

# POSITIVE WORK ATTITUDE

## Introduction

The programme will provide participants with an overview of how critical, attitude is to individual success that instantly translates to organizational effectiveness. Participants will also explore the challenges involved in maintaining a positive attitude to thrive in environments of constant change.

## Outline

### **The Value of Possessing a Positive Attitude**

- What is Attitude
- Understanding your Attitude
- Changing Attitude by changing behaviour
- Thinking 'Can-Do'
- Attitude & Win-Win Language
- We are what we think!
- The Magic of a Positive Attitude

### **Attitude & How We Relate to Others**

- Why we relate to others the way we do :
  - Transactional Analysis
  - Johari Window
- Understanding Behaviours

### **Adapting to Change**

- What is Change?
- Change 'Paradigms'
- Levels of Change
- Resistance to Change
- How to Adjust your Attitude
- Assuring Successful Change
- Readiness for Change
- Understanding Conflict
- Paradigm Shift on Conflict
- Challenge to Individuals / Leaders
- Qualities of Visionary Leadership

## **Methodology**

1. Examination of current challenges / situations through team exchange and brainstorming.
2. Team simulations on case studies stimulating action planning
3. Presentations of key topics carefully designed to promote involvement through interesting exchange and the demands on individuals.
4. Exciting individual & team activities providing opportunities to apply and 'see' how key concepts may be transferred to individual life and workplace.

### *Specific activities :*

- a. *'Picture Postcard'* – An activity where participants will be invited to pick and choose from a variety of 'postcard pictures' that will be laid on the floor, and later describe why and how the picture resembles their goals and aspirations in life. All participants will sit in a circle facing each other, and would take turns to elaborate how the picture depicts what they aspire for.
- b. *Goal Setting exercise* – An exercise that will compel participants to think through and commit in writing their short, mid, and long term goals that will help in ensuring they determine a 'life plan' that would align with their professional goals.

## **Target Audience**

Line Leaders / Manufacturing Associates / Frontline Personnel

## **Duration**

2 Days

## **Fee**

RM700 per participant

## **Venue**

SHRDC

## **PROFILE OF Amita Nandy (Ms)**

### **1. Personal Particulars**

- (a) Name : Amita Kumari Nandi
- (b) I/C NO : 610605-04-5008
- (c) Nationality : Malaysian
- (d) Language Proficiency : Spoken: English , Bahasa Malaysia,  
Bengali, Hindi  
Written: English, Bahasa Malaysia

### **2. Qualifications**

- (a) Academic Qualification :
- B. A. (Hons) English  
University of Delhi, New Delhi, INDIA, 1981
  - M. A. in English  
University of Delhi, New Delhi, INDIA, 1984
- (b) Professional Qualification
- Instructor Certification – Interaction Management System  
Development Dimensions International (DDI, USA) 1990
  - Facilitator Certification – Experiential Learning for Team Building  
Penang Skills Development Centre 1995
- (c) Short Courses Attended
- Participant, Interaction Management Program  
AMD, 1990
  - Participant, Instructor Certificate on Interaction Management System  
DDI, 1990
  - Participant, Effective Leadership Skills  
AMD and Adlearn HRD, 1991
  - Participant, APICS Training (Manufacturing Concepts Overview)  
AMD, 1992
  - Participant, Creating A Learning Organization  
MIM, 1992
  - Participant, TPM Leadership Training  
Asia-Pacific Research Centre, 1992
  - Participant, The Empowering Leader Workshop  
DDI, 1992
  - Participant, Organisational Development  
Business Focus, 1993
  - Participant, Managerial Assessment of Proficiency  
PSDC, 1993
  - Participant, The Inner-side of Effective People  
Top Performers Leadership Centre, 1994
  - Participant, Whole Brain Synchrony by Way of The Hemi-Sync

1995

- Participant, Business and the Internet MIM, 1996
- Participant, Train-The-Trainer In Adventure Learning Asiabound and Global Learning, 1997
- Participant, Workshop on Pedagogy PSDC, 2002
- Participant, Safety & Management of Challenge Rope Course (Basic) Programme Outward Bound Singapore, 2002
- Participant, Master Trainer for Toolbox for Teams (T4T) DDI, 2004
- Participant, First Aid & CPR, Red Crescent Malaysia, 2005
- Participant, MAX Managing Performance Consulting Training DDI, 2005
- Participant / Conference Speaker, Global Leadership Forecast, DDI 2005
- Participant, Targeted Selection Conference, DDI 2006
- Participant, PSMB Certification in Training – **Cert # TTT/ 0117** / 14-18 Aug

