priorities for action and establish specific desired outcomes
- Individuals may be asked to complete specific actions that support the achievements of goals
- Provide additional resources in the form of relevant articles, checklist, assessments
- The duration of the coaching relationship varies depending on the individual's personal needs and preferences

ASSESSMENTS (ONLINE AND OFFLINE)

Description

The purposes of assessments are to provide feedback to the individual/organisation about the strengths and areas of improvements of each employee.

Assessments are all about self-awareness. People learn more about themselves, their blind spots, their developmental gaps, their strengths and their learning styles.

Assessments such as 360 degrees feedback, allows people to learn how they are perceived by others and since perception is reality, it is an important piece of feedback for personal development and organisational person: position match.

We offer the following assessment services both online and offline.

- Competency Assessments
- Performance Assessments
- Talent Assessments
- Psychometrics such as:-
 - Behavioral Style Assessment (DISC)
 - 360° Feedback Assessment
 - Myers-Briggs Type Indicator
 - Leadership Assessment
 - Emotional Quotient Assessment
 - Kolb's Learning Styles

Deliverables

Assessment report that details the individual profile and recommendations for improvement

Our Approach

- Study the purpose of assessment
- Facilitate easy administration
- Provide feedback to individuals & organisation

COMPETENCY DICTIONARY

Description

SMR's competency dictionary can help you get a head start in uncovering the critical competencies required for your organisation. You can customise the published competency dictionary to build an effective competency model that is relevant to your business needs. The competency dictionary is the product of extensive research, literature review and consulting experiences. The competency dictionary includes detailed definitions of each competency, along with specific descriptions and indicators.

Deliverables

- Research based behavioural and functional competency library
- Consulting advise to customise competency dictionary

Our Approach

- Study the organisation needs
- Recommend suitable competency dictionary from our database
- Customise competency dictionary according to the organisational needs

E-NEWSLETTERS

Description

E- Newsletters are powerful tools to communicate messages or topics that the organisation wants to share with their employees. E-Newsletters are useful in engaging employees with short and simple messages. They are cost effective as E-Newsletters are delivered through the email service.

Our experience in employee engagement and technology is of great value in producing E-Newsletters that communicate. E-Newsletters may include articles, tips, events update and an information exchange. The well designed E-Newsletters templates ensures the E-Newsletters engage the employees.

Deliverables

Monthly E-Newsletter produced on the agreed date

Our Approach

- Identify the needs and themes for each month
- Provide relevant articles according to the theme
- Design the E-Newsletter
- Forward to the client for approval
- Publish E-Newsletter and circulate to the staff

OUTSOURCING

- Competency Management
- Learning & Development Management
- Performance Management System (PMS)

COMPETENCY MANAGEMENT

Description

The purpose of outsourcing competency implementation is to seek expert leadership to guide the organisation in defining the competency management strategy that is right for the organisation.

Performance-centered competency models can be developed by developing criterion samples of superior and poor performers.

Competency Management involves three key components – Functional work, Technology and Communications. Our team has the experience to support you in all of these three areas. If required, we can create and manage the integration of competency management with learning management systems.

Deliverables

A Competency Management System that includes

- Competency models and dictionary
- User friendly assessment frameworks
- Linking competency to other HR related functions
- Managing employee competency database using web based software
- Reporting to management regularly on Competency Metrics

Our Approach

- Design Competency profiling based on the needs
- Train line people on competency implementation
- Manage assessment - automation
- Reporting to management

LEARNING AND DEVELOPMENT MANAGEMENT

Description

The purpose of outsourcing the Learning and Development (L & D) function is to meet the goal of improved training efficiencies. L & D costs are managed yet the core learning services are improved with expert external resources. Internal resources are freed up to focus on the core tasks of an organisation.

If you are a growing company that is aspiring to hire, retain, develop people while keeping your costs down whilst avoiding administrative hassles and ensuring regulatory compliance, outsourcing the learning and development function is a wise choice.

Deliverables

- Training Needs Analysis to draw an Annual Training Plan
- Training Management software to publish training programme, registration and track training attendance
- Value added services such as e-learning, tele-seminars and e-newsletters.
- Access to wide pool of expertise and quick mobilisation of resources on as and when needed basis
- Dedicated staff to manage client training activities (onsite and offsite)

Our Approach

Onsite coordinator to carry out the following activities

Pre Training activities

- Conduct TNA and prepare Annual Training Plan
- Sourcing of Trainers and Coordinating training logistic
- Liaising with organisations for training grants
- Promoting programmes and administering nominations

During Training

- Coordination of training logistics and audio visual requirements
- Monitoring participant attendance

Post Training

- Prepare evaluation summary report
- Update participant attendance record
- Prepare monthly management report

PERFORMANCE MANAGEMENT SYSTEM (PMS)

Description

The purpose of outsourcing the design and implementation of a performance management system is to ensure the smooth implementation of a PMS.

It is a systematic process where the organisation involves its employees in improving organisational effectiveness by focusing them on achieving the organisation's mission and strategic goals.

The performance management system is a tool to implement strategy. It is a useful tool to communicate organisational goals and objectives, reinforce individual accountability for meeting those goals, track individual and organisational performance results. It involves the three stages of planning, coaching and reviews.

Deliverables

Performance Management System that includes:

- Performance Plans – KPI & Competency Library
- A Coaching system
- A Performance review form
- Linkage to relevant HR systems
- Implementation of the PMS

Our Approach

Onsite coordinator to carry out the following activities:

- Facilitate the implementation of performance management
- Administer performance appraisal
- Automate the PMS process
- Generate reports
- Present to management the performance metrics

LEARNING RESOURCES



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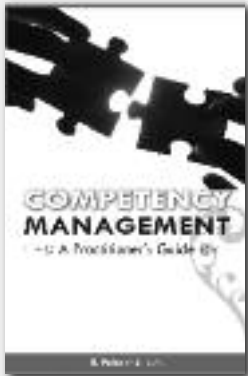
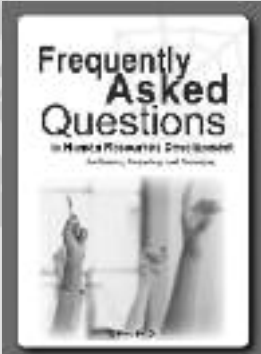
“Practical, Useful and Affordable Resources”

Learning Resources Division

LEARNING RESOURCES AREAS

- Print Products
- Digital Products
- Audio / Visual Products
- Training Tools

PRINT PRODUCTS - BOOKS

No	Title	
1		<p>The Magic of Making Training FUN!!® R. Palan Ph.D</p> <p>A practical book that can help make your training sessions sizzle with excitement, style and vibrant! This book is structured into ten chapters focusing on the key 5 'I's which will make the training interactive and FUN. Examples and exercises are provided throughout the book which are of practical value and applicable to any job any time.</p>
2		<p>50 Tips for High Impact Trainers R. Palan Ph.D</p> <p>Great tips for trainers to deliver high impact training sessions and to help people learn faster, easier, and effectively.</p>
3		<p>Competency Management - A Practitioner's Guide R. Palan Ph.D</p> <p>This book is a result of our experiences in the field of Competency Management and Implementation. It does not aim to be an academic treatise. The purpose of this book is to provide those attempting to implement competencies in their organisations with a clear understanding of competency management.</p>
4		<p>Frequently Asked Questions in Human Resources Development R. Palan Ph.D</p> <p>The purpose of this book is to provide concise and clear answers to HRD questions. They are not intended to be exhaustive narrations of the theory or the practice. The book is divided into chapters to reflect different areas in HRD.</p>

PRINT PRODUCTS - BOOKS

No	Title	
5		<p>Creating Your Own Rainbow R. Palan Ph.D</p> <p>Creating Your Own Rainbow is an inspirational book. One hundred and fifty three pages of insights, meaningful anecdotes, positive ideas, character analyses, and encouraging events are waiting to inspire you to banish the rainbow-chaser in you and bring out the rainbow-creator.</p>
6		<p>Tips for Creating Your Own Rainbow R. Palan Ph.D</p> <p>Following the success of Creating Your Own Rainbow, the tips book was written to highlight the main ideas from the book Creating Your Own Rainbow</p>
7		<p>Implementing the Four Levels: A Practical Guide for Effective Evaluation of Training Programs Donald L Kirkpatrick and James D Kirkpatrick</p> <ul style="list-style-type: none"> • Introducing their newest concept, “developing a compelling chain of evidence” • Cutting edge evaluation tools organised by levels
8		<p>Evaluating Training Programs: The Four Levels (3rd Edition) Donald L Kirkpatrick and James D Kirkpatrick</p> <ul style="list-style-type: none"> • The 3rd edition of the classic book, first developed in 1993 • Common sense approach to evaluation along with powerful case studies
9		<p>Transferring Learning to Behavior: Using the Four Levels to Improve Performance Donald L Kirkpatrick and James D Kirkpatrick</p> <ul style="list-style-type: none"> • Uncovering and leveraging the missing link between training and business results • Using managers and supervisors to create a business partnership model for learning case studies

DIGITAL PRODUCTS - E-BOOKS

No		Title
1		<p>50 Tips for High Impact Trainers R. Palan Ph.D</p> <p>Great tips for trainers to deliver high impact training sessions to help people learn faster, easier, and effectively.</p>
2		<p>Competency Management - A Practitioner's Guide R. Palan Ph.D</p> <p>This book is a result of our experiences in the field of Competency Management and Implementation. It does not aim to be an academic treatise. The purpose of this book is to provide those attempting to implement competencies in their organisations with a clear understanding of competency management.</p>
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4		<p>Performance Management & Measurement - The Asian Context R. Palan Ph.D</p> <p>A practical book that incorporates theory without forgetting the ground realities. One of the many uses of this book is to get an update on the performance management processes. The cultural factors that influence performance management are also covered.</p>
7		<p>Frame Jokes and Anecdotes R. Palan Ph.D</p> <p>Frame Jokes is a book which will help make your training, lectures, sales, presentations and meetings more interesting. Each frame joke can be integrated with your content, may it be Sales, Team Work, Assertiveness etc. You can use it in different situations. Ready made jokes to fit your various training / learning situations are provided.</p>
8		<p>Creative Training Tips & Quotations R. Palan Ph.D</p> <p>Many trainers want creative training tips to spice up the participative and FUN element in their training programmes. This book consists of tips which will make training more effective and learner-oriented.</p>

