

Provider for 1Malaysia KPI implementation system



Managing with Key Performance Indicators using the Balance Scorecard Model

“Learn it, Do it & Implement it”

WARNING!

This is not your usual 2 day training program. It's a complete system to help those who are serious to achieve unbelievable business results with KPI system which is tried, tested & proven

Edu Action Development Services (001818367-V)
Suite 67 Jalan BK 3/6 Bandar Kinrara, Puchong, Selangor, Malaysia
Tel/ Fax: 03 – 8076 2781
www.edu-action.com



22th March 2010

[customer name]

[customer position]

ABC (M) Sdn Bhd

[customer address 1]

[customer address 2]

[customer address 3]

Dear [customer]

Managing with **Key Performance Indicators** using the **Balance Scorecard Model** “**Learn it, Design it & Implement it**”

Further your telephone request for KPI training consultation, we thank you for considering EduAction to conduct the above programme. Enclosed, please find the detailed programme outline for your approval.

This program will ensure your team to learn, design and implement the KPI managing system in your workplace in the shortest time period with our accelerated learning techniques and tried, tested and proven training & coaching system

We trust the above is in order and would be glad to be of assistance should you require further information.

Thank you.

Yours sincerely,

Hilson Yeap

HILSON YEAP

Manager, Business Development

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[Customer logo here]

"We managed to craft out our KPI for the entire organization in this program and we are now ready to manage performance. The trainer had done a great job. We never thought KPI would be so easy to implement"

Ivy Lai, HR Manager,
Assunta Hospital

Discover how to develop key performance indicators which allow you to focus on the **COBRA bite** Not the **MOSQUITO bite** of your business activity!

"Forbes top 100 companies had implemented it, have you?"

Managing with Key Performance Indicators using the Balance Scorecard Model

"Learn it, Design it & Implement it"

"The main thing in business is to keep the main thing the main thing"

Provider for 1Malaysia KPI initiatives 

"Key performance Indicator managing system is widely used by successful multi national companies to ensure main daily activities are focused on achieving the business objectives. In order to do that, a company's system, process, people and strategy have to be aligned with the ultimate big goal. KPI managing system is designed to provide individual, departmental and organizational as a whole a method to manage people performance by challenging their focus on objectives, targets and monitored by measurement."

This proposal consists of 4 main modules which will help to provide the knowledge, skill and attitude to implement the system in any workplace. Our tagline is "**Learn it, Design it & Implement it**"

At the end of the day, the participants will be able to:

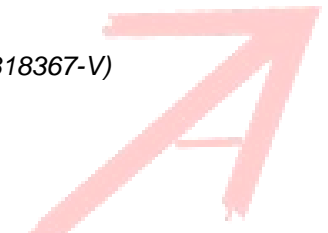
1. Encourage Management Team Members to share responsibility to improve organization performance and help meet business objectives
2. Learn how to carry out an Operational Analysis and understand the planning process in developing Key Performance Indicators
3. Determine and identify Key Results Area to drive your business

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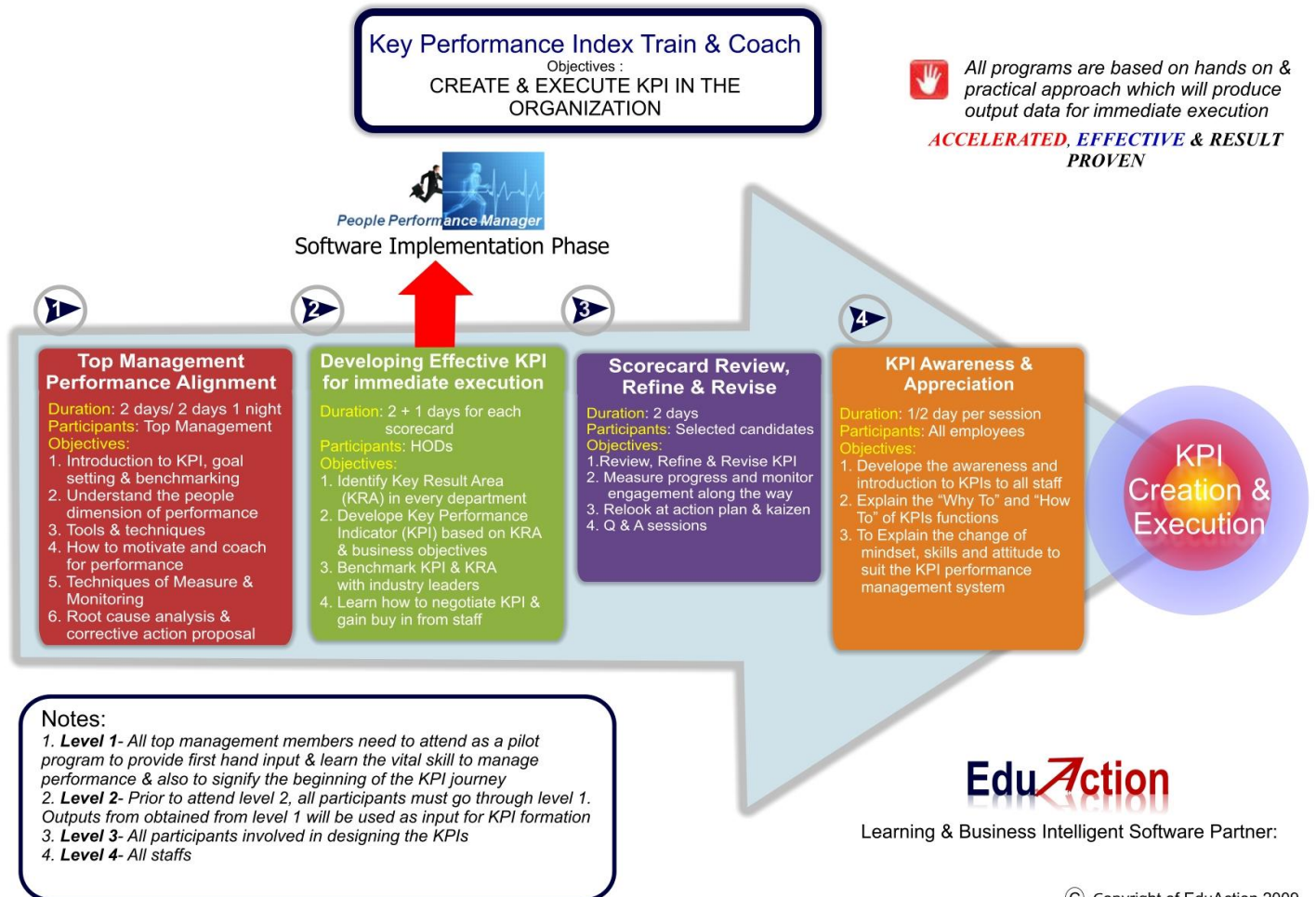
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4. Learn to formulate Key Performance Indicators for your organization and departments
5. Create an understanding and learn to write clear and measurable objective
6. Identify performance discrepancies and use interactive management skills to bring about change
7. Learn the techniques on how to conduct review and track performance for effective feedback to meet job standards
8. Learn it, design it & implement it