2006

### 3. Work Experience

(a) Total working experience: 22 years experiences in the following companies:

- Lecturer - Stamford Group of College, KUALA LUMPUR (1984-1986)
- Vice Principal - Stamford College, PENANG (1986-1990)
- Training Development Officer - Advanced Micro Devices (AMD), PENANG (1991-1994) Officer
- Training Development Manager – Robert Bosch, PENANG (1994-1995)
- Managing Consultant - Tact Training, PENANG (1995-present)
- Master Trainer (Team Building – Penang Skills Development Centre) (1997-present)
- Associate Consultant – Development Dimensions International (DDI,USA) I (2002- till present)

(b) Current Employment

- Managing Consultant – Tact Training, PENANG (1995-present)
- Master Trainer /Associate Consultant – PSDC (1995-present)
- Associate Consultant – DDI,USA (2002 – present)

#### **4. Years of Experience in Education and Training**

##### **- Education**

- Prepared students for the following qualifying examinations : London Chamber of Commerce (LCCI), Associated Examining Board ('O' & 'A' Levels) UK, Ministry of Education, Malaysia – Sijil Tinggi Pelajaran. 1985 - 1988

##### **- Training**

- Headed T & D team for design and implementation of full Computerization of employee Training Records and Individual Development plan for ISO 9002 Certification – AMD Penang 1993
- Planned, Designed & Implemented Operator Training Certification system for process Training - Robert Bosch 1994
- Planned & Established Employee Development Guide – Robert Bosch 1995
- Planned & set up Learning & Development Council involving department heads to steer training strategies and activities for company wide consumption – Robert Bosch 1995

#### **5. Areas of Expertise**

Designed and prepared the following training manuals :  
For AMD Penang (1990-1993)

- Instructor Training
- Intensive English Programme
- Presentation Skills
- Office Procedures & Telephone Techniques
- Effective Communication

For a variety of organizations (eg. PSDC, Intel Technology, Penang Mutiara Resort, Acer Peripherals, Dell Computers, etc.) under Tact Training (1996-1999)

- Managing People
- Teams, Teamwork & Teambuilding
- Interpersonal Skills
- Dealing With Challenging Customers
- Effective Customer Service
- Managerial Development Skills
- Effective Management for Frontline Personnel
- Effective Telephone Techniques & Customer Handling
- Win-Win Approaches to Service Excellence
- Train-The-Trainer
- Peak Performance in a Change Driven Environment
- Executive English Development
- Team Action

- i) Conduct all the above training
- ii) DDI Interaction Management series
- iii) DDI Techniques for an Empowered Workforce series

## 6. Any Other Information that is useful

Authored a book titled – An Aid to Mastering English – An authentic guide to secondary school students, published by Keynes School Publication, Singapore, 1987

## 7. Recent projects include:

- **DiGi** Values training that includes design, development and delivery.
- **British American Tobacco** on Personal Empowerment and Taking Initiative.
- **UEM** Group for Executive Development and Customer Service projects.
- **Levis Strauss** on Leading Change.
- **Philips** on delivery of a customized Performance Management approach tying in with their internal global on line system. (including sites in Shenzhen & Hong Kong)
- **Exxon Mobil** on Leadership and Change initiatives.
- **Jebsen & Jebsen** on Performance Management.
- **Pfizer** on Empowerment programmes.
- **Exxon Mobil** on Workplace productivity tools : (including sites in Jakarta, Indonesia)
- **Johnson Matthey** : Sterling Leadership Program – (including site in New Delhi, India)
- Trainer Certification for delegates from the **Africa Asia Business Council** on Global Supplier initiatives. (Countries include Philipines, Ghana, Benin and Cameroon)
- Design and set up of the new Team Building park at the **Penang Skills Development Centre**.
- Coordinated the annual **PTIWRM programme** (project initiated by Bakti KL, for all wives of cabinet ministers) in Penang September 2006. Project patron was Datin Seri Rosmah Mansor, with organizing chairman Puan Sri Chua Kah Ping, wife of Chief Minister Penang. The effort was hosted by the Penang State Govt. in partnership with the PSDC.