DIGITAL PRODUCTS - E-AUDIOS

S.No	Title
1	<p>How To Manage Poor Performers, 18 minutes Peter Raiappan, Malaysia Ask HR practitioners, and they will probably tell you that one of the most frequent problems that they encountered is poor performance of employees. Poor performances can indeed affect the performance of various departments and put a break on productivity. The focus in this audio is on the subject of poor performers and how to deal with them.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
2	<p>Introduction to MBTI , 41 Minutes R. Palan Ph.D, Malaysia Focuses on introducing the ideas of Myers-Briggs Type Indicator (MBTI) and how to use it in Competency Assessment.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
3	<p>R.O.I. on Competency Management, 30 Minutes R. Palan Ph.D, Malaysia Covers the subject of ROI of Competency Management.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
4	<p>Emotional Intelligence, 29 Minutes R. Palan Ph.D, Malaysia Is your IQ the greatest predictor of what you'll accomplish in life? Researchers have found that this isn't necessarily true in reality, your emotional intelligence quotient (EQ) might be a greater predictor of success. Gain insights to increase your Emotional Competency.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
5	<p>Making Innovation Work For You, 20 Minutes R. Palan Ph.D, Malaysia Learn how to make innovation work for you.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
6	<p>5 Practices for Effective Team Leadership, 22 Minutes R. Palan Ph.D, Malaysia Gain an overview and learn the 5 Practices for Effective Team Leadership.</p> <p>FREE!!! PowerPoint slides (in .pdf format) on the topic.</p>
7	<p>Talent Management - Don't Forget The B Players, 20 Minutes R. Palan Ph.D, Malaysia Don't forget the B players is not about being against STARS or A players but is about seeking the engagement of B players who are the heart and soul of your organisation - the anchors. The goal is not to take them for granted or ignore them but mentor and nurture them. Listen to this audio to develop your the B Players into superior performance.</p> <p>FREE!!! PowerPoint slide show (in .pps format) on the topic.</p>

AUDIO / VISUAL PRODUCTS

No	Title	
1	Four Level Evaluation and Beyond (A set of SIX 30 minute CDs)	
2	CD 1 & CD 2 Prof Don Kirkpatrick USA	<ol style="list-style-type: none"> 1. Getting your managers on board 2. Three reasons for evaluating 3. The Four Levels – an overview 4. Evaluating Level 1 - Reaction 5. Evaluating Level 2 - Learning 6. Evaluating Level 3 - Behaviour 7. Evaluating Level 4 - Results 8. Proof versus evidence
3	CD 3 & CD 4 Jim Kirkpatrick Ph.D USA	<ol style="list-style-type: none"> 1. Building a business case for learning and evaluation 2. Evaluation - purposeful and deliberate 3. Three more reasons for evaluating 4. The business partnership model 5. Building a chain of evidence 6. Additional methods for gathering data 7. Making prudent decisions about evaluation 8. Best evaluation practices
4	CD 5 & CD 6 R. Palan Ph.D Malaysia	<ol style="list-style-type: none"> 1. Creating value at Level 1 through innovation and creativity 2. Creating value at Level 2 through competencies and technology 3. Creating value at Level 3 through performance management 4. Creating value at all four levels through leadership and coaching

Note: All audios are in English

TRAINING TOOLS - SOFTWARE

Dr. Palan's Pingo!! (Software game)



The concept of the Pingo is based on the BINGO Game.

Palan's Pingo is a digital fun tool used by trainers to carry out reviews during training sessions. Palan's Pingo provides trainers to play Pingo online and offline. Palan's Pingo enables you to save plenty of time when you are creating a Pingo game. It provides you the fastest way to create a Pingo Game compared with doing it manually. It also gives you the flexibility to create Pingo sheets and a call card.

The well-organised screens allow you to manage and access your Pingo game easily, so that you need not manage it manually anymore. Once you use Palan's Pingo, you won't think of creating Pingo manually anymore.

Technical Requirement

Minimum Recommended Microsoft Windows 95 or above 32 MB RAM, 64 MB RAM or above 50 MB Hard Disk Space or above

TRAINING TOOLS - GAMES

Management Made Easy (Card game)



Management Made Easy is designed to help new and experienced managers to identify the skills required for effective management. In this game, we will examine the components of the three skills required for effective management:

- Managing people
- Managing communication
- Managing operations

There can be arguments for more categories. However, these three categories are broad enough to include many managerial duties. Prof Donald Kirkpatrick says management is both an art and a science. It is, perhaps, useful to keep in mind that there is certainly no one correct way.

The purpose of the game is to stimulate discussion and get participants to recognise that management is a holistic process that requires a careful combination of the three skills to manage an organisation. The game is designed to stimulate interaction among adult learners and to reinforce the importance of recognising the inter-relationship of three key roles. There is no particular sequence or order in the way a manager carries out the roles.

TRAINING TOOLS - ASSESSMENT INSTRUMENTS (ONLINE & OFFLINE)

Our assessment instruments are valid and reliable as they are produced by recognised partners. They help profile/assess your employees from a single source.

AREAS

- 360° Feedback
- Behavioural, Attitude and Values Survey
- Negotiation and Conflict Management
- Sales and Personality Awareness Profile – recruitment / selection
- Leadership Styles
- Competency Profiles
- Organisation Learning Analysis (LNA)*
- Emotional Quotient Inventory
- Coaching for superior performance
- Team Building and Inter-personal Relationships

FEEDBACK

Our consultants provide feedback, to employees to help interpret the results. They provide feedback to the employee as the results.

PRODUCTS

	Estimated time to complete
a) LPI - Leadership Profiling Instrument	30 mins
b) Personal Interest, Attitudes & Values Assessment (PIAV)	30 mins
c) The Thomas-Kilmann Conflict Mode Instrument (TKI)	30 mins
d) Myers-Briggs Type Indicator® - MBTI®	30 mins
e) Behavior Style Assessment (DISC)	30 mins
f) EQ - i Emotional Quotient-Inventory	30 mins
g) Coaching Skills Inventory	30 mins

For more details and price quote, please contact products@smrhrgroup.com

LEARNING AND DEVELOPMENT



www.smrhub.com

“When Learning is FUN, the results are truly amazing.”

Learning and Development

PRACTICE AREAS

- FUN & Creative Training
- Train-The-Trainer
- Evaluation
- Competency & Performance
- Personal Growth
- Leadership
- Coaching

LEARNING & DEVELOPMENT

The SMR Way

INTRODUCTION

Our goal is to facilitate learning in an easy, exciting and FUN way. The primary aim of our learning and development division is to help learning specialists help others learn effectively - increased comprehension and retention, reduced learning time and improved application of the learning back on the job.

DEVELOPING EMPLOYEE COMPETENCE

For close to three decades, we have worked with organisations to strengthen their employee competence through learning and performance.

OUR FOCUS

Our training strategy in 7 practice areas has continued to remain on :

- Needs-based learning,
- Customised design to meet diverse learner needs,
- Creative learning materials,
- High powered and FUN delivery to ensure learner attention, participation and retention,
- Multi level evaluation to ensure learning results.

TRAINING EXPERTISE

Facilitating learning is both an art and a science. Our learning specialists use a variety of tools to ensure people learn in an effective and FUN way. All of our specialists are trained to maximise learning results. They are accredited training professionals with no less than ten years experience. They deliver their sessions in a high impact manner.

Our facilitation are content experts with extensive field and training experience. The practice areas ensure relevance of content as they regularly engage in field work.

Our learning and development specialists are highly matured, seasoned and professional.

CORE CAPABILITIES

Our core capabilities include the diagnosis, design, development, implementation and evaluation of learning retention in the seven practice areas.

THE MAGIC OF MAKING TRAINING FUN

We believe in making learning FUN. Our distinctive approach to learning has earned us the reputation of being fun, content based and creative.

CERTIFICATION

Our certification programmes, Certificate in Training Practice and Diploma in Training and Development, are both accredited by professional bodies in the United Kingdom. Besides these programmes, we also offer the SMR Accredited Training Professional programme at different locations around the world, throughout the year.

A BROAD CUSTOMER BASE

When you choose a SMR workshop, you can be assured of the best results. We are proud to have helped thousands of participant learn more effectively using our learner-centred methods. They have been able to exceed performance expectations using our innovative products and services.

While we have worked globally including the USA and Australia, Asia has remained very much our focus. Our broad customer base has equipped us with the experience to ensure maximum benefits to you. As of 2007 end we have worked with 1905 customer in 30+ countries.

SMR facilitators and consultants are dedicated to partnering with organisations seeking to unleash their human potential.



FUN & CREATIVE TRAINING PRACTICE

- The Magic of Making Training FUN!!
- Instructional Games for Trainers
- The Creative Trainer
- Accredited Training Professional (ATP)
- Master Training Professional (MTP)

THE MAGIC OF MAKING TRAINING FUN!!

Introduction

Make your training sessions come alive with FUN! This workshop aims to skill you in the use of FUN training tools that are based on Palan's 5 I's : Introduce, Involve, Interact, Instruct, and Intensify retention.

This workshop will enable you to deliver content in a way that is FUN and culturally relevant. When you make learning FUN, the results are highly effective.

Based on the book *The Magic of Making Training FUN!!*, it follows the principle that learning objectives are met better when content is delivered with FUN.

Designed For

This workshop is designed for all those who deliver training in various roles, such as :

- New and experienced trainers (technical and soft skills)
- HR professionals
- Line managers
- Supervisors

Prior Knowledge

The ability to present is a pre-requisite as we will not focus on presentation skills.

Competencies Addressed

Ability to deliver content with FUN, towards better learning.

Workshop Objectives

On completion of the workshop, participants will be able to use FUN tools to :

- Introduce content
- Involve participants
- Interact with learners
- Instruct actively
- Intensify learner retention

Model Reference

Palan's FUN X Content = Results®

Learning Approach

We follow the 'Demonstrate - Review - Do - Log Learning' approach throughout the two-day programme.

Duration

2 days

COURSE OUTLINE

Introduction

The use of FUN to deliver content

- FUN X Content = Result® Model
- 5 I's

Introduction

- Three Strategies for effective introductions

Involvement

- Warm-ups
- Nine Strategies to get your learners READY

Interaction

- Three strategies
 - Frame questions
 - Partial visuals
 - Press conference

Instruction

- Three strategies
 - Lecturettes
 - Guided discussions
 - Story telling

Intensify Retention

- Three Strategies to intensify retention
 - Symbolic charades
 - PINGO
 - Wrap-ups

INSTRUCTIONAL GAMES FOR TRAINERS

Introduction

At a time when learning has gained centre stage in organisations, trainers have to shift from trainer-centred tools towards learner-centred ones to be effective. FUN learning tools and games transform sedentary sessions into interactive, and exciting learning events. The use of games increases involvement and learner retention dramatically. Adults learn from games when processing their experiences.

Our two-day workshop will introduce you to various types of games and the ways in which to design them. It will also give you tips on selecting and using games appropriately.

Designed For

Trainers, line managers, and consultants who currently present content in traditional formats but would like to use games and FUN learning. The workshop is relevant to both technical and soft skills trainers.

Competencies Addressed

Designing and facilitating

Workshop Objectives

On completion of this workshop, participants will be able to:

- State the different kind of games that are used in training
- Select games to match learning outcomes
- Design games to meet learning objectives
- Facilitate games following the 5 I's approach

Model Reference

Kolb's Experiential Learning Model

Learning Approach

This workshop follows the structure of "Set Up - Play - Debrief" to enable participants to design and deliver content through games.

