



# Managing Employee Performance, Behavior & Attitude

11-12 Sept 2025 | 9.00AM - 5.00PM | MEFA Training Center, PJ

## Objectives

*(The objective of the training on "Cultivating Positive Work Attitude" is to help participants develop a constructive mindset that enhances individual performance and fosters a healthy, productive work environment. The training aims to increase awareness of how attitudes influence behavior, teamwork, and organizational success. Participants will learn practical techniques to stay motivated, handle challenges positively, and contribute to a respectful, solution-oriented culture. By the end of the session, employees will be better equipped to take personal responsibility, show initiative, and maintain a positive outlook that supports both personal growth and collective workplace goals..*

## Who Should Attend

- All Top Management
- All Department Managers / HOD
- Key Stake Holders
- Customer Engagement Professionals
- HR Professionals

## Learning Outcomes

- Understanding the Power of Attitude
- Self-Awareness and Mindset
- Building Emotional Resilience
- Fostering Accountability and Initiative
- Enhancing Workplace Relationships
- Creating a Positive Work Environment

## Course Registration



<https://forms.office.com/r/k4GMwA4wzn>

**RM 1,800\***

(Price Inclusive of 8% SST)

\*Course fee  
is claimable  
under HRDC.



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## Course Structure

Time	Agenda – Day 1
8.30am	Registration
9.00am	Course Introduction / Ice Breaking
9.30am	Module 1 Introduction To Emp Performance Management
10.50am	Coffee Break
11.00am	Module 2 : Setting Clear Expectations And Goals
12.00pm	Module 3 : Providing Constructive Feedback & Coaching
1.00pm	Lunch Break
2.00pm	Group Review
2.30pm	Module 4 : Addressing Performance Gaps & Challenges
3.30pm	Tea Break
3.40pm	Module 5 : Addressing Performance Gaps And Challenges
4.30pm	Q&A Session
5.00pm	Session End

Time	Agenda – Day 2
8.30am	Registration
9.00am	Refresh Day 1 Training
9.30am	Module 6 : Managing Difficult Employees And Conflict Resolution
10.45am	Coffee Break
11.00am	Module 7 : Creating A Positive And Motivating Work Environment
1.00pm	Lunch Break
2.00pm	Module 8 : Leadership Skills For Employee Success
3.45pm	Tea Break
4.00pm	Module 9 : Work Life Balance
4.45pm	Summary / Q&A Session
5.00pm	Session End

## Trainer Profile



With over 30 years of professional experience, Jaiendran @ Jay is a dynamic trainer, consultant, and operational expert with a proven track record of transforming organizations and empowering individuals. His career spans leadership roles across diverse industries, specializing in operations management, leadership development, and personal growth. He is known for his ability to simplify complex challenges and deliver practical, results-driven solutions that help individuals and teams achieve their full potential.

He believe in empowering individuals & organizations through practical, interactive, and results-driven training sessions. By tailoring my delivery to diverse learning styles & focusing on actionable skills, I create a rich, engaging, & transformative learning experience. My sessions are designed to inspire growth, instill confidence, and equip participants with tools for sustainable success. Jay's career reflects his passion for empowering others and his dedication to driving excellence. Whether in corporate boardrooms or operational settings, his approach consistently delivers measurable results.



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