

# SURVIVAL IN CHALLENGING TIMES



**‘Great minds are the key to surviving in any crisis.’  
... Everything that we do begins with a thought!**

Most people feel that others cause problems, but few feels they cause them. Consequently, no one feels responsible. This problem, known by scholars as the problem of ‘resistance or self-deception’ devours organizational resources.

All common ‘people problem’ are relating to communication, conflict resolution, teambuilding and trust, are manifestations of self-deception. Problem in these areas remain pervasive because attempts to solve the problem have failed. Great minds are the key to surviving in any crisis.

A 2-days inspirational motivational program by  
**Dzul Karnain Musa**

... drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

**A life transformational program;** provides participants with **confidence** to reach greater heights of achievements **by bringing out their hidden talents and potentials.** Helps them focus with **a new direction.**

For more information, please contact

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HRD Approved “Class A” Training Provider (since Year 2002). Registered with Ministry of Finance.

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Focusing on positive aspects and eliminating negative influences will help us to succeed. Expand your wisdom, awareness and increase your ability to focus and gain a mental advantage to achieve your goals through the conditioning of your inner-self and mind.

## *What you will learn*

- ✓ methods of success and happiness that will improve your values, attitudes and behaviour to reach their peak performance in your career, personal, professional, family and social situations.
- ✓ how to obtain the highest possible level of performance in all areas and challenge their perseverance.



## *Trainer's Background*



**Mr. Dzul Karnain**, an excellent communicator and business coach drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

Dzul is an experienced practitioner, providing customized learning solutions and training for business to increase productivity and profitability, through performance management, leadership and team development.

He brings with him a wealth of experience gathered from his previous job responsibilities that includes:-

- ✧ Positions held as Director of Customer Service / Associate Director / Regional Compliance Controller.
- ✧ Reporting directly to CEO & Retail Operations
- ✧ Managing the total operational staff strength of over 1,200 personnel including Branch, Warehouse Managers and 8 Regional Controllers.
- ✧ Meeting and negotiating with top level government officials including at ministerial level.

Dzul's approach to training and consulting are practical and results-oriented. It is filled with ideas and skills that are customized to provide a catalyst to dramatic improvement in all areas of human resource performance.

He is able to share his experiences to achieve greater heights in developing and grooming successful leaders.

## *Topics to Be Covered*

- ✓ Unleashing, realizing & achieving your potential.
- ✓ Learn how to build relationship with your 'Emotional, Spiritual & Intelligence' quotients.
- ✓ Positive thinking attitude, problem solving, decision making & managing time.
- ✓ The making of a good & effective leader.
- ✓ Building the everlasting & effective 'team spirit'.
- ✓ The concept of multi-tasking to boost our career.
- ✓ Providing excellence service culture.
- ✓ Managing change and take responsibility of managing your personal life and career.
- ✓ Vision for the future (Self & Organization).
- ✓ Design your change process.

**Note: Training program/workshop can also be conducted in Bahasa Malaysia.**

## **Who should attend?**

Senior Managers, Managers, Heads of Departments, Assistant Managers, Supervisors, Executives, Sales and all non-executives personnel of;

- ✓ Customer Service / Care
- ✓ Contact / Call Centre
- ✓ Client Services
- ✓ Helpdesk
- ✓ Total Service Quality
- ✓ Quality Assurance
- ✓ Human Resource
- ✓ Administrative
- ✓ Marketing & Sales Manager
- ✓ Service Enhancement / Delivery
- ✓ Secretarial / Personal Assistant
- ✓ Customer Relationship Management