Duration

2 Days

COURSE OUTLINE

Introduction

- Games in training
- Choosing the right type of game
- Criteria for effective games
- Gaming terminology: Instruction - Simulation - Gaming

Games Design Model

- Game selection
- Research and development
- Game accessories
- Piloting the game
- Pre-game set up
- Game preliminaries
- Game play - facilitation
- Closure and debrief

Types of Games

- Lecture Games
- Cash Games
- Frame Games
- Card Games
- PC Games

THE CREATIVE TRAINER

Introduction

Getting participants excited about learning is no laughing matter. We face challenges in ensuring learner attention, participation, and retention.

In his research on Multiple Intelligences (MI), Howard Gardner points out the need to look beyond logical and linguistic ability as represented by IQ. The use of MI and creativity gains participants' attention and brings about involvement and interaction in the learning environment.

This Creative Trainer workshop will help participants learn how to design and deliver creative training that results in superior learning through the use of MI and creative tools.

Designed For

This programme is designed for trainers, line managers, consultants, subject matter experts, and others who need to enliven their training sessions with creative training tools. The workshop is relevant to both technical and soft skill trainers.

Competencies Addressed

Using creative learning tools for effective learning results.

Workshop Objectives

On completion of this workshop, participants will be able to:

- Design creative training activities and improve existing modules
- Develop creative training materials.
- Facilitate training sessions creatively
- Use creative tools to accelerate learning
- Evaluate learning in creative and non-threatening ways

Model Reference

- Howard Gardner's Theory of Multiple Intelligences
- Kolb's Experiential Learning Model
- Palan's FUN Model: FUN x Content = Results[®]

Learning Approach

We follow the 'Demonstrate - Review - Do - Log Learning' approach throughout the two-day programme.

Duration

2 days

COURSE OUTLINE

Designing Creative Training Activities

- Striking a balance between FUN and content
- Using a 'Project Management' approach
- Producing a design document using rapid instructional systems design
- Designing creative training activities
- Improving existing modules

Effective Warm ups and Wrap ups for larger groups

- Getting learners READY prior to content delivery
- Avoiding CRASH
- Use of variety & creativity
- Customisation for different groups / different subjects

Developing Creative Training Materials

- Preparing participant 'play books', partial visuals, posters, and flip charts
- Design formats

Facilitating training session creatively

- Creativity facilitating skills
 - Role plays with creative variations:
The Bollywood format
 - Creative story telling
 - Voice improvement
 - Body language
- The 5 I's – Introduction, Involvement, Interaction, Instruction, Intensify Retention
- FUN x Content = Results[®]

Accelerated Learning

- Creating environments that promote learning, promote productivity and attitude change
- The Unfreeze – Change – Refreeze principle
- Brain compatible learning

Creative Assessment

- The 4 levels of evaluation
- Non-threatening assessments
- Maximising memory
- Remembering to remember



ACCREDITED TRAINING PROGRAMMES

ACCREDITED TRAINING PROFESSIONAL (ATP)

MASTER TRAINING PROFESSIONAL (MTP)

ACCREDITED TRAINING PROFESSIONAL (ATP)

Introduction

Here is your opportunity to be accredited as a training professional. The programme created by Dr. Palan, the author of *The Magic of Making Training FUN!!* is designed to produce world class trainers.

This is a programme for all professionals interested in delivering high impact training sessions. At this accredited training professional programme from SMR Group, one of the world's largest HRD Consulting firms, you will learn strategies and techniques to make your training sizzle.

The SMR accreditation associates you with a select group of exceptional trainers, who are recognised locally and internationally for their high impact training methods. The ATP participant is licensed to run both SMR's High Impact Train-The-Trainer and *The Magic of Making Training FUN!!* programmes.

Designed For

This is a programme for all professionals interested in delivering high impact training sessions.

Prior Knowledge

It is preferred participants have the ability to present and have attended the basic Train-The-Trainer programme.

Competencies Addressed

Ability to deliver high impact training programmes.

Workshop Objectives

On completion of this programme, participants will be able to incorporate fun tools to energise participants by:

1. Identifying learning styles of learners,
2. Using 5 I's for high impact,
3. Using fun tools to maximise attention, participation and retention of learners,
4. Using experiential learning tools to engage learners.

Duration

5 days training programme from 9.00am to 5.00pm / 40 hours.

Learning Approach

This ATP programme will be conducted in a fun and interactive way. Participants will have numerous opportunities for skills practice. Continuous feedback will be provided by the facilitator and peers. Palan's $\text{Fun} \times \text{Content} = \text{Results}^{\text{®}}$ model will be followed throughout the programme.

Model Reference

- Palan's $\text{Fun} \times \text{Content} = \text{Results}^{\text{®}}$
- Malcolm Knowles' Andragogy
- Kolb Learning Styles

Benefits of Accreditation

1. Join an international group of accredited training professionals.
2. Qualify to facilitate SMR's selected programmes.
3. Grow learner satisfaction exponentially.
4. Accelerate learners' learning.
5. Cut learning time and cost.
6. Improve training results with increased learner application.
7. Learn how to use high involvement tools that make your training sizzle.

Certification Requirements

To receive the SMR accreditation you need to:

1. Complete the pre-workshop work/Attend the preworkshop teleseminar.
2. Complete the online psychometric assessment on learning styles.
3. Complete a 5-day onsite training programme.
4. Deliver a creative training session during onsite training.
5. Complete a one-hour written test during onsite training.

The Accreditation Award

On successful completion of the ATP programme, participants will receive accreditation from Dr. R. Palan, Chairman and CEO of SMR Group, and Prof. Don Kirkpatrick, Chairman Emeritus, SMR Group.

Assessment

- Video presentation
- End of workshop feedback form

ACCREDITED TRAINING PROFESSIONAL (ATP)

WORKSHOP CONTENT

The ATP programme will focus on six (6) strategies.

Strategy 1 – The 5 I's

- Introducing content with warm-ups to switch on your learners.
- Involving every participant with appropriate activities.
- Interacting with your audience throughout the session.
- Instructing with FUN tools and games.
- Intensifying retention with wrap ups.

Strategy 2 – Making training fun

- Using the FUN x Content = Results® model.
- Identifying appropriate scenarios and adapting FUN tools for your use.
- Listing / planning how to use FUN tools in your training.

Strategy 3 – Making enthusiastic training presentations

- Using FUN facilitating techniques to create a high energy learning environment.
- Identifying techniques to energise your sessions.
- Listing / planning how to deliver high impact sessions.

Strategy 4 – Making training learner centred

- Identifying learning styles of your learners.
- Completing the Kolb Learner Style Inventory.
- Using variety and creativity in your sessions.
- Identifying tools and techniques to match your content requirements / audience types.
- Listing / planning how to use variety and creativity in your sessions.

Strategy 5 – Making learning experiential

- Using a variety of experiential learning tools.
- Identifying appropriate learning scenarios.
- Listing / planning how to integrate experiential learning into your training.

Strategy 6 – Ensuring transfer of learning

- Using processes to ensure transfer of learning to workplace performance.
- Identifying tools to track transfer of learning in a FUN way.
- Listing / planning how to ensure transfer of learning in your programmes.

Tool Kit

You will receive tools to help you deliver high impact training sessions.

1. Comprehensive Workbook
2. PowerPoint Presentation
3. Frame Game : Management Made Easy Software
4. Learning Tournament – FUN Software
5. Fun Bingo Software
6. SMR FUN Balloons
7. Koosh Ball
8. Training Vouchers
9. Perfume Markers
10. Trainer's Whistle

MASTER TRAINING PROFESSIONAL (MTP)

Introduction

This is a programme for all professionals who have completed SMR's Accredited Training Professional programme. While the Accredited Training Professional focuses on helping the participants gain expertise in delivering high impact training sessions by identifying the learning styles and through the use of FUN to deliver content, at the Master Training Professional course, participants will be introduced to use of multiple intelligences, games, simulations and improvisations in helping people learn.

Successful participants will receive certification from Dr. Palan, Chairman & CEO of SMR Group, and Prof. Don Kirkpatrick, Chairman Emeritus, SMR Group. A SMR accreditation lets you into a select group of outstanding trainers, who are recognised internationally.

In this four day programme, participants will learn new ideas, techniques and tools to accelerate learning. They will build on their learning from the Accredited Training professional course. Participants will work in teams to create an activity involving simulations, games or improvisations of their choice. This activity will involve the use of multiple intelligences and technology. Each participant will have the opportunity to test out their design in the workshop. This small group exercise and a two hour written test will form the core of assessment.

Master Training Professionals are licensed to run SMR's High Impact Train-The-Trainer, The Magic of Making Training FUN!! and Accredited Training Programme and have access to all Train-The-Trainer materials published by SMR.

Admissions

All participants to the Master Training Professional workshop will be interviewed and selected for the Master Training Professional workshop. Interested participants are requested to apply using the registration form. This selection process is to ensure they are ready to commit to the intensity of learning.

Learning Objectives

Upon completion of the workshop, participants will be able to incorporate fun tools to energise their training programme by:

1. Using simulations
2. Using collaborative learning tools
3. Integrating multiple intelligences in the design & delivery
4. Using experiential learning tools to engage participants
5. Using technology to accelerate learning

Learning Approach

This MTP programme will be conducted in a fun and interactive way. Participants will have numerous opportunities for skills practice. Continuous feedback will be provided by the facilitator and peers.

Competencies Addressed

Ability to deliver high impact training.

Model Reference

- Howard Gardner's Multiple Intelligences

Duration

4 days

The Benefits of being a Master Training Professional

1. Recognised as a Master Trainer within a select group of professionals internationally
2. Use collaborative learning tools to accelerate learning results
3. Licensed to run SMR's Accredited Training Professional
4. Free admission to the Asia HRD Congress Speakers Bureau entitling Master Training Professionals to gain international exposure
5. Gain a network of high profile professionals and exchange best practices

MASTER TRAINING PROFESSIONAL (MTP)

COURSE OUTLINE

1. Simulations

Simulations are often used in training when it is very expensive or unsafe to allow the learners to use the real equipment in the real world. In such situations they invest time learning valuable lessons in a "safe" virtual environment. This safe environment allows learners to make mistakes during training for a safety-critical system. Simulations in education and training particularly business simulations provide a useful extension to case study discussions.

Participants will learn the secrets to designing successful simulations.

2. Improvisations

Improvisations enable collaborative learning. Skilled facilitators use improvisations – they make up scenes, songs, stories on the spot collaboratively without any pre-planning or scripts. There are principles and techniques to succeed in this high pressure endeavour. These techniques can be translated to any environment to enhance learner creativity, communication and teamwork.

Participants will learn how to use improvisations to deliver training content with high impact.

3. Games

Games can involve learners when the goal is to introduce, reinforce or summarise the content. Games raise the excitement levels in a learning session through competition (learning tournaments) and cooperation. The use of frame games can accelerate the design of custom content as the existing design structure is in place and learners are familiar with the rules.

