

# THE CERTIFIED MANAGERIAL PROGRAMME<sup>©</sup>



“Are you stuck between a rock and a hard place in managing people? Don't worry, we get you; Pressure from the top, dissatisfaction from the bottom and you are caught right in the middle. Is there a way out of this conundrum?

Yes there is! Grow your knowledge and skills of people management and soon managing will be a breeze! Our Certified Managerial Programme does exactly that - A program that equips you with the latest and best management tools to stay ahead of the curve. Best of all, you will be certified by a prestigious institution of higher learning as proof of your managerial prowess. This alone will do wonders to your resume on top of all the skills and knowledge you will gain.”

**Wait no more, get on board!**

Successful participants shall receive the

*" Certified Managerial Programme "*

Certification

from UNIMAS & MRS

**SPECIAL DEALS**  
FOR HRDF CONTRIBUTORS

**HRDF INDCERT SCHEME INCENTIVES**  
\* For SMEs: 100% of the course fee will be FULLY FUNDED by HRDF, subject to RM10,000 per trainee.  
For non SMEs: 50% of the course fee will be FULLY FUNDED by HRDF, subject to a maximum of RM5000 per trainee.  
The remaining 50% of the course fee will be deducted from the Employers HRDF Levy.  
(Only applicable for HRDF contributors, subject to funds availability)



ORGANISED BY



CERTIFIED BY



mrs@mrstraining.com

www.trainingprovider.org

MRS Training Provider

# "THE KEY TO SUCCESSFUL LEADERSHIP TODAY IS INFLUENCE, NOT AUTHORITY." -

Kenneth Blanchard

The aim of this certification programme is to provide managerial level personnel (Managers, Supervisors, potential Supervisors, and Professional Level Staff) with skills and knowledge required to effectively carry out their responsibilities. The programme develops personal awareness, as well as an awareness of the human resources, activities, and management issues involved in achieving results in a challenging and dynamic work environment. The programme further focuses on developing skills through practical activities such as structured exercises, group discussions, and case studies. It concentrates on the leadership actions for developing a team but also includes the key management skills of decision making, problem solving, performance analysis, conflict management, motivation and presentation.

## Course Structure

Module	Subject Coverage	Duration (Hour)
1	Organisation Structure & Function	4
2	Principles of Managerial Supervision	4
3	Managerial Leadership	4
4	Motivation & Work Attitudes	4
5	Problem Solving & Decision Making	4
6	Organisational Communication	4
7	Handling Discipline & Grievance	4
8	Evaluation of Employees Performance	4
9	Managing Change	4
10	Continuous Improvement Projects	4
11	Leading Conflict Management	4
12	Enhancing Teamwork at Workplace	4
<b>Total Hours</b>		<b>48 Hours</b>

## Admission Requirements

Possess a Diploma or Degree in any discipline from any recognised Institution of Higher Learning or Universities with at least one (1) year working experience OR

Any individual who is interested in acquiring in-depth knowledge of managerial skills with at least two (2) years working experience.

## Course Target Beneficiaries

- Managers
- Executives
- Officers
- Supervisors
- Any personnel supervising subordinates

## Language of Instruction

English  
Bahasa Malaysia  
( English proficiency will be an advantage )

## Course Schedule

Location : • Kuala Lumpur/Selangor • Kuching  
Duration : ( 2 + 2 + 2 ) ; Total 6 days with Projects & Assignments in between  
Time : 9.00 a.m. - 5.00 p.m.  
Dates & Venue : Please refer to the attached registration form.  
You may email to [mrs@mrstraining.com](mailto:mrs@mrstraining.com)  
or Whatsapp 013-810 3838 for more details.



## COURSE ASSESSMENT

The programme is designed to give the participants enhanced learning through the usage of various activities, individual and group exercises, question and answer opportunities, presentations, role plays and video sessions. The sessions will be intensively interactive to optimise the experiential learning process. Each participant will leave with a personal development plan on how they can utilise the knowledge/experience. The programme adopts a blended learning style to get participants to be highly involved in the training session. The programme is comprised of 30% theory and 70% hands-on practical session.

### Assessment

Class Activities : 20 %  
Assignment : 30%  
Project Paper : 20 %  
Final Test : 30 %

### Grading System

Excellent : > 85 %  
Good : 70 - 84  
Average : 60 - 69  
Pass : 50 - 59  
Not Competent: Below 50



## Blended Action Learning Tools

### ASSESSMENT

- On-the-Job Assessment
- Self-Assessment tools
- Individual & Group Assignment
- Project Paper
- Final Project Presentation to Bosses

### ACTIVITIES

- Role Plays
- Experiential Indoor/Outdoor Activities
- Group Discussion & Presentation
- Mock Appraisal Interview

### LEARNING STRATEGIES

- Short Lectures
- Case Studies
- Multimedia Presentation & Review
- Scenario Thinking
- The Blake & Mouton Managerial Grid
- SWOT Analysis

### EVALUATIONS

- Pre-Tests
- Post-Tests
- Progress Tests
- Quiz
- Personality Test
- The Communication
- Conflict Test
- Final Test

### POST TRAINING

- LEVEL 1: Reaction
- LEVEL 2: Learning
- LEVEL 3: Behavior
- LEVEL 4: Results

# COURSE CONTENT

## Day 1

### Module 1

#### Organisational Structure & Function

Introduction to Management  
Definition of Organisation  
Organisational Strategy & Structure  
Contemporary Organisational Functions

### Module 2

#### Principles of Managerial Supervision

## Day 2

### Module 3

#### Managerial Leadership

Principles of Leadership  
The Five Leadership Roles  
Leadership Practices

### Module 4

#### Motivation & Work Attitudes

A Psychological Approach  
Personality's Role in Motivation  
Motivation on the Job  
Addressing Specific Morale Issues