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Figure 1 The training roadmap for learning, designing and implementing KPIs.



PERFORMANCE ALIGNMENT (2 days)

“The Big Picture”

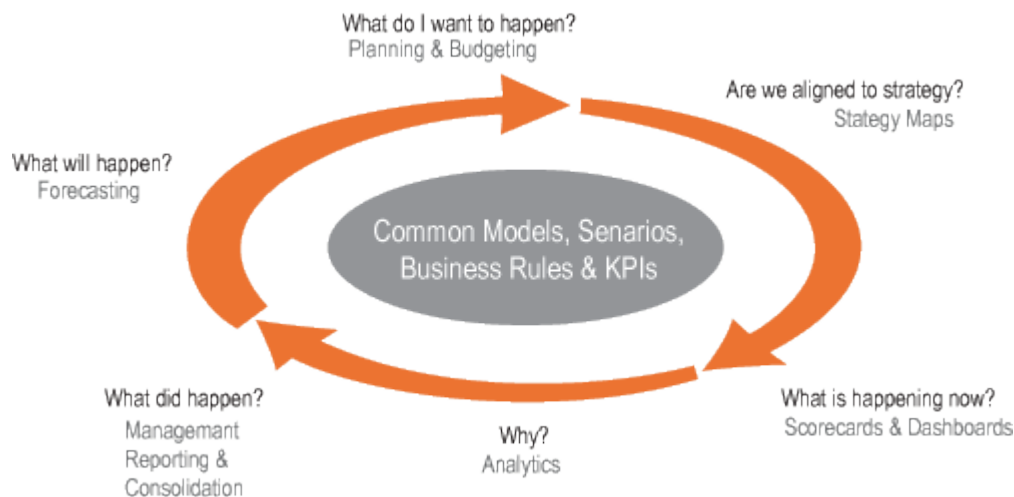
Performance Management is a management tool aimed at organizing a team towards the achievement of their business objectives.

Key focus

1. Understand benefits of performance management and know how their performance contributes to the success of their organization
2. Know their role in the performance management process
3. Know how to rate KPI's and competencies
4. Understand feedback and coaching techniques
5. The need to have accurate, objective and timely feedback to maximize employee performance;
6. How to write Personal development plans for employees in order to improve performance

Who will benefit

This foundational class is designed for management with limited experience and any supervisor or manager looking for a comprehensive understanding of the performance management and to use it as a tool for conducting a performance appraisal, coaching and feedback.

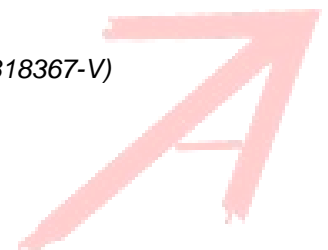


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Day one

0900-1030

Module 1

The Bigger Picture

- Why organizations have to evolve.
- Meeting current business challenges.
- Setting & Implementing strategy.
- Envisioning the business units/ teams.
- Achieving alignment.

1030-1045

Morning tea break

1045-1300

Module 2

The Human Dimension

- Motivation is about meeting needs and expectation.
- Notice the impact and the awareness of your behaviour.
- Change and managing it.
- Working together to solve problems.
- Working ways-teams and projects

1300-1400

Lunch

1400-1530

Module 3

Quality and Successful Performance Management

- Steps to TQM.
- Quality assurance & consistency.
- Customer focus – internal & external.
- Toyota Principle 5, 6 & 14 & Quality gurus.