Participants will learn how to design and facilitate games and simulation games.

4. Use of Multiple Intelligences

Psychologist Howard Gardner suggests there are at least seven ways that people have of perceiving and understanding the world. Gardner labels each of these ways a distinct "intelligence." Gardner argues for the use of instructional methods that appeal to all the intelligences as opposed to the

traditional instruction that heavily favors the verbal-linguistic and logical-mathematical intelligences.

Participants will learn how to ensure the curriculum is balanced and involves all the intelligences.

5. Technology in Learning

Audience response systems powered by latest technology make boring PowerPoint presentations exciting and interactive. They make assessments non-threatening. Your content can be integrated into game shows such as Jeopardy and Wheel of Fortune. Technology today offers countless possibilities to engage learners and make learning cost effective.

Participants will learn how to use technology to accelerate learning.



TRAIN-THE-TRAINER PRACTICE

- Competency-based Training Needs Analysis
- High Impact Training Design & Development of Materials
- High Impact Train-The-Trainer
- High Impact Learning Facilitator
- Certificate in Training Practice (CTP)
- Diploma in Training Management

COMPETENCY-BASED TRAINING NEEDS ANALYSIS

Introduction

Training is about helping people learn so that they can do their jobs to the required standards. However, often training fails to address the real individual, occupational, departmental, or organisational needs. One of the major factors contributing to this situation is that training programmes are not based on business needs or mission critical needs. Training should be based on systematic assessment of current and future needs of organisations.

Our three-day workshop is designed to help training professionals :

- Collect and analyse relevant data
- Prepare and present TNA reports

Designed For

This workshop is designed for those whose roles require them to conduct systematic training needs analysis, such as :

- Trainers
- HR professionals
- Line managers
- Instructional designers

Competencies Addressed

- Ability to identify organisation's training and development needs
- Ability to identify individual learning needs

Workshop Objectives

On completion of the workshop, participants will be able to :

- Describe what TNA is
- Use data collection methods and analysis techniques to gather information
- Interpret the information gained
- Report on the information gained by :
 - Preparing a training plan
 - Delivering a TNA report
 - Presenting the report to management

Model Reference

- SMR's HRDPower TNA model
- SMR's PAGE framework

Learning Approach

Practical sessions where lectures are interspersed with hands-on exercises, case studies, role-plays, and videos. Software tools are used where required. Templates for TNA will be provided.

Duration

3 Days

COURSE OUTLINE

Introduction

- Objectives and expectations
- Training essentials

Needs Analysis

- Purpose
- Key terms used : TNA/TNI, LNA, IATN
- Performance gaps
- Types of needs
- Levels of needs analysis
- Role of analyst

Data Collection : 4 Methods

- Interview
- Observation
- Survey
- Focus group

Analysis : 8 Techniques

- **Pre-requisites**
 - SWOT analysis
 - Task analysis
 - Competency analysis
- **Optionals**
 - Goal analysis
 - Performance analysis
 - Versatility charts
 - Document analysis
 - Fault analysis

TNA Deliverables

- Preparing the TNA report
- Preparing the annual training plan
- Presenting the report to management

Action Plan

- Getting started

HIGH IMPACT TRAINING DESIGN & DEVELOPMENT OF MATERIALS

Introduction

Proper instructional design is a very critical aspect of any training process. It is a process that helps a trainer choose the most effective way to present content, making efficient use of time and resources. It involves expertise in a set of procedures that results in training which meets its objectives.

This three-day workshop on designing training focuses on equipping participants with skills that are essential for rapid and effective training design development of material. The workshop aims to help participants to:

- Determine instructional strategy
- Prepare a design specification
- Develop materials

Designed For

The programme is designed for those whose roles require them to design and develop effective training, such as:

- Professional trainers
- Subject matter experts

Competencies Addressed

- Designing training and development sessions
- Preparing and develop resources to support learning

Workshop Objectives

On completion of the workshop, participants will be able to:

- Describe the key stages in the Instructional Design Process Model
- Prepare training and learning objectives
- Prepare a design specification
- Choose appropriate methods, media, and resource persons
- Develop an instructional plan
- Develop learning materials

Model Reference

- Generic Instructional Design Process Model

Learning Approach

Practical sessions that are a blend of lectures, discussions, and small group activities. A large part of the group activities revolve around designing a training programme and developing appropriate learning materials.

Duration

3 Days

COURSE OUTLINE

Introduction

- Objectives and expectations
- Training essentials
- Training design
- Development of materials
- Instructional Design Process Model

Instructional Analysis

- Learning context
- Learner
- Learner tasks

Objectives

- Preparing learning goals
- Writing objectives
- Standards

Instructional Strategy

- Organising strategy – course level
- Delivery strategy
- Management strategy

Development

- Participant handouts / exercises
- Visuals
- Trainer guides
- Design formats

Review

- Practical exercises
- Reviewing design and development of programmes
- Ensuring transfer of learning to workplace

HIGH IMPACT TRAIN-THE-TRAINER

Introduction

There is more to training than being able to “tell” or “inform” learners. Knowledge of the subject alone does not guarantee effective training. For delivering effective training sessions, content experts need to know how to :

- Prepare a session plan
- Deliver a lecture

SMR’s High Impact Train-The-Trainer workshop aims to help trainers learn the skill of helping people learn faster, easier, and more effectively.

Designed For

This workshop is designed for those whose roles require them to help people learn, such as :

- New training professionals
- Occasional trainers
- Subject matter experts

(The workshop is for technical and non-technical professionals.)

Competencies Addressed

Training small groups

Workshop Objectives

On completion of the basic workshop, participants will be able to :

- Identify stages in the ADDIE model
- Identify and use Palan’s 5 I’s
- Prepare session plans
- Prepare visuals
- Deliver information and skills based sessions

Model Reference

- ADDIE Model
- Palan’s 5 I’s

Learning Approach

Practical sessions with lectures, small group activities, and opportunities for participants to develop their skills through exercises. Each participant will present a short training session that will be videotaped and reviewed by facilitators and peers.

Duration

3 Days

COURSE OUTLINE

Learning Objectives / Expectations

MODULE 1

Train-The-Trainer 101

- Introduction to Training and Development
 - The Essentials
 - ADDIE Model
 - Understanding the adult learner
- Session Models
 - Information based
 - Skills based

MODULE 2

Preparing to Train

a. Learning Objectives

- Performance
- Conditions
- Standards

b. Session Plans

- Choice of Content
- Activities
- Scheduling

c. Visuals

- PowerPoint
- Flipcharts

d. Logistics

- The Training Room
- Seating Arrangement
- Environment

MODULE 3

Delivering the Training

a. Trainer Led Instructional Methods

- Lectures / Discussions
- Demonstrations

b. FUN Tools

- Tools for spicing up your instruction

c. Palan’s 5 I’s

- Introduction content
- Involving learners
- Interactive learning Environments
- Instructional strategies
- Intensifying retention

MODULE 4

Practising to become a trainer

- Skills Practice

HIGH IMPACT LEARNING FACILITATOR

Introduction

How to facilitate?

The facilitator plays a leadership role when working with a group of people to achieve a successful outcome. In a learning context, the purpose of facilitation is to create changes through experiential learning by focusing on people assuming greater responsibility to generate solutions to the challenges they are facing. It is all about learning through self discovery, team learning and intensive practice. This workshop will enable participants to design and manage processes that will ensure successful learning outcomes besides gaining learner commitment.

The role of facilitator

The facilitator is an independent person without any preconceived opinion whose role is to guide the team towards a goal or activity, focusing on the process (how to) rather than the content (what) the group is addressing.

Designed For

This workshop is designed for those whose roles require them to work with a group of people, such as:

- Line managers
- HR and HRD professionals
- Consultants and lecturers
- Anyone else who need to work with a group of people to achieve successful learning outcomes
- Consultants and lecturers

Competencies Addressed

The workshop refers to the foundational areas of competency as identified by the International Association of Facilitators

- Create collaborative client relationships
- Plan appropriate group processes
- Guide group to appropriate and useful outcomes
- Model positive professional attitude

Workshop Objectives

On completion of the workshop, participants will be able to:

- Describe the role of a facilitator
- Identify the key skills essential for facilitation
- Create a collaborative environment
- Plan, design and introduce group processes
- Guide group to successful learning outcomes
- Deal with difficult situations and participants

Duration

2 Days

Learning Approach

The High Impact Learning Facilitator programme is highly practical with numerous small group activities and skills practice sessions. Each participant will have numerous opportunities to practise their facilitation skills throughout the workshop.

COURSE OUTLINE

MODULE 1 - FACILITATOR 101 - UNDERSTANDING, THE ROLE OF A FACILITATOR

- Leadership roles
- Planning the facilitation
- Process experts
- Neutrality and non judgmental attitudes
- Creating open and WIN:WIN relationships
- Focused dialogue for successful outcomes
- Building professional knowledge
- Positive modeling

MODULE 2 - PREPARING TO FACILITATE

Group Processes

- Choice of methods and processes
- Tools for the facilitator
- Scheduling time and space to support processes
- Cultural considerations

Guide group to successful learning outcomes

- Self-awareness
- Consensus building
- Focus on desired outcomes
- Experiential learning
- Summarising and reviewing learning

MODULE 3 - FACILITATING SESSIONS

Key Facilitation Skills

- Questioning, clarifying, paraphrasing
- Active listening, answering, feedback
- Conflict mediating skills
- Gaining agreement
- Gaining participation from all group members

Collaborative Environment

- Working partnerships
- Contracting for scope and deliverables

Deal with difficult situations and participants

- Problem situations and participants
- Intervention strategies
- Action strategies for the facilitator

MODULE 4 - PRACTISING TO BECOME A FACILITATOR

- Skills Practice

CERTIFICATE IN TRAINING PRACTICE (CTP)

Introduction

The Certificate in Training Practice (CTP) is designed to enhance the skills of individuals who are currently trainers or those who have the potential to be trainers and will be promoted as trainers.

The CTP programme comprises 5 core modules and a written project paper (about 3,500 words). All participants are required to present their project paper to a panel of moderators, one of whom will be representing The Chartered Institute of Personnel and Development from the United Kingdom, the awarding body.

Designed For

This standard covers skills required by proficient Trainers such as Training Officers, Training Advisors, and Line Managers. It is intended for:

- Those involved in training and development in organisations
- Those working as independent trainers
- Training Administrators seeking a broader understanding of the principles of Training and Development
- Those aspiring to a career in Training and Development
- Training Managers with responsibility for Training and Development

Prior Knowledge

Subject matter expertise in areas they wish to train.

