



Managing Personal Productivity

A 2-day Workshop based on the teachings of :

The 8 Habits of Quality People

Hear it from the horse's mouth; hear it from the Author, herself !

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A publication that is NOT related to the famed **The 7 Habits of Highly Effective People** by Stephen R. Covey, nor with Franklin Covey Co. in anyway whatsoever ...

## **Synopsis**

### **First, the BOOK ...**

Chor Hoong has helped many Singapore companies improve on their respective quality journeys with impressive outcomes. This book encapsulates many of the principles and thoughts on quality that she has imparted and is a source of wise, practical advice for the individual.

The book is meaningful and beneficial reading, whether one is just looking for ways to enhance his or her quality of life, or one is seriously seeking to understand what it takes to elevate his or her personal value to business organizations they are associated with ... "

### **Excerpt of FOREWORD**

by

**Dr. Ahmad Magad**

**Ex-MP for Pasir Ris – Punggol GRC**

**Managing Director, II-VI Singapore Pte Ltd**

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Quality organizations are made up of **Quality systems** and **Quality people** ...
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### **Now, the WORKSHOP ...**

#### ***Dedicated to those who are truly obsessed with Customers & Quality***

The zillions of dollars that businesses pour into quality skills and systems training will go down the drain, until and unless employees have the correct quality orientations and mindsets.

Because it is so intangible, there is a great tendency to underestimate the need for this crucial SOFT, intangible aspect of people development, and the effort required to nurture people with such mindsets. It is with the objective of helping industry fulfill this critical objective that I have written **The 8 Habits of Quality People** ...

Employers, let **The 8 Habits of Quality People**, help you **nurture Quality people**, by imbuing Quality mindsets and cultivating Quality habits in your employees; by motivating them to become more organised, more positive, more passionate, more customer-oriented and hence more productive workers.

People must cultivate the correct mindsets and habits if they are to operate effectively as Quality ambassadors in their work place. The attitudes they bring to work and the way they deal with customers are guided by these mindsets and habits.

## What you will learn

- ✓ To develop personal and career-related visions
- ✓ How the motivations for your major actions/decisions in life affect your decision-making
- ✓ The technique of **Objective Segmentation** to improve the chances of success in the pursuit of major objectives
- ✓ To apply some of the “Get organized” tools, to improve personal efficiency
- ✓ New disciplines for more effective problem-solving
- ✓ How out-of-the-box thinking will help solve current, chronic problems
- ✓ To recognize the power of the **Benchmarking Mindset** in spurring one on to greater heights ...
- ✓ To cultivate a prevention mindset
- ✓ The role that PASSION plays in the pursuit of happiness and success
- ✓ A new paradigm for Excellence in Human Relations: The **Customer Mindset**

## Course Structure

### 1. Visioneering

- Nurturing visions
- Visioneering: A skill? An art? Or in-born?
- Purpose & Motivation
- Option Selection Matrix
- **Objective Segmentation**

### 2. Obliterating Inefficiencies

- 5 simple ways to **get organized**

### 3. Quest for Excellence

- Problem-solving Disciplines
- The Benchmarking Mindset
- Leveraging on the Environment

### 4. Thinking out-of-the-box

- Daring to be different
- Leading the Pack

### 5. The Prevention Mindset

- The Essence of Quality (Remember – Quality is “FREE”?)

### 6. Excellence in Human Relations

- The Customer Mindset
- Criticality of an Internal Customer culture

### 7. Romancing Life

- Living healthily
- The science of happiness

### 8. Positive Mindgineering

- **Passion Makes the Difference !**



### **What ex-participants say about this program**

- ✓ Team discussions, brain-storming, good interaction
- ✓ Life examples, easy-to-understand examples
- ✓ Structured approach to decision-making
- ✓ Passion
- ✓ Thinking out of the box
- ✓ Learning 8 Habits of Quality People
- ✓ FUN ! Thanks very much.
- ✓ Trainer was effective in communicating ideas & concepts
- ✓ It is well organized
- ✓ Give good examples & have good mindset thinking ...
- ✓ Trainer has beautiful handwriting. Can consider a handwritten book instead of typing it out.
- ✓ Enjoyed trainer's personal sharing of experience relative to the topics discussed
- ✓ Trainer is pretty interactive and sincere, pretty motivational & enlightening. Enjoyed the course.
- ✓ This course is beneficial to me on a personal basis besides work.
- ✓ All topics are well presented and useful.
- ✓ Key concepts ... all relevant in modern workplace.
- ✓ Content in multiple sections came together at the end to produce an overall process that aids productivity

### **Course Duration**

2 days

### **Course methodology**

- ✓ Lectures & class discussions
- ✓ Syndicate small group discussions
- ✓ Brainstorming
- ✓ Reflection journaling
- ✓ Games & Quizzes
- ✓ Real-life problem-solving

### **Who should attend**

Anyone, from any industry, in any position, any function ... anyone who's interested in raising his/her personal level of efficiency and effectiveness ... anyone who's interested in making a bigger IMPACT in his job, a bigger contribution to the organization of which he/she is a part ...