1530-1545

Afternoon tea break

1545-1700

Module 4

The Winning Team Culture

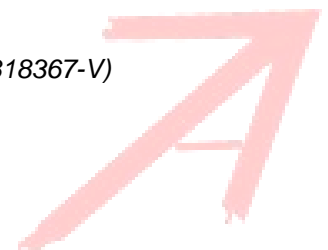
- The local culture.
- Being good at communication.
- Making time to listen.
- The 5 components of a highly effective team.
- Recognising achievements.
- Allocating tasks & developing trust.

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Day two

0900-1030

Module 5

Dealing With Poor Performance

- Dealing with poor performance.
- Dealing with difficult attitudes.
- Your response to difficult behaviour.
- Taking disciplinary action.

1030-1045

Morning tea break

1045-1300

Module 6

Goals, Targets & Benchmarks

- What's the gap ?
- Setting new benchmarks.
- Analyzing cause & effect.
- Identify root cause.
- Corrective action steps.
- Measures, target & KPIs
- Implementation.
- Review, revise & refine.

1300-1400

Lunch

1400-1530

Module 7

The Skills & Techniques

- The skills of managing performance.
- Assessing performance.
- What should you measure.
- Giving constructive feedback.
- Setting work objectives.
- Identifying development needs.

1530-1545

Afternoon tea break

1545-1700

Module 8

Strategy & Performance Management

- Goal, targets, schemes & plans
- Game plan & strategic decisions.
- Long view & 360-degree feedback.
- BSC, BOS & The Toyota Way.

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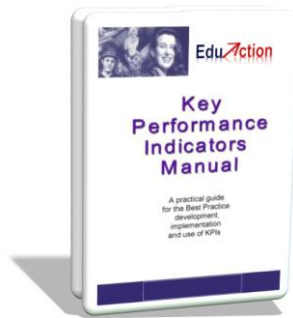


DEVELOPING EFFECTIVE KEY PERFORMANCE INDICATORS (3 DAYS 2 NIGHT)

"Learning it & Designing it"

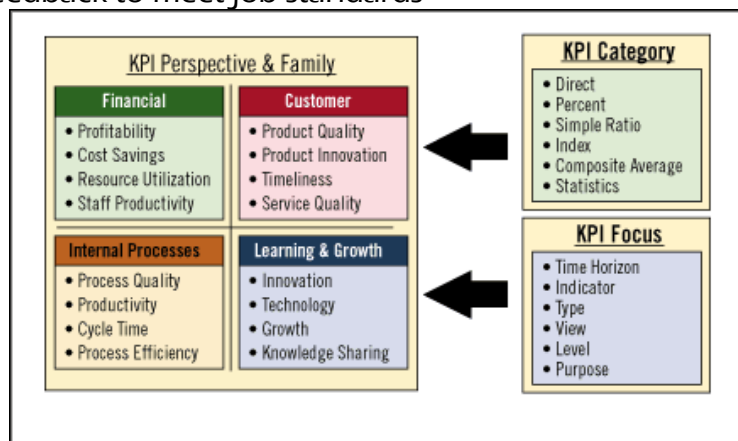
"This is a hands on & practical workshop" 

KPI template manual will be provided



Key focus

9. Encourage Management Team Members to share responsibility to improve organization performance and help meet business objectives
10. Learn how to carry out an Operational Analysis and understand the planning process in developing Key Performance Indicators
11. Determine and identify Key Results Area to drive your business
12. Learn to formulate Key Performance Indicators for your organization and departments
13. Create an understanding and learn to write clear and measurable objective
14. Identify performance discrepancies and use interactive management skills to bring about change
15. Learn the techniques on how to conduct review and track performance for effective feedback to meet job standards



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Program Outline

Day one

0900-1030

Overview of Performance Indicators

- ▶ The need and purpose for Key Performance Indicators
- ▶ Managing performance and the benefit of involvement and commitment
- ▶ Weakness in the current system
- ▶ Share responsibility for business results
- ▶ Emphasis is on result (what), skill and behavior (how)
- ▶ The Key Performance Indicator Planning Cycle

1030-1045

Morning tea break

1045-1300

Developing an Operational Analysis


- ▶ What is operational analysis
- ▶ Why you need to conduct an Operational Analysis before developing your Key Performance Indicators?
- ▶ Steps to carry out in operational analysis

1300-1400

Lunch

1400-1530

Developing an Operational Analysis

- ▶ Steps to carry out in operational analysis
- ▶ Practical workshop to identify and prioritize Issues
- ▶ Practical workshop to identify and prioritize Issues (continued) 

Determining Key Results

- ▶ Traditional approach to selecting objectives
- ▶ New approach to selecting objectives
- ▶ What is purpose of Key Results Areas?
- ▶ Guidelines for determining Key Results Area
- ▶ Examples of Key Results Areas
- ▶ Determining your Key Results Area
- ▶ Using quality management tools to determine your Key Results Areas

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1530-1545

Afternoon tea break

1545-1700

Determining Operational Objectives

- ▶ What are the operational objectives
- ▶ How many objectives should your organization have?
- ▶ Examples of standard of performance
- ▶ Recommended process for selecting objectives

Day Two

0900-1030

Determining Key Performances Indicators (Finance)