Skills Addressed

Core Train-The-Trainer Skills

Methods of Assessment

1. Continuous assessment throughout the programme
2. 2 Written and 2 skill based assignments

Certification Objectives

The course certifies that practitioners are able to:

- Identify and prioritise learning needs using appropriate methods of analysis
- Recommend learning and development opportunities relevant to identified needs
- Design training and development sessions
- Develop relevant materials and facilities to support training sessions
- Prepare, deliver, and review a range of practical learning sessions

- Assess and provide feedback to learners
- Evaluate training and development using appropriate methods and make improvements as appropriate

Learning Approach

The modules are delivered in a highly practical and participative way with discussions, videos, exercises and reviews. Comprehensive notes supplement the discussions. Approximately 80% of the time will be spent in exercises, reviews and real life examples.

Duration

Classes are held over five weekends. (10 days)

COURSE OUTLINE

1. Needs Analysis

- Using data collection methods and analysis techniques
- Interpreting the information gain
- Preparing training report and plans

2. Design and Development

- Identify and defining training and learning objectives
- Choosing methods, media and resources persons
- Developing instructional plan
- Developing learning materials – audio, visual, and technology based learning aids
- Designing learner centred activities
- Developing participant workbooks and handouts
- Blended learning

3. High Impact Trainer

- Preparation
- Delivery
- Skills Practice

4. High Impact Facilitator

- Role of Facilitator
- Key facilitation skills
- Collaborative environment
- Guiding groups to successful learning outcomes
- Dealing with difficult situations and participants

5. Evaluating Training

- Four Levels for evaluating training
- Choosing appropriate evaluation tools
- Implementing evaluation
- Preparing reports and recommendation

DIPLOMA IN MANAGEMENT (TRAINING AND DEVELOPMENT)

Introduction

The importance of a competent workforce has gained wide recognition not only at the organisational level but also at the level of the larger economy, as reflected in the setting up of human resources development funds by governments in various countries.

The term training and development has now been replaced with learning and development to reflect the current business context.

To manage and meet their talent requirements, organisations look for reliable and competent professionals. One of the ways in which organisations assess the competence of their learning development specialist is through certification by internationally recognised bodies.

The Diploma in Management (Training and Development) is an internationally recognised certification that is given by Institute of Administrative Management, UK. The IAM, established in 1915, has stood for promoting excellence in management. SMR is IAM's authorised training provider for DTM in Malaysia.

Accreditation Objective

The DTM certifies that an accredited trainer is able to manage the training function at strategic, administrative, and operational levels.

Who Should Get Accreditation?

The DTM is intended for trainers and those responsible for managing the training function in organisations.

Entry Requirements

The entry requirement to be met by applicants are as given:

- 5 years' experience in the training function
- Graduates/Post Graduates from a recognised university or equivalent
- Certificate in Training Practice from CIPD (or other qualification acceptable to IAM)
- (For more details on entry requirement, contact us)

Methods of Assessment

- Continuous assessment during modules
- 3 hour examination
- Work based project

Duration

Classes are held for 10 days; two days each month, spread over a period of 5 months.

The programme is non-residential.

COURSE OUTLINE

The programme is divided into six modules, a brief outline of which is given below:

Module 1: Strategic Role of Learning & Development (L&D)

- Current Trends
- Linking learning to organisational strategy
- The Learning & Development Scorecard

Module 2: Organisation of The Learning & Development function

- Current Trends
- Creating appropriate channels for learning
- Structuring the learning process

Module 3: Talent Management

- Strategic skills for developing talent
- The Talent Development cycle
- High potential programmes
- Competency initiatives
- Leadership pipelines

Module 4: HRD Strategies

- Career pathing
- Succession planning

Module 5: Technology in Learning

- Online learning
- E-Learning
- Role of learning specialists



EVALUATION PRACTICE

- Accredited Evaluation Professional (AEVP)
- Validation & Evaluation of Training

ACCREDITED EVALUATION PROFESSIONAL (AEVP)

Introduction

Here is your opportunity to be accredited as an evaluation professional by the master and originator of the Four Levels of Evaluating Training, Don Kirkpatrick and his certified team from SMR Group.

This programme is based on Don's time-tested four levels (Reaction, Learning, Behavior, Results) model. You will learn how to apply the four levels to your evaluation needs, and use proven methods to enhance learning and results, and encourage new behaviors. This will allow you to effectively meet the ever increasing need to demonstrate the value of your training to management.

Books by Don and son, Jim will be used in the programme. This includes Jim's new book, *Transferring Learning to Behavior: Using the Four Levels to Improve Performance* (Berrett-Koehler, 2005). Jim Kirkpatrick, the Global Head of SMR's Training Evaluation practice and team of researchers have identified and worked on global best practices to develop a powerful business partnership model.

This model when applied can demonstrate the value of your training efforts in a holistic way rather than an isolated manner.

Join the Kirkpatricks and other certified trainers as they guide you through case studies, methods, and tips to enhance your training programme, training department or corporate university.

Designed For

This accreditation programme is designed for executives and managers as well as leaders of corporate universities and training departments, as the curriculum focuses on improving efforts in demonstrating to management the value of training & development.

Certification Requirements

To receive the accreditation you need to:

1. Complete the pre-workshop work / Attend the pre-workshop teleseminar
2. Complete the four day onsite training program

4. Design an evaluation plan
5. Complete a one-hour written test during onsite training

Duration

4 Days

Benefits of Accreditation

1. Join an international group of accredited training evaluation professionals
2. Qualify to facilitate evaluation workshops
3. Participate in the global awards for organisations with evaluation best practices
4. Access to case studies
5. Access to evaluation templates
6. Access to Don's endorsed software

Workshop Objectives

On completion of this programme, participants will be able to

1. Align training evaluation to business needs
2. Apply the four level evaluation methods, tools and techniques.
3. Design and develop an evaluation programme.
4. Implement a business partnership model to implement an evaluation programme.

Learning Approach

This intensive and practical workshop will focus on the "HOW" rather than theory. Don's PIE approach – (Practical, Interactive and Enjoyable) will be followed throughout the programme. Learning will be based on our Fun x Content = Results® Model. Short lectures, case studies, small group exercises, games and videos will be used to intensify learning.

Prior Knowledge

It is preferred participants have basic knowledge of training and development.

Competencies Addressed

Ability to evaluate training at all four levels.

The Accreditation Award

On successful completion of the AEVP programme, participants will receive accreditation from Prof. Don Kirkpatrick, Chairman Emeritus, SMR Group and Dr. R. Palan, Chairman and CEO of SMR Group.

ACCREDITED EVALUATION PROFESSIONAL (AEVP)

WORKSHOP CONTENT

1. Don's Four Levels in the 21st Century

- Foundations for Training Evaluation
- Aligning training evaluation to business needs
- Assessment & Evaluation
- Linking evaluation to the challenges of training
- Six reasons for evaluation
- Kirkpatrick's Four Levels of Evaluation
- Key principles of Four Level of Evaluation
- Reversing the Kirkpatrick model
- Starting with the end in mind
- Global best practices
- The Business Partnership model

2. Level 1 & 2: Principles, Methods & Tools

- **Challenges**
 - Evaluation strategies
 - Ten best methods & tools
 - Best practices
 - Reporting evaluation metrics
- **Success Stories**
 - Tracking Learning Gain

3. Level 3 & 4 – Principles, Methods & Tools

- **Challenges**
 - Evaluation Strategies
 - Ten best methods & tools
 - Best practices
 - Reporting evaluation metrics
- **Success Stories**
 - Transferring Learning to Behavior

4. Tools for Implementing the Four Level Evaluation

- Integrating evaluation methods
- Templates – matching tools to purpose
- Data collection plans
- Reinforcing behavior using level 3 evaluation
- Integrating Evaluation: Training Score cards / Balance Score cards
- Executing the Business Partnership model with executive involvement
- Reporting – Presenting to your management

5. Implementing the Four Level Evaluation

- Suggested design – forms – procedures for implementing each level

VALIDATION & EVALUATION OF TRAINING

Introduction

Organisations make huge resource allocations to training because better skilled employees increase competitiveness. However competing pressures on organisational resources require the HRD function to justify the allocation of resources to it. This requires measuring the effectiveness of training. The three-day workshop on validating and evaluating training equips participants with knowledge and skills to assess the effectiveness of training on the following parameters:

- Whether training has met its objectives
- Whether it has been beneficial to the organisation

The workshop enables participants to:

- Choose and use evaluation instruments
- Determine evaluation strategies
- Prepare and present an evaluation report to management

Designed For

The programme is designed for those whose wish to learn about evaluation of training.

Competencies Addressed

- Ability to evaluate the effectiveness of training.

Workshop Objectives

On successful completion of this workshop, participants will be able to:

- Describe the various **models** used for evaluating training
- Determine the **need** for validating and evaluating training
- Design the **level of evaluation** suited for a particular kind of training
- **Implement the** appropriate evaluation strategy for a learning event
- **Develop** evaluation tools
- **Prepare reports for management** on evaluation metrics.

Model Reference

- Kirkpatrick's Four Level Model

Learning Approach

Practical sessions with lectures, hands-on exercises, case studies, and small group exercises.

Duration

3 Days

COURSE OUTLINE

Module 1- Don Kirkpatrick's Four Levels in the 21st Century

- Foundations for Training Evaluation
- Aligning training evaluation to business needs
- Assessment & Evaluation
- Linking evaluation to the challenges of training
- Six reasons for evaluation
- Kirkpatrick's Four Levels of Evaluation
- Key principles of Four Levels of Evaluation
- Reversing the Kirkpatrick model
- Starting with the end in mind
- Global best practices
- The Business Partnership model

Module 2 - Level 1 & 2: Principles, Methods & Tools Challenges

- Evaluation strategies
- Ten best methods & tools
- Best practices
- Reporting evaluation metrics

Success Stories

- Tracking Learning Gain

Module 3 - Evaluation Methods and Tools

- Reaction forms for Level 1
- Pre test & Post test for Level 2
- Tools for Level 3 & Level 4
- Describe the importance of validation & evaluation
- Describe how the 4 levels work
- Choose appropriate valuation methods & tools
- Prepare an evaluation report

Module 4 - Evaluation Metrics Reporting

- Descriptive statistics
- Training Evaluation Reports

COMPETENCY & PERFORMANCE PRACTICE

- Accredited Competency Professional
- Accredited Performance Professional

ACCREDITED COMPETENCY PROFESSIONAL (ACP)

Introduction

Organisations that identify competencies critical to their business and skill their people accordingly, gain a competitive advantage which others would find difficult to duplicate.

For high returns on investment, the use of competency management for acquisition, deployment and development of talent has to be enterprise-driven and supported by management. Only a few organisations have successfully leveraged the business impact of competencies.

The ACP programme is a comprehensive six day training to enable you to implement the competency framework in organisations. You will gain skills essential for smooth management of competencies and learn from organisational best practices.

Successful participants will receive certification from SMR. A SMR accreditation lets you into a select group of outstanding competency professionals, who are recognised internationally for their high impact consulting style and competency expertise. Accredited competency professionals are licensed to consult using SMR's proprietary materials and have access to all materials published by SMR. They also will have the exclusive use of proprietary material available through the website. All accredited professionals will learn how to use HRDPower™, the competency based software.