*Break for Project / Assignment*

## Day 3

### Module 5

#### Problem Solving & Decision Making

Critical Thinking Model  
Distinguish Root Causes from Symptoms to Solve Problems the Right Way  
Improve Problem-Solving Skills by Understanding Own Style

### Module 6

#### Organisational Communication

Foundation of Communication Tools at Workplace  
Components of Communication and How It Benefits Interactions with others  
Influencing Skills for Enhanced Communication  
Techniques for Business Writing & Emails

*Break for Project / Assignment*

## Day 4

### Module 7

#### Handling Discipline & Grievance

### Module 8

#### Evaluation of Employees Performance

The Importance of Staff Appraisal  
Supervisor's Responsibilities  
The Appraisal Meeting  
Setting SMART objectives

## Day 5

### Module 9

#### Managing Change

Fundamentals of Change Management  
Change Process  
Managing Change

### Module 10

#### Continuous Improvement Projects

The Outcome of Continuous Improvement  
Tools Learned during Continuous Improvements

## Day 6

### Module 11

#### Leading Conflict Management

Introduction to Managing Conflicts  
Sources of Organisational Conflicts  
Perspective of Conflicts within an Organisation  
Conflict Handling Strategies  
Conflict Handling Styles

### Module 12

#### Enhancing Teamwork at Workplace

Teamwork Foundations  
Team Management  
Teamwork Challenges  
Sustainable Performance

*Break for Project / Assignment*

## Testimonials

*"Gained knowledge in management. Has sparked an awareness of the right management tools needed for the organisation."*

**FAMILA UNTAM**

Assistant Manager,  
Kyowa Suntech Precision Works Sdn. Bhd.

*'Not too much theory base but more to practical thinking base'*

**GANESWARAN A/L SATHIYASEELAN**

Deputy Factory General Manager,  
Hirose Electric (M) Sdn. Bhd

## OTHER CERTIFICATION PROGRAMMES AVAILABLE



**THE CERTIFIED  
ADMINPRO IN MANAGEMENT**



\*For more info log on to [www.trainingprovider.org](http://www.trainingprovider.org)



Interested in organising this programme as

**In-house Certification Training?**

Email to : [mrs@mrstraining.com](mailto:mrs@mrstraining.com); or

Whatsapp us at : **013-810 3838**



**REGISTRATION FORM**

Call 082- 265 628/9 or  
 Fax this form to +6082-265 630  
 Email: kristine@mrstraining.com

# THE CERTIFIED MANAGERIAL PROGRAMME®



Please tick ✓

 HRDF SBL - KHAS Scheme (Approval No.: 100015126)
  HRDF SBL Scheme
  Normal
  INDCERT Scheme

Kuching |  March 2-3, 2020  
 Kuala Lumpur |  June 10-11, 2020

August 18-19, 2020  
 July 20-21 2020

Training Duration: (2+2+2 Days); total 6 days  
 \* Date of subsequent class will be notified at a later stage

Name : ..... Position : .....

Email : ..... Mobile Phone : .....

Name of immediate supervisor : ..... Position : .....

Name : ..... Position : .....

Email : ..... Mobile Phone : .....

Name of immediate supervisor : ..... Position : .....

Name : ..... Position : .....

Email : ..... Mobile Phone : .....

Name of immediate supervisor : ..... Position : .....

Company Name : .....

Company Address : .....  
 ..... Postcode : ..... State : ..... City : .....

Contact Person : ..... Tel : ..... Fax : .....

Email : ..... Position : .....

We are enclosing a cheque no ..... made payable to MRS Management Sdn Bhd amounting to RM .....  
 for the above registration(s). (Please photocopy for more registrations)

Upon submission of this form, I confirm I have read and accept the terms and conditions of the registration. Please attention invoice to

Name : .....  
 Position : .....  
 Email : .....  
 Tel : ..... Fax : .....

SIGNATURE & COMPANY CHOP/STAMP      Date

## ADMINISTRATIVE DETAILS

	KL/SELANGOR	KUCHING
<b>VENUE</b>	TBA	TBA
<b>DATES</b>	• June 10-11, 2020 • July 20-21, 2020	• March 2-3, 2020 • August 18-19, 2020
<b>CLOSING DATES</b>	• June 3, 2020 • July 13, 2020	• February 24 2020 • August 11, 2020

**REGISTRATION FEES/ PARTICIPANT:**

\* Date of subsequent class will be notified at a later stage

<b>NORMAL RATE</b>	RM 8899
<b>INTERNATIONAL PARTICIPANTS</b>	USD 2150



\*the fee is not yet inclusive of 6% SST

**TERM & CONDITIONS**

1. Outstation participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

**2. Payment, Confirmation & Admission**

An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.

**3. Substitution/Replacement of Participants**

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 10 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto

**4. Cancellation of Participation**

For Paid Registrations	For Unpaid Registrations
30 days before course : Full refund or transferable	30 days before course : No applicable admin fee
14 days before course : Refund minus 15% admin fee or transferable	14 days before course : 15% admin fee chargeable
Less than 14 days before course : No refund but transferable	Less than 14 days before course: Full fees chargeable and transferable
No show : No refund and not transferable	No show : Full fees chargeable and not transferable

Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value.

**6. Postponement**

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and hold MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

**7. Permanent Cancellation**

In the event of a permanent cancellation by MRS of this course and provided it is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and hold MRS harmless from any cost incurred.

8. I have read and consent to MRS processing our registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, I have discharged my responsibility of ensuring the information I provided herein is the most up-to-date information as possible.

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Organised By

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