- ▶ What is the purpose of Key Performance Indicators
- ▶ What are the guidelines for identifying Key Performance Indicators

1030-1045

Morning tea break

1045-1300

- ▶ The Planning Phase
- ▶ Examples of Key Performances Indicators
- ▶ Developing Key Performances Indicators for the organization
- ▶ Developing Key Performances Indicators for the departments

1300-1400

Lunch

1400-1530

Determining Key Performances Indicators (Finance) continued

1530-1545

Afternoon tea break

1545-1700

Determining Key Performances Indicators (Customers)

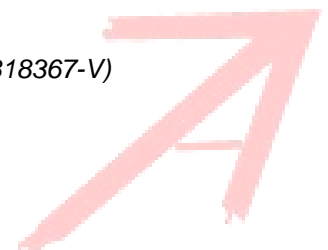
- ▶ What is the purpose of Key Performance Indicators
- ▶ What are the guidelines for identifying Key Performance Indicators The Planning Phase
- ▶ Examples of Key Performances Indicators
- ▶ Developing Key Performances Indicators for the organization
- ▶ Developing Key Performances Indicators for the departments

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Day Three

0900-1030

Determining Key Performances Indicators (Internal Process)

- ▶ What is the purpose of Key Performance Indicators
- ▶ What are the guidelines for identifying Key Performance Indicators

1030-1045

Morning tea break

1045-1300

- ▶ The Planning Phase
- ▶ Examples of Key Performances Indicators
- ▶ Developing Key Performances Indicators for the organization
- ▶ Developing Key Performances Indicators for the departments

1300-1400

Lunch

1400-1530

Determining Key Performances Indicators (Learning & Growth)

- ▶ What is the purpose of Key Performance Indicators
- ▶ What are the guidelines for identifying Key Performance Indicators The Planning Phase
- ▶ Examples of Key Performances Indicators
- ▶ Developing Key Performances Indicators for the organization
- ▶ Developing Key Performances Indicators for the departments

1530-1545

Afternoon tea break

1545-1700

Humanizing the KPI process during implementation

- ▶ Address concerns about the uncertainty of the data.
- ▶ Regardless of the topic, keep performance review processes fair and transparent.
- ▶ Place performance review within a context of learning.
- ▶ Enable a two way dialogue about performance.
- ▶ Remember to highlight good news!



KPI Review, Refine & Revise (1 day)

INTRODUCTION

Upon completion of designing the KPIs, participants are given a one month time frame to review, refine and revise their KPIs together with their team members. This workshop is designed to enable the leaders to review their KPIs together with the trainer again to ensure proper alignment before implementation

Key focus

The participants will learn:

1. To Review the designed KPIs
2. To Refine the designed KPIs
3. To Revise inaccurate or inappropriate KPIs

Program Outline

Day one

0900-1030

Module 1

- Refresher course on:
 1. The need and purpose for Key Performance Indicators
 2. Managing performance and the benefit of involvement and commitment
 3. Weakness in the current system
 4. Share responsibility for business results
 5. Emphasis is on result (what), skill and behavior (how)
 6. The Key Performance Indicator Planning Cycle

1030-1045

Morning tea break

1045-1300

Module 2 KPI Review

- KPI Review is to relook into the KPIs designed to see its relevant, appropriateness, accuracy & in line with objectives

1300-1400

Lunch

1400-1530

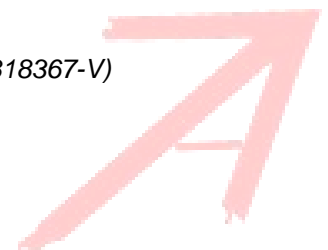
Module 3 KPI Refining

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- KPI Refine is to refine the KPIs designed to see its relevant, appropriateness, accuracy & in line with objectives

1530-1545

Afternoon tea break

1545-1700

Module 4 KPI Revising

- KPI Revising is to revise the KPIs designed to see its relevant, appropriateness, accuracy & in line with objectives

KPI Awareness & Appreciation (1 day)

Warning: This program had to be attended by every staff in the organization involved in the KPI managing system

INTRODUCTION

Developing Effective Key Performance Indicators is a half –day workshop . This workshop helps to share with the support staff on their role in making the KPI successful. It will explain to the support staff the ways they could contribute meaningfully to the success of the KPI in the organization

Key focus

The participants will learn:

4. The meaning and importance of KPI
5. How to support their superior
6. How to use KPI to help them achieve their objectives
7. How to write Personal development plans for employees in order to improve performance

Program Outline

Day one

0900-1030

Module 1

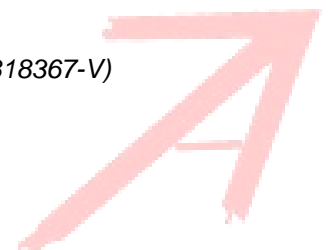
- Performance Management
- The Performance Management Cycle involves Four Stages
- The Most Important Objectives of PMS

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- What are KPIs
- Why are KPIs needed
- What can KPIs help

1030-1045

Morning tea break

1045-1300

Module 2

- What is your role as a support person
- How to support your superiors
- How do you contribute to departmental KPI

1300-1400

Lunch

1400-1530

Module 3

- What Is An Objective?
- What is target
- What is stretched target
- Measuring Instrument
- Action Plan
- How to use the resources
- How To Conduct A Periodic Review