Designed For

This accreditation programme is designed for those whose roles require them to implement and manage competency initiatives.

Certification Requirements

1. Complete the pre-course work / teleseminar.
2. Complete the required on-site training programme.
3. Complete a one hour written test during the programme.
4. Complete one written assignment.

Competencies Addressed

Ability to implement a competency management initiative

Prior Knowledge

Some knowledge of HR processes preferred

Workshop Objectives

On completion of this programme, participants will be able to:

1. Determine competency frameworks
2. Describe methods of competency profiling
3. Develop competency profiles
4. Identify competency assessment methods
5. Manage competency data
6. Identify practical implementation methods
7. Describe ways to institutionalise competencies
8. Report to Management on the benefit of Competency Management

Model Reference

- HRDPower™ Model
- SMR's PAGE Framework

Learning Approach

This workshop will be conducted in a participative and practical way. Participants will learn to use templates and be able to refer to best practices. They will be able to apply what they learned almost immediately when they return to the job.

Duration

6 Days

The Accreditation Award

On successful completion of the ACP programme, participants will receive accreditation from Prof. Don Kirkpatrick, Chairman Emeritus, SMR Group and Dr. R. Palan, Chairman and CEO of SMR Group.

WORKSHOP CONTENT

1 - Introduction to Competency Management

- Identifying a Competency strategy for your organisation
- Competency Management – Historical perspectives
- Value of competencies
- Charting the future of competency management in your organisation
- Competency types
- SMR's PAGE Framework™
- Mapping competencies

ACCREDITED COMPETENCY PROFESSIONAL (ACP)

- Job and positions
- Writing & validating competencies

2 - Core Competency Frame Work

- Developing a core competency framework
- Applying the three tests for a core competency
- Mapping & applying core competency framework

3 - Functional Competency Profiling

- Functional competency frameworks
- Developing competencies
- Adapting dictionaries
- Position profiles

4 - Role / Behavioural Competency Profiling

- Competency models
- Developing competencies
- Position profiles

5 - Competency Assessments

- Assessment Methods
 - Reviews
 - Interviews
 - Observation
 - Tests

6 - Competency Applications

- Training & Development
- Acquisition / Selection
- Succession planning
- Talent management
- Performance management
- Compensation

7 - Competency Implementation

- Getting buy-in
- Project plans
- Templates
- Project management structure
- Use of Technology
- Data management
- Reporting

8 - Technology for competency implementation

- Competency based software HRDPower™
- Hands on exercise

ACCREDITED PERFORMANCE PROFESSIONAL

Introduction

Performance Management is a powerful tool in converting organisational strategy into goal-oriented behaviour. However, it remains an under-utilised tool in many organisations due to a perspective limiting performance management to appraisals.

Organisations expect performance to happen. But what it expects of its people and how they are to achieve their goals are often left unclear.

Performance planning is the first step towards ensuring performance by design, rather than by chance.

KPIs are measures that help an organisation to define and evaluate its progress with respect to goals at a macro level and that of its individual employees at the micro level. They are indicators of job outcomes that flow from goals.

When they are developed and tracked effectively, it results in achievement of intended performance targets.

Superior performance results when structured coaching and individual developmental plans are in place. Successful coaches motivate and enable the achievement of stretch goals.

Tracking performance requires effective performance review skills. The skills include asking the right questions, listening and giving feedback. Feedback when given in an appropriate way motivates people.

This five-day workshop enables participants to design and implement an integrated performance management framework.

The key areas covered include:

- Organisational performance planning
- The linkage to business strategy
- The performance management strategy
- The process involved
- The linkage between rewards and performance
- Talent development and management

In addition, the workshop explores the cultural factors that affect performance in the Asian context. Current practices in Asia are studied against this background to arrive at workable solutions.

Designed For

This workshop is useful for those who wish to design and implement a performance management framework.

Competencies Addressed

Design and implement a Performance Management Framework.

Workshop Objectives

On completion of this workshop, participants will be able to:

- Design a Performance Management System
- Implement the Performance Management System

Model Reference

- Performance Management Frameworks

Learning Approach

This session will be conducted in a practical and participative way. Learning strategies include lectures, small group exercises, case studies, role-plays, and videos.

Duration

5 Days

COURSE OUTLINE

- 1) Performance Management Frameworks
- 2) Current Best Practices
- 3) Designing a Performance Management System
- 4) Performance Planning
 - Key Performance Indicators (KPI)
 - KPI Dictionary
 - Weightage
- 5) Performance Coaching
 - Coaching Systems
 - Coaching Skills
 - Individual Development Plans
- 6) Performance Reviews
 - Review Skills
 - The Review / Appraisal Form
 - Tying up the results
- 7) Implementing a Performance Management System

PERSONAL GROWTH PRACTICE

- Creating Your Own Rainbow
- Rainbow Creators as Change Agents

CREATING YOUR OWN RAINBOW

Introduction

Organisations prosper when units of one – people - are successful.

Successful people practise personal accountability both at work and in life. They are inspired, consistently turn in superior performances and this can be attributed to more than their technical abilities. They are Rainbow Creators who work on their life mission.

The author of Creating Your Own Rainbow, Dr. Palan says life is a rainbow. Using the rainbow as a metaphor to life, he says we can all become Rainbow Creators if we are personally accountable.

Lack of personal accountability is a serious problem that has resulted in an epidemic of blaming, complaining, procrastinating and rainbow chasing. In the pursuit of success, rainbow chasers look outside of themselves for the proverbial pot of gold. Rainbow Chasers are clear why things cannot be done.

Rainbow Creators are clear about the need to explore how to get things done. Success has gone to those who are personally accountable and to those who have demonstrated a positive orientation towards life, family and work.

While organisations need Rainbow Creators, there is a need for individuals to learn how to create their rainbows.

The Rainbow

Just as the rainbow is beautiful; so is life.

In the radiance of the rainbow, we see beauty, enthusiasm, hope and success-much of what we would like to see reflected in our own lives. Just as the seven colors of a rainbow VIBGYOR leads to a beautiful spectacle: the rainbow; seven steps create our path towards becoming rainbow creators.

This intensive one-day workshop delivered in an experiential way illustrates the seven steps through numerous exercises and examples. The workshop will give participants practical methods to put into action on a daily basis the seven steps essential to becoming rainbow creators.

This workshop seeks to inspire participants and through them, their families and work teams, to leverage their strengths and opportunities to create successful lives.

Designed For

Creating Your Own Rainbow is an invaluable learning event for anyone seeking to learn, grow and change.

This workshop will help each participant gain tremendous value personally as well as to the organisation.

Workshop Objectives

On completion of this workshop, participants will be able to:

- Apply the seven steps on a daily basis for personal growth,
- Practise personal accountability both at work and in life,
- Inspire self and team to develop into superior performers

Learning Approach

This is a participative and intensive workshop conducted in an experiential way. Individuals explore “possibilities”, seek to achieve their best and create their rainbows. Short lectures, small group exercises and videos will be used.

Duration

1 day

COURSE OUTLINE

1. Rainbow and Life
2. Rainbow Creators vs Rainbow Chasers
3. The four distinct features of a rainbow
4. Personal Accountability
5. Seven steps
 - a. Recognising YOU can make a difference
 - b. Authentic Change
 - c. Invoke your determination
 - d. Never give up on yourself: Self-Image & Self-Suggestions
 - e. Believe in Desire & Enthusiasm
 - f. Optimal Leadership & Adventure
 - g. Willing Love & Encouragement

RAINBOW CREATORS AS CHANGE AGENTS

Introduction

Successful organisations constantly change to beat the odds. They even set the pace for change. And, organisations change only when units of one – people - change.

For successful change, people need to see and feel change. As it is often said, change needs to be understood and managed in a way that people can cope effectively with it. Change can be unsettling, so the leader logically needs to be a settling influence.

The author of *Creating Your Own Rainbow*, Dr. Palan says life is a rainbow. Using the rainbow as a metaphor to life, he says we can all become leaders or Rainbow Creators if we are personally accountable.

Rainbow Creators are change agents who practise personal accountability both at work and in life. They are optimists who are always on the lookout for how to get things done unlike Rainbow Chasers who are always look outside of themselves for the proverbial pot of gold.

For change to be authentic and for it to be implemented and sustained in organisations, we need Rainbow Creators who are catalysts for change.

The Rainbow

Just as the rainbow is beautiful; so is life.

In the radiance of the rainbow, we see beauty, enthusiasm, hope and success – much of what we would like to see reflected in our own lives. Just as the seven colors of a rainbow VIBGYOR leads to a beautiful spectacle: the rainbow; seven steps create our path towards becoming rainbow creators.

This intensive one – day workshop delivered in an experiential way illustrates the seven steps through numerous exercises and examples. The workshop will give participants practical methods to develop into change agents.

Designed For

This is an invaluable learning event for anyone seeking to be a change agent and for organisations that are in the midst of major change efforts.

This workshop will add tremendous value to the organisational change effort with a simple yet implementation process model.

Workshop Objectives

On completion of this workshop, participants will be able to:

- Perform the role of change agents,
- Sustain change by institutionalising personal accountability in participants,
- Apply the seven steps for authentic change
- Champion the change process with enthusiasm

Learning Approach

This is a participative and intensive workshop conducted in an experiential way. Individuals explore “possibilities”, seek to perform the role of change agents and create rainbows. Short lectures, small group exercises and videos will be used.

Duration

1 day

COURSE OUTLINE

1. Rainbow and Life
2. Rainbow Creators vs Rainbow Chasers
3. The four distinct features of a rainbow
4. The role of change agents
5. Personal Accountability
6. Seven steps
 - a. Recognising YOU can make a difference
 - b. Authentic Change
 - c. Invoke your determination
 - d. Never give up on yourself: Self-Image & Self-Suggestions
 - e. Believe in Desire & Enthusiasm
 - f. Optimal Leadership & Adventure
 - g. Willing Love & Encouragement
7. Championing the change process - learning from Kotter
 - a. Show them the urgency for them to change
 - b. Get the right guiding team of Rainbow Creators
 - c. Tell them the purpose of change
 - d. Communicate to get their buy-in
 - e. Enable people to act
 - f. Create quick wins
 - g. Don't give up
 - h. Sustain change



LEADERSHIP PRACTICE

High Impact Leadership

Module One

- Emotional Intelligence

Module Two

- High Impact Presentation Skills

Module Three

- Leadership Skills

High Impact Young Manager

Module One

Managing Self

Module Two

Managing Others

Module Three

Managing Information

Module Four

Managing Customers

Module Five

Managing Business





HIGH IMPACT LEADERSHIP

Module One - Emotional Intelligence

Module Two - High Impact Presentation Skills

Module Three - Leadership Skills

Module One - EMOTIONAL INTELLIGENCE

Introduction

"The rules of work are changing. We are being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but how well we handle ourselves and each other." Daniel Goleman, author of the influential work, "Working with Emotional Intelligence," says the problem is not with emotionality but with its appropriate expressions.