1530-1545

Afternoon tea break

1545-1700

Question & Answer



[Customer logo here]

Managing with Key Performance Indicator using the Balance Scorecard Model

“Learn it, Design it & Implement it”

INVESTMENT / TERMS AND CONDITIONS

1. INVESTMENT

RM 4,800.00 per day which is inclusive of:

- 1.1 Facilitator
- 1.2 Coordinator
- 1.4 Certificates

2. DURATION

Module 1: Performance Alignment- 2 days
Module 2: Developing Effective KPIs- 3 days 2 night
Module 3: KPI Review, Refine & Revise- 1 day
Module 4: KPI Awareness and appreciation- 1 day (to be completed for all employees involved in KPI managing system)

Estimated time of completion for the project, 3 to 4 months.

3. SOFTWARE IMPLEMENTATION (OPTIONAL)

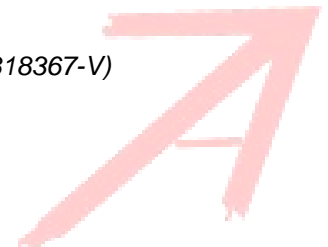
Edu Action is providing software solution in implementing the KPI managing system to execute the system in a web based environment.

4. NUMBER OF PARTICIPANTS

Maximum 25 pax per session

[RM 550.00 per pax will be billed should number of participants exceed the maximum limit]

5. Total amount of the fee is to be payable on the event day upon completion of the programme. All cheque payment should be made payable to "**EDU ACTION DEVELOPMENT SERVICES**".



6. CONFIRMATION OF PROGRAMME

We would appreciate your soonest confirmation as availability of dates is based on **First Come First Served** basis

7. CANCELLATION / POSTPONEMENT CHARGES

Two weeks before training date, 50% fee is levied
One week before training date, 100% is levied

8. TRANSPORT & HOTEL:

Program leader's expenses to be borne by the client should the program be held out of the Klang Valley, Malaysia.

The above terms and conditions have been read, understood and agreed upon by the undersigned on behalf of the organization. This document constitutes a formal contract signed by both parties.

Hilson Yeap

For

for **EDU ACTION DEVELOPMENT SERVICES**

Name:

Hilson Yeap

Designation:

Business Development Manager

Date:

Date: 10th October 2009





ISMAIL HASHIM holds an MBA in Total Quality Management from Newport University, USA and was initially trained in mechanical engineering in the United Kingdom and has received professional training in management and human resource development. He attended the Certificate in Training and Development course from the Institute of Administrative Management, U.K. He is also an associate member of the Malaysian Institute of Management and the Malaysian Society for Training and Development (MSTD).

Ismail has 22 years of working experience, having held several executive and managerial positions, including about 12 years in education and training. He started his career as a Technical Officer with the Ministry of Education, Malaysia. He then joined a privately-run educational institution in Kuala Lumpur as a Principal. He was later appointed to be the Head of Human Resources and was responsible for the training and development of about 100 teaching and administrative personnel. Before becoming a full-time training consultant, Ismail served as the Central HR Training Coordinator for Standard Chartered Bank Malaysia Bhd.

Ismail has conducted various management training programmes such as Managerial and Leadership Skills, Executive & Supervisory Development, Training Needs Analysis, Excellent Work Culture, Communication and Interpersonal Relations, Quality Customer Service, Customer Relationship Management, Presentation Skills, Train The Trainer, Office Management, File and Record Management, Teamwork and Team Building, English for Business Communication, Business and Report Writing Skills, Total Quality Management and other related management skills

As a trainer and consultant, Ismail has helped many of his course participants achieve their potentials through his deliveries and consultancy. He was also the leading consultant responsible for carrying out training needs analysis for SMIs under the Human Resources Development Council (HRDC) scheme.

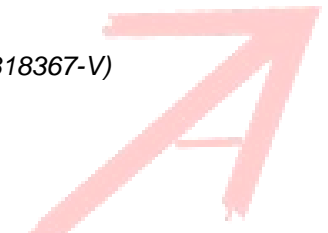
Among organizations that have benefited from his training and consultancy include ***Aluminium Company of Malaysia (ALCOM), Johore Corporation, Malaysia Airports Berhad, Perbadanan Usahawan Nasional Berhad (PUNB), TMNET, Felda Palm Industries, Felda Rubber Products, Jabil Circuit (Penang),***

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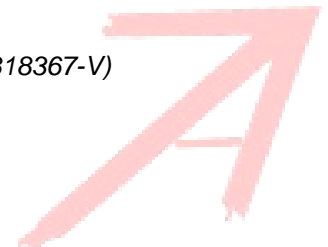
FELCRA, RISDA, SIRIM, National Institute of Occupational Safety And Health (NIOSH), Ministry of International Trade and Industry, Malaysian Industrial Development Authority (MIDA), Universiti Tun Abdul Razak (UNITAR), Kementerian Pengangkutan, Perbadanan Kemajuan Negeri Pahang, Malaysia Truck and Bus, Tan Chong Motors, Sabah Electricity Sdn Bhd, Telekom Malaysia Sabah, Telekom Malaysia Sarawak, SEDC Sarawak, Institut Perkhidmatan Awam Brunei, Kementerian Pembangunan Brunei and Brunei Investment Agency, among others

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“Human resource management & performance management specialist”

Sue Lim is a human resources consultant and trainer with more than 20 years of hands-on experience working with renowned MNCs such as Monsanto, Becton Dickinson, The Body Shop and Watson’s Personal Care Store. Sue holds a **Degree in Economics from the University of Lancaster, UK**. In addition, she possesses a **Master in Business Administration from the University of Nottingham, UK**.