Emotional Intelligence, sometimes referred to as EQ, continues to be valued very highly for career success because of its role in Leadership and Management.

This workshop will focus on developing the ability to bring intelligence to our emotions.

Designed For

This module is designed for those who are interested in improving their emotional management to improve relationship with others.

Competencies Addressed

- Ability to manage emotions
- Ability to handle relationships with others

Workshop Objectives

On completion of this module, participants will be able to:

- Recognise their emotions and the effect these have on themselves and others
- Regulate their emotions constructively
- Identify emotional factors required for personal growth
- Develop social skills to manage relationship with others
- Develop a strong sense of one's self worth and capabilities
- Recognise cultural implications of emotional expressiveness

Model Reference

- Daniel Goleman's EQ Model
- Peter Salovey's EQ Model
- BarOn EQ Model

Learning Approach

- Interpretation of scores on the EQ Inventory
- Internalisation of the knowledge through:
 - Exercises
 - Group activities

Duration

1 Day

COURSE OUTLINE

Emotional Intelligence

- Introduction
- The Head and the Heart
- Working with Emotional Intelligence

Personal Competence

- Self-awareness based on EQ Inventory
- Self-regulation
- Motivation for growth
- Managing negative emotions

Social Competence

- Empathy
- Social skills
- Conflict management
- Relationships with others

Relevance to Cultural factors

Module Two - HIGH IMPACT PRESENTATION SKILLS

Introduction

This module is for those who make numerous presentations and which requires them to sell their ideas and learn influencing skills.

Hard work, good ideas, and information are important for success, but often we are also required to convince others to support or execute our ideas.

Business presentations are different from public speaking, though there are many similarities between the two. In a business presentation, you have to influence your audience to 'buy' your ideas and take some action.

Experience shows that knowledge of the topic alone does not ensure that the audiences gets our intent or are moved to action. Clear thinking and clear presentations are equally important in a good presentation.

This practical module is designed to help learners improve their ability to make presentations that are creative, dynamic, and high impact, which will eventually influence the audience to accept and implement the ideas introduced.

Designed For

The module is designed for all those who are required to present their ideas and information in a business context.

Competencies Addressed

- Communicating orally
- Giving briefings
- Presenting sales proposals
- Influencing

Workshop Objectives

On completion of this module, participants will be able to:

- Formulate strategies for specific audiences
- Develop a flexible, flowing presentation structure
- Combine content with complementing presentation style: involving and interactive
- Supplement the presentation with informed responses to questions and challenges

Model Reference

Bob Pike's High Impact Presentation Skills Model

Learning Approach

Practical sessions with fun tools, lectures, activities, and videos that enhance confidence. Presentations will be video taped; the facilitator and the group will provide feedback for further improvement. Each participant would take home a video of their presentation.

Duration

2 Days

COURSE OUTLINE

Presentations that Influence

- 'Just A Minute' presentations
- Qualities of great presenters
- Public speaking vs Business Presentations
- Influencing Skills
- Making your case
- Presentation formats for:
 - Providing information
 - Reporting progress
 - Selling an idea
 - Obtaining approvals/Decision making
 - Problem solving
 - Training

Strategy

- Tailoring strategy to meet audience needs (stakeholders /customers)
- Planning and preparation

Structure

- Organising information
- Building context
 - Outlines
 - Roadmaps
- Visuals

Style

- Presenting content creatively
- Involving the audience/Gaining and maintaining attention
- Interacting with audience using stories, anecdotes, analogies, and examples
- Recognising 'buy in' to create high impact
- Appropriate body language
- Voice modulation
- Persuasiveness
- Videos and props
- Body language

Module Three - LEADERSHIP SKILLS

Introduction

Leadership can make the critical difference in an organisation's performance. The research in leadership challenges discovered through studies involving more than 350,000 leaders that exemplary leadership improves morale and productivity. Exemplary leaders are perceived by others to be more effective.

They are able to:

- be more effective in meeting job-related demands
- be more successful at representing their units to upper management
- create higher performing teams
- increase motivational levels and willingness to work hard
- reduce absenteeism and turnover rates
- possess high degrees of credibility

Anyone can take the helm in calm seas. In times of turbulence, chaos, change – times like ours – we need skilled and experienced leaders to guide us through stormy seas.

As Jim Kouzes and Barry Posner remarked: "What we have discovered, and rediscovered, is that leadership is not the private reserve of a few charismatic men and women. It is a process ordinary people use when they are bringing forth the best from themselves and others".

Good leadership is perhaps the most important competitive advantage an organisation can have.

This module seeks to inspire participants, and through them, their families and work teams, to leverage their strengths and opportunities to create successful lives through effective leadership, by adding value and making a difference to the world in which we live.

Designed For

This module is designed for all those who are developing themselves into Leadership positions

Competencies Addressed

- Team Leadership.
- Impact and Influence.

Duration

2 Days

Workshop Objectives

On completion of this module, you will-

- Identify your own leadership strengths and areas to improve.
- Consider your fundamental values and beliefs by completing the Leadership Practices Inventory.
- Understand the building blocks of inspiring a shared vision.
- Identify opportunities to take the risks needed for growth.
- Examine enabling and disabling behaviours.
- Explore the effects of personal recognition.
- Have fun while working hard.
- Manage Performance by engaging employees.

Learning Approach

The session will be practical and intensive with experiential learning tools, lectures, discussion, case studies, small group activities and videos will be used at the workshop.

COURSE OUTLINE

The Five Leadership Practices

1. Model the Way

- Find Your Voice by clarifying your personal values.
- Set the Example by aligning actions with shared values.

2. Inspire a Shared Vision

- Envision the Future by imagining exciting and ennobling possibilities.
- Enlist Others in a common vision by appealing to shared aspirations.

3. Challenge the Process

- Search for Opportunities by seeking innovative ways to change grow and improve.
- Experiment and Take Risks by constantly generating small wins and learning from mistakes.

4. Enable Other to Act

- Foster Collaboration by promoting cooperative goals and building trust.
- Strengthen Others by sharing power and discretion.

5. Encourage the Heart

- Recognise Contributions by showing appreciation for individual excellence.
- Celebrate the Values and Victories by creating a spirit of community.

HIGH IMPACT YOUNG MANAGER

- | | |
|--------------|------------------------|
| Module One | - Managing Self |
| Module Two | - Managing Others |
| Module Three | - Managing Information |
| Module Four | - Managing Customers |
| Module Five | - Managing Business |

Module One - MANAGING SELF

TIME MANAGEMENT

Introduction

The way we manage time determines our personal productivity. The ability to plan, delegate, organise, and control our use of time is critical for everyone, particularly those who work in organisations and are hard pressed for time due to competing priorities. You will learn new techniques and self management tools to improve your personal productivity. This in-house training programme will guide in managing your time by identifying your time management style and preferences.

Designed For

This module is designed for all those who wish to improve their time management and personal productivity.

Competencies Addressed

- Self Management

Workshop Objectives

On completion of the module, participants will be able to:

- Identify time wasters
- Develop solutions for time wasters
- Assess personal time management style
- Describe key time management techniques
- Improve personal productivity
- Use long and short term planning tools
- Prepare action plans

Learning Approach

Practical sessions that involve small group discussions. Discussions will be reinforced by group activities, videos, lectures, and action planning.

Duration

1 Day

COURSE OUTLINE

Our Perception of Time

- Monochronic time
- Polychronic time
- Synchronised time
- Internal vs. external clocks

Time Log and Analysis

- How to maintain a time log
- Analysis of time log
- Action plan and follow up

Time Wasters/Time Savers

- Identifying time wasters
- Overcoming time wasters
- Solutions

Assessing Your Style

- Instrument to understand your time management style

Time Management Techniques/ Personal Productivity

- Planning
- Goal setting
- Prioritising
- Scheduling
- Implementing

Time Planning Tools

- Action planning worksheet
- Milestone chart
- PERT diagram
- Conference planner

Action Plans

- Effective meetings
- Self-management
- Stress management
- Personal productivity

Module Two - MANAGING OTHERS

SUPERVISORY SKILLS

Introduction

This is practical workshop module for those who need to supervise and manage others

The supervisory skills module has been designed to meet the needs of organisations which have young and technically qualified employees in roles that require them to manage people for superior performance. It is also ideal for those who have been newly shifted from a 'doing' role to one that requires 'leading.'

Designed For

The programme is designed for those in supervisory and managerial positions, where their roles require them to manage people.

Competencies Addressed

- Managing Others

Workshop Objectives

On completion of this workshop, participants will be able to:

- Plan and schedule work
- Motivate and lead team members
- Identify problems in a structured manner
- Make decisions using a structured process
- Monitor implementation of quality procedures

Learning Approach

Practical sessions that involve discussions, small group activities, case studies, and videos

Duration

2 Days

COURSE OUTLINE

Supervising at Work

- Roles and responsibilities
- Planning and scheduling work

Motivating Work Teams

- Leading staff
- Team building
- Team work
- Psychological rewards
- Positive discipline

Problem Solving and Decision Making

- Identifying problems
- Generating solutions
- Conflict resolution

Ensuring Quality

- Standards and workplace procedures
- Decision making
- On-the-job training

Action Planning

- Transfer of learning
- Planning for actions back at work

Module Three - MANAGING INFORMATION

COMMUNICATION SKILLS

Introduction

Communication skills play a vital role in the performance of any organisation's people and business. They affect work effectiveness, relationship with customers, quality of information at all levels of business. Good communication skills lead to improved business performance. They are rarely innate: they need to be learnt, practiced and applied.

Designed For

For those who are required to communicate with their teams.

Competencies Addressed

- Managing Information

Workshop Objectives

On completing of this workshop you will be able to:

- Identify the key principles of communication.
- Send clear messages.
- Ask the right questions.
- Listen effectively.
- Answer appropriately.
- Give and receive feedback.

Learning Approach

Practical sessions that involve discussions, small group activities, case studies, and videos

Duration

2 Days

COURSE OUTLINE

Fundamentals of Communication

- Formulating the message right
- Sending the message clearly
- Checking for understanding
- Communication
 - Spoken
 - Written

Questioning skills

- open questions
- closed questions
- probes
- reflective questions

Listening

- actively
- with your eyes & ears

Answering skills

- receiving
- reflecting
- responding

Body Language

- Importance of gestures congruence

Feedback skills

- immediacy
- focus on behaviour
- giving & receiving

Applications

- working with people
- meetings

Module Four - MANAGING CUSTOMERS

CUSTOMER SERVICE EXCELLENCE

Introduction

In the service economy, total customer satisfaction determines the sustained success of a business. This module is an investment for organizations seeking to improve their customer service on the critical parameters of responsiveness, reliability, assurance and empathy.

There are two major reasons to deliver superior customer service: repeat business and customer happiness. Happy customers are repeat customers who provide referrals, and thus, more business. Research proves that it is easier and cheaper to retain customers than to acquire new customers.

This module will enable employees to make a significant contribution by keeping customers satisfied, the organization successful, and themselves happy.

Designed For

This programme is designed for those on the frontline or in supporting roles, who are required to provide excellent customer service.

Competencies Addressed

- Customer Orientation

Workshop Objectives

On completion of this workshop, participants will be able to:

On completion of this workshop participants will be able to:

- State the lifetime value of customers to organisational success
- Differentiate 'excellent' and 'poor' service from the customer's point of view
- Provide value added service with a positive attitude
- Communicate to impact customers
- Leverage the power of body language
- Identify and use techniques to deal with stress
- Deal effectively with difficult customers without hurting relationships.

Model Reference

Lifeskills 4P Customer Service

Learning Approach

Practical sessions with lectures and interactive exercises, powerful mix of facts, case studies, videos, and anecdotes.

Duration

2 Days

COURSE OUTLINE

Module One: Value of Customer Service

- Importance of Customers
- The customer service chain
- Perceptions of 'excellent' and 'poor' service
- The Service Mindset
- Positive Attitudes
- 4P's for value added service
 - Product
 - Presentation
 - Practices
 - People skills
- Action Orientation
- Partnering with Customers
- Documentation

Module Two: Electrifying Communication Skills for High Impact

Face to Face

- Demonstrating Empathy
- Attending
- Positive Impressions
- Rapport Building
- Asking Questions to identify needs
- Listening
- Answering
- Relationship building
- Anticipating Needs

Telephone

- Do's and Don't's

On-line

- Communicating via emails

Module Three: Body Language

- Do's and Don't's

Module Four: Stress Management

- Techniques and Strategies

Module Five: Handling Difficult Customers

- Types of difficult situations
- Managing difficult customers
- Negotiations
- Managing the pressure

Module Five - MANAGING BUSINESS

Introduction

Managing a business requires specific management skills together with the knowledge of key business practices.

In this workshop, you'll learn about business leadership, decision-making skills, and how to manage your resources including your employees.

As the manager, you will have to set goals, determine how to reach those goals and make all the necessary decisions. Secondly, one must have to purchase or make your product, price it, advertise it and sell it. Thirdly, you would need to keep records, and determine costs. The next step in tandem has to be controlling inventory, make the right buying decisions and keep costs down. And finally, you would have to hire, train and motivate employees now or as you grow.

You will learn how to how to plan, execute it in order to build, sustain and grow the business.

Duration

2 Days

COURSE OUTLINE

- **Introduction to Business Management**
- **The PODC cycle - Planning, Organising, Directing and Control**
- **Management Functions**
 - Resources Planning
 - Finance
 - Marketing
- **Business Problem Solving & decision making**
- **Business Leadership**

108

Designed For

This workshop is intended for those who manage their business or for those wanting to try their hand in entrepreneurship.

Competencies Addressed

- Achievement orientation
- Business Savvy

Workshop Objectives

On completion of this workshop, participants will be able to manage a business and demonstrate accountability for the profit and loss of the business entity.

Model Reference

Management by Objectives (Peter Drucker)

Learning Approach

The session will involve short lecturettes, case studies and videos. The key emphasis is on learning HOW to manage a business.

COACHING PRACTICE

- High Impact Coaching
- Mentoring Skills

HIGH IMPACT COACHING

Introduction

With organisations becoming more employee driven and empowered employees seeking greater responsibility, it is clear that coaching is an essential function of every person in the organisation.

This workshop aims to focus on the basic premise that every person at every level in the organisation should function as a coach.

Coaching works at every level and in all organisational relationship. The good of coaching is to improve the performance of individuals, teams and ultimately the organisation. Coaching works because it works on building common trust.

The coaching process clarifies goals and priorities; it involves people and helps them resolve their performance problems. Coaches are able to challenge their coachees to raise their performance standards and become the best they can be.

Designed For

Designed for all those whose roles require them to function as coaches.

Competencies Addressed

Ability to coach employees at the workplace.

Workshop Objectives

On completion of this programme, participants will be able to:

- Describe the purpose and benefit of coaching
- Respond to needs of coachees proactively.
- Initiate alternatives and provide feedback to coachees.
- Conduct effective coaching sessions using the core coaching skills.

Model Reference

- Validity Coaching: Coaching for Commitment
- GROW Model

Learning Approach

This programme will be conducted in a practical and participative way. Learning strategies include small group discussions, skills practice sessions, and videos.

Duration

2 days

COURSE OUTLINE

1. Introduction to Coaching

- Purpose and benefits
- Qualities of successful coaches
- Role of a coach
- The coaching contract

2. Models

- Validity Coaching: Coaching for commitment
- GROW

3. The Process

- The coaching process
 - Responding to needs
 - Initiating alternatives

4. The Skills

- The Core skills of coaching.
 - Attending
 - Acknowledging
 - Probing
 - Reflecting
 - Indicating respect
 - Self-disclosure
 - Immediacy
 - Summarising
- Feedback skills

5. Skills Practice

- Coaching Sessions

MENTORING SKILLS

Introduction

Mentoring has gained recognition as a highly effective human resource development process, especially in career development, training and change management. It is a process in which a person with a greater skill or experience teaches, counsels, and encourages a less experienced person for the purposes of personal and professional development.

Mentors build the self-confidence of protégés and help them in their endeavours to become more effective at work and in their personal lives. They are usually people, other than a person's immediate supervisor, to whom that person turns, for non-threatening and impartial support.

This workshop will help participants learn about the ways in mentoring programmes can be facilitated in an organisation.

Designed For

This workshop will be helpful for:

- HR professionals required to implement mentoring programmes in their organisations.
- Executive who are requested to mentor protégés.

Competencies Addressed

Ability to mentor protégés.

Workshop Objectives

On completion of this workshop, participants will be able to:

- State the benefits of mentoring.
- Describe an effective Mentor-Protégé relationship.
- Build a mentoring partnership.
- Describe best practice in mentoring.
- Implement a mentoring programme.

Model Reference

Transformational Mentoring.

Learning Approach

This programme will be conducted in a practical and participative way. Learning strategies include small group discussions, skills practice sessions, and videos.

Duration

1 day

COURSE OUTLINE

Introduction to Mentoring

- The concept of mentoring
- Purpose and benefits of mentoring
- Career and psychosocial functions
- Integration with development
- Mentors-roles and responsibilities
- Protégés-roles and responsibilities

Transformational Mentoring

- Responsiveness
- Transaction
- Transformation

Building a Mentoring Partnership

- Criteria for selection and matching
- Key competencies
- Formal agreement
- Potential problems
- Documentations ethics
- Implementation guidelines

Best practices

- Small group discussions

Implementation

- Making the Business Case
- Implementing a Process model



EVENTS



“Learn... Share... Network... Shape...”

Asia HRD Congress

EVENTS AREAS

- The Asia HRD Congress™
- Trainers Meet Trainers® (TMT)
- Bureau of Speakers, Trainers, Consultants
- HR Conferences
 - Future Events

EVENTS AT SMR

ABOUT ASIA HRD CONGRESS SDN BHD

Asia HRD Congress Sdn Bhd offers up-to-date, relevant, and engaging learning events. Our learning events provide practical tips, proven effective case studies and fresh ideas from local experts, regional and international ones, practitioners as well as academicians.

We offer global learning space with an Asian focus, catering to your specific and general learning needs. Explore the world of HR learning events we have created with you especially in mind. We also run a number of major HR events in Malaysia and other countries in Asia.

THE ASIA HRD CONGRESS™

The Asia HRD Congress™ initiated in 2002 is an annual event that is designed as a platform where HR Professionals learn, share, network, and shape. It is an arena for practitioners to build a body of knowledge that can be of use to many more. The event is rotated to the various countries of Asia every year.

The Asia HRD Congress comprises three events:

1. **Conference**
2. **Exhibition**
3. **Awards**

THE CONFERENCE

The Conference is designed to meet the human resources development needs. Experts from around the world and practitioners at the ground level are invited to share their knowledge at this annual event.

The Conference is preceded by pre-conference certificate programmes and followed by post-conference accredited workshops.

THE EXHIBITION

The Asia HRD Congress™ Exhibition is an opportunity for HR professionals to shop around and update themselves on the latest in HR products and services, especially in areas like HR software, publications, training and consulting providers, etc. For service providers, this is an avenue to market their organisation to the largest gathering of HR decision makers in the region.

THE AWARDS

The Asia HRD Congress™ Awards is an independent initiative to recognise and honour organisations and individuals whose efforts have impacted the society, resulted in organisation-wide success and in significant achievements as a result of people development initiatives.

The Awards, launched in 2003 with just five recipients from two countries, has now become a prestigious annual event with the Asia HRD Congress Hall of Fame honouring a total of 36 recipients from 10 countries.

The Awards Committee manages the awards and invites nomination from all over Asia throughout the year. The nominations have grown through the years to reach about 100 every year.

The goal is to develop best practices and case studies of the Awards recipients' experiences in association with educational institutions promoting HRD.

TRAINERS MEET TRAINERS® (TMT)

THE BACKGROUND

Trainers-Meet-Trainers (TMT)® was born as a half-day session on a complimentary basis in 1977 run by a single trainer which attracted more than 40 participants. Subsequent TMT® events continued with a single trainer running the sessions until 1990.

In 1985 the event was addressed by George Webster, then Executive Director of the Institute of Training and Development (UK).

The 1991 TMT® event was organised in collaboration with Malaysian Institute of Management (MIM). TMT went big with the huge success gain in 1993 when it became a 1-day conference. To increase attendance, the fee was deliberately kept low and the quality of sessions high with great speakers. In 1993, there were about 350 participants.

The 1994, our 2-day TMT® attracted almost 600 participants while the 1997 TMT® attracted 1000 participants.

The aim of Trainers-Meet-Trainers (TMT)® was and still is to organise a "meeting" for trainers to network and to introduce trainers to new and novel developments in the field of Human Capital Development. In addition, it is also the aim of the TMT® to help trainers network, share experiences and improve the performance of their organisations.

TMT® has been revamped and it is now a 1-day event that is being taken on a road show to different venues in different countries. It is primarily a CSR (Corporate Social Responsibility) event.

BUREAU OF SPEAKERS, TRAINERS, CONSULTANTS

The Asia HRD Congress™ Bureau offers you the convenience of engaging quality speakers, trainers and consultants.

The bureau consists of renowned speakers, trainers, consultants and authors offering intellectual and experiential expertise to organisations.

HR CONFERENCES

The Asia HRD Congress™ focuses on developing HR conferences that caters to HRM and HRD communities. Our conferences are deliberately designed and targeted to smaller groups of participants to encourage and ensure interactive sessions to maximise exchange of ideas and experiences. Participants will have the opportunity to hear first hand information from practitioners. Participants will have access to practical case studies from our panel of distinguished guest speakers.

FUTURE EVENTS

- Bring Passion Back To Work
- Benchmark Your Human Capital Performance
- Competency Summit
- Exploring The Drivers Of Employee Engagement

Visit our website at www.hrdcongress.com for more information.





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