She was selected to attend leadership training conducted by World Health Organization while working with Becton Dickinson and won an Employee of the Year award during her tenure with The Body Shop.

In the entire span of her corporate career, Sue always had to cover the whole spectrum of human resources functions and took the most pride in her “people development” achievements. She had groomed many staff who subsequently assumed senior positions inside and outside of the organizations. Her other strengths are human resource function start-up and managing geographically dispersed employees.

Sue has trained (in-house and public seminar) and consulted extensively in HR related areas such as recruitment/selection, performance management, human resources development, industrial relations and management development / talent management programmes. Additionally, she facilitates both indoor and outdoor team building exercises.

She has conducted management development **programmes for organizations in Singapore, Vietnam and Malaysia**. The Organizations she trained for include **Mitsui Sumitomo Insurance, Ministry of Health (National Pharmaceutical Control Bureau), KLSE, SBB Mutual Bhd., Mitsui Sumitomo Insurance, Sony, Bosch, Shell, NEC, Infineon Technologies (formerly Siemens), Core Laboratories, Honda, Freescale (formerly Motorola), Sharp Roxy, Popular Bookshop, Watson’s, Sunway Resort Hotel, NGOs and many others**

Sue is also a facilitator of **HRM Module of an American MBA programme in Malaysia and Vietnam**.

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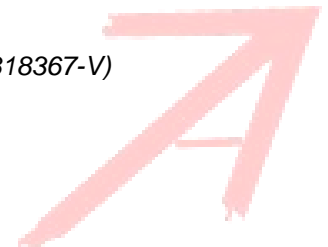




Remond Sandosam specializes in organization performance whereby he performs consultations for multinationals on performance realignment to help organizations achieve peak performance. He further develops their managers in the area of performance management, and conducts performance enhancement training in areas of **Motivation, Customer Service, Sales & Team Synergy**. Remond has conducted many public seminars, in house workshops and programmes for prominent multinational corporations across this region. He has over **18 years experience** in the field of organizational performance and human resource development.

Among those organizations who have benefited from his programme **Kumpulan Maybank, CIMB Bank, CSA, Ericson, Valspar, Sigma Kalon, Shell, Motorola, Southern Bank Berhad, AC Nielson, Colgate Palmolive, Tyco Engineering, Petronas, MISC, 3M, Telekom Malaysia, Elken, Formis Group of Companies, Maxis, Kurnia Insurance, Hong Leong Assurance, Multi Purpose Bank, Time Telekom, Time Quest, IME&Mawea, Sampo Seimetsu, Holiday Inn Group, Pacific Regency, Malaysian National Insurance, Assunta Hospital, DR Group Holdings, UNICORP, Lit Yan, SKB Shuttles, DRB Hicom, UO Supersotre, Hutchison Telekom & Mobile Money** and many more. Remond has been described as a highly charismatic, motivating and dynamic speaker.

Remond obtained his **MBA in HR & Training from the University of Portland USA** and has undergone extensive training (CTP) and gained experience in multinationals companies while in service for two years with Crestcom Group in Colorado USA. Remond was engaged with Hutchison Telekom Wampo HK. as their Sales & Business Development Manager before he ventured full time into training and consulting. Presently engaged to develop Retail Financial Services sectors for Maybank & BCB, Remond is a Certified Trainer for Bumiputra Commerce Bank and has been recently approved by CIMB. (Commerce Investment Merchant Bank)





Paul Kang Hian Beng

Paul enjoys helping people develop through training. His sessions are also enjoyable as he engages key dramatic techniques which he learnt from his days of Theatre in the university and Speech & Drama training while a student at the Redemptorist Seminary in Singapore.

Paul's 14 years in US MNC's have taken him to almost 20 countries around the world as a consultant. He is a corporate high flier and brings the invaluable experience of working and leading top notch consultants in the blue chip companies he has served. He can speak to riggers on the oil platforms in the South China Sea to presidents of oil companies besides being able to lead large teams to success (10 managers and 90 consultants reported to him in Landmark Graphics and 60 consultants in IBM). All these experiences are brought to bear in the training he delivers.

Credentials Summary

Qualifications:

- Grade 8 in Speech & Drama; Trinity College of Music, London
- Speech & Homiletics; Redemptorist Seminary, Singapore
- Certified Trainer, Management Development Programs; Arthur Andersen & Co.
- Certified Trainer, 'Putting People First', TMI
- BA (Hons) English; University of Malaya, Kuala Lumpur

Training Experience

- Trainer of public speaking programs : 18 years
- Trainer of management development & soft skills programmes: 15 years
- Guest speaker for Network 21 (premier training provider for network marketing organization)
- Tutor for Speech & Drama classes for Trinity College of Music, London & Guildhall School of Music, London external examination students: 3 years
- Lead Faculty for Computer Aided Course Design School for Andersen Consulting Change Management Consulting new hires – St. Charles, Illinois

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- Guest speaker for Change Management talks under the banner of Andersen Consulting & IBM: 7.5 years
- Facilitator for Marriage Encounter programme: 2 years

Consulting Experience

- Training Consultant, AirAsia: 6 months
- Project Manager, Pfizer: 1.5 years
- Consulting Director, SAS: 1 year
- Project Director, Global Impact: 1 year
- Consulting Director, Asia Pacific; Landmark Graphics Corp : 3 years
- Division Manager, Systems Integration ; IBM : 3 years
- Consulting Manager; Andersen Consulting : 4 1/2 years
- Lead implementation analyst for large nationwide project (PNB) : 2 years
- IT analyst ; Maybank : 3 years

Training Programmes conducted

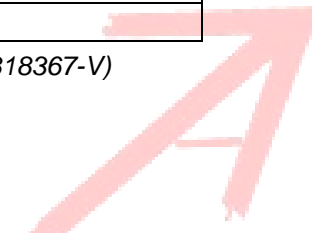
Programme	Clients
Making Presentations Come Alive	<ul style="list-style-type: none"> • Telekom Malaysia • Tenaga Nasional • UTAR • Malaysia Airports Holdings Berhad • Public Programs, Hann Consulting / SSD • Andersen Consulting, Kuala Lumpur • Global Impact • Symphony House • Good Shepherd Minor Seminary, Melaka • Maktab Nasional, Kota Kinabalu • SJC Dreambuilders • Network 21
Train The Trainer	<ul style="list-style-type: none"> • AirAsia Academy
Evaluating Performance Employee	<ul style="list-style-type: none"> • Tenaga Nasional • Cyber Village • Landmark Graphics Corporation, Consulting Division, Asia Pacific • GITN • Global Impact • Andersen Consulting Career Map Programme, Pilot Team, Kuala Lumpur
Strategic Selling	<ul style="list-style-type: none"> • Formis Network Solutions
Sales Training for Executives	<ul style="list-style-type: none"> • Naza Kia Academy
Making Flight Announcements	<ul style="list-style-type: none"> • AirAsia

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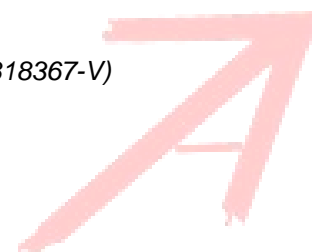
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Making Airport Announcements In-flight Sales	
Understanding Personalities & Driving Teamwork	<ul style="list-style-type: none"> • Maybank, Project Hercules • Maybank, HR Division • Nortel Networks
Change Management	<ul style="list-style-type: none"> • Unilever, Jakarta
Business Process Re-engineering	<ul style="list-style-type: none"> • Telekom Malaysia
Making Better Decisions	<ul style="list-style-type: none"> • Institut Jantung Negara • Hei Tech Padu • POS Malaysia
Spirit of Facilitation	<ul style="list-style-type: none"> • Andersen Consulting Manager's School, St. Charles, Illinois • Andersen Consulting, Change Management Division, Kuala Lumpur • Landmark Graphics Corporation, Consulting Division, Asia Pacific • Global Impact
Motivating Your Project Team	<ul style="list-style-type: none"> • Hei Tech Padu • POS Malaysia
Business Process Analysis & Design	<ul style="list-style-type: none"> • Hei Tech Padu
Business Process Mapping	<ul style="list-style-type: none"> • Malaysia Airports Holdings Berhad
Enabling KM	<ul style="list-style-type: none"> • Telekom Malaysia
Roadmap to Implementing KM	<ul style="list-style-type: none"> • Multi Media College, Telekom Malaysia
Project Management	<ul style="list-style-type: none"> • V-Source Asia
Project Risk Management	<ul style="list-style-type: none"> • Hei Tech Padu
Handling Contractors	<ul style="list-style-type: none"> • Felda Services Sdn Bhd
Lessons from Kiyosaki	<ul style="list-style-type: none"> • GlaxoSmithKline
Cashflow 101 Workshop	<ul style="list-style-type: none"> • Dreamnet Enterprise • SJC Dreambuilders
Smart Money Workshop	<ul style="list-style-type: none"> • Dreamnet Enterprise
Selling Skills	<ul style="list-style-type: none"> • Dreamnet Enterprise
Managing Your Sales Outlet	<ul style="list-style-type: none"> • Naza Kia Academy
Sales Training for Executives	<ul style="list-style-type: none"> • Naza Kia Academy
Building Effective Teams	<ul style="list-style-type: none"> • GlaxoSmithKline • Institut Jantung Negara
The Fire Within	<ul style="list-style-type: none"> • GlaxoSmithKline
Enabling The Knowledge Manager	<ul style="list-style-type: none"> • Cyber Village • GITN • Public Programme



Training Programmes developed

Client	Programme
AirAsia Academy	<ul style="list-style-type: none"> • Flight Attendant Announcements • Guest Services Announcements • Pilot Announcements • Teambuilding • Time Management • Interpersonal Skills • Emotional Intelligence Quotient (EQ) • Time Management • Problem Solving • Decision Making • Supervisory Skills • The Communicating Leader • The Coaching Leader • The Caring Leader • The Inspiring Leader • Basic Communication Skills • Language Enhancement for Business English

Training Related Projects

- AirAsia Academy – Consultant:
 - Identifying training requirements, designing, developing & implementing soft skills, management development and leadership development programmes. Coached and mentored in-house trainers within the academy. Organised training facility visits to Q-Center, Arthur Andersen (Chicago), IBM Palisades New York, Microsoft Executive Briefing Center, Seattle & Maxis Academy (Malaysia).
 - Developed Planning & Scheduling / Report Book system.
- Pfizer Malaysia & Singapore – Project Manager: Training needs analysis, design & development of training curriculum and materials for Sales Tracking system and Call Reporting system (1.5 year project; 5 project team members, 200 users)
- Time Telekom – Project Manager: Competency-based training needs analysis resulting in the development of Competency Descriptions, Competency Levels, Desired Competencies, Training Curriculum (7 month project; 4 consultants)
- Petronas – Lead Senior, Curriculum planning project for the IRM (IT) division using the job-task analysis approach (9 month project; 4 consultants)
- Esso Production Malaysia Inc – Lead Senior Consultant & then Manager: Training needs analysis, design & development of training curriculum and materials for SAP project for Plant Maintenance and Financials (2.5 year project; 4 consultants)

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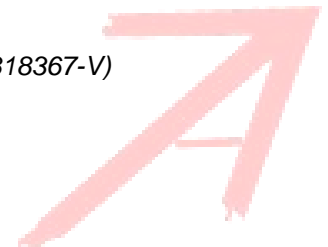
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- Permodalan Nasional Berhad – Project Leader: Training needs analysis, design & development of training curriculum and materials for Postals Project for 55 user trainers; managers and 1,680 users for nationwide implementation at 280 post offices. Established 3 training centers which were used for 1.5 years (2 year project; 5 consultants; 55 user trainers). Worked with INTAN's Pusat Kemajuan Latihan (PKL) and Mesiniaga's Training Dept.
- Maybank – Team Leader: Training needs analysis, design & development of training curriculum and materials for branch retail banking system (10 project team members; 100 branches)





Hilson Yeap is passionate about training. **He is the Author of the best sought after human resource ebook, “7 Reasons Why Training Is Not Effective & What You Can Do About it”**. He spent five years practising & research on human capital development and has co developed many series of training program specially for people development in organizations. He has a **degree on Food Marketing from University Putra Malaysia 2003**, a professional **certified internet marketer from ilearning Global & a certified trainer from PSMB TTT certification & Current Vice President of Membership from AFC Toastmasters Club**.

Hilson Yeap is a Top Sales in the Training industry. He makes 5 figure incomes as a Sales Manager before founding **EduAction**. He has successfully generated sales leads through offline and online channels and is a sought after speaker in the area of sales, customer service, team bonding, innovation and other human resource development courses. He is currently the founder of **Malaysian Human Resource Development Circle**.

He is currently pursuing his PhD in his research area of Psychotherapy. Apart from that, Hilson has also positioned Edu Action to be the **learning partner for the 1 Malaysia innovation and Key Performance Indicator (KPI) initiatives** by the Prime Minister of Malaysia, Datuk Seri Najib. He has developed a complete system of train & coach for to upgrade government public service efficiency called C.E.K.A.P.

He has developed a system to promote training in South East Asia. Hilson has perfected a train & coach system with software monitoring tools where everyone can easily conduct training effectively and seeing great results. His ideal “TRAIN & COACH” system has successfully developed training cultures in many companies. He also co-developed many used, tested & proven modules such as **“Customer is the Boss”**, **“Strategic Team Alignment Retreat (STAR)”**, **“Sales 2.0: The New Way Of Selling That Works”** & **“Business Entrepreneur Skill Training (BEST)”**, **C.E.K.A.P., KPI train & coach**. He has also developed the innovative learning solution called **EnterTRAINment** where people can learn in a cinematic learning atmosphere.

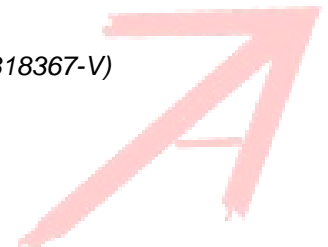
His biggest strength compared to other trainers is the fact that Hilson is not only an educator but a business practitioner. He meets with human resource personnels and decision makers on a regular basis through is founding networks. He is careful to identify competency gaps and suggesting series of training program to realign team to achieve business objectives. Hilson also works with trainers on a regular and ongoing basis, and his loyal servicing clients proved his ability to bring the best training experience and results for clients.

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Companies which has benefited from his training are **Assunta Hospital, Rovski, Sumitomo, Nippon Pigement, Shinko, UO Superstore, Malaysia Milk, Formis Group of Companies, MPH Bookstores, Ming Chi Plastics, PNB Berhad, First Solution, Terra Asia Pacific & OBS Corporation**

He is active in his community and is an active public speaker - he is a partner in a training company which uses the very principles he has developed to generate business from his training network system. He enjoys sharing knowledge with people. Please visit <http://www.edu-action.com> or join his group at <http://groups.to/mhrdc> to receive weekly free newsletter on training.

Please log on to <http://www.edu-action.com/7reasons.pdf> to download Hilson Yeap's famous human resource training & development ebook entitled "7 Reasons Why Training is Not Effective & What You Can Do About it"

