

# BOTTOM-LINE RINGGIT SAVER COURSES

In challenging economic times, every ringgit counts more than ever!

TMI is proud to present **three internationally acclaimed** public courses that will save you money, time and increase your customers' loyalty. These courses will teach you how to be different from your competitors!



**PUTTING PEOPLE FIRST** is one of the world's most successful customer service training programs that focuses on your people and inspires them to change their attitudes about service. People come away from this program thinking differently about themselves and the service they deliver.



*“Exciting class. Every individual needs to attend it.  
Need to have more in-depth courses like this. Keep it up!”*  
A delegate who has attended the Putting People First course



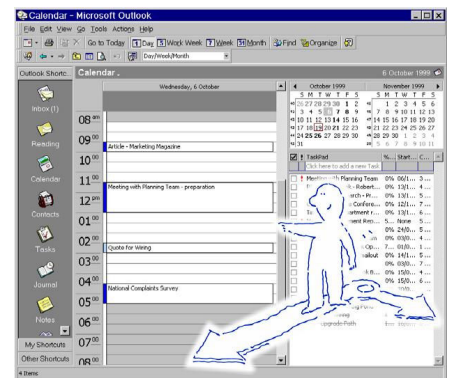
**PROFITABLE NEGOTIATING** is designed to help you win the deal and to keep your profit at the same time! This highly practical course from TACK International, TMI's sister company in Malaysia, has helped people from over 40 countries to make their negotiating skills more result focused and profitable. You can achieve win-win and maintain a good return at the same time. This course will show you how!

**Back by Popular Demand!**

*“Recommend this course to company.  
Use the knowledge and apply the tactics.”*  
A delegate who has attended the Profitable Negotiating course

**TIME MANAGER WITH MICROSOFT OUTLOOK** will give you TMI's framework to achieve more every day. It will then show you how to unleash a powerful tool to help you increase your results and reduce your stress at the same time. Over 3 million people worldwide have learnt how to achieve more using TMI's unique principles. Unlike other time management tools, there is no yearly recurrent cost or additional tools to buy.

*“Brilliant course!  
Everyone should learn this as early in life as possible!”*  
A delegate who has attended the Time Manager with Microsoft Outlook course



\*These programs are HRDF claimable under the SBL Scheme

[SEE INSIDE FOR MORE INFORMATION](#)

# PUTTING PEOPLE FIRST

## One of the World's Most Successful Customer Service Training Programs



Transformation Managed with Inspiration



Building a service culture involves all individuals in an organization, not just those on the front line. **Putting People First** is a highly educational and motivational program about changing attitudes and increasing awareness of the critical role of internal and external customer service. The program focuses on how everyone in the organisation affects the bottom line of the business through their relationships with one another. **Putting People First** breaks down barriers between departments and helps instill a service culture in the organisation.

**Putting People First** programs are based on a range of proven themes and processes and tailor-made for each organisation. The **Putting People First** program is neither a course, nor skills training. It is best understood as an 'experience'. It is about changing attitudes, building self-esteem, and increasing awareness about relationships, particularly customer relationships.

### Key Learning Points

- Improve service internally as well as externally
- Establish team and organisational commitment to service
- Understand your role in creating an organisation focused on results for the external customer
- Understand what customers need and how your actions impact perceptions
- Take on additional responsibility; 'own' problems and gain a heightened sense of the organisation's mission and goals
- Identify and work on key improvement project areas within the organisation

### Malar Villi

#### Senior Consultant and Facilitator

Malar Villi is a highly respected trainer in Malaysia. She has worked for companies in many industries, including numerous companies in the financial services industry, telecommunications, manufacturing, hospitality and oil and gas. Malar holds a Masters degree in Training and Human Resources Development. Malar is a highly inspirational trainer who has completed outstanding work in the areas of *A Complaint is a Gift*, *Emotional Intelligence*, **Putting People First** and *EmployeeShip*.

Malar Villi is a Certified Personality Plus Trainer USA and a pioneer in utilising the Personality Plus training tool in the Asian region. She is also a Certified Associate of Six Seconds Emotional Intelligence Network, USA.

With more than 16 years of working experience across numerous industries, Malar effortlessly connects with her audience by means of providing simplistic but practical techniques for enhanced personal performance and aligning them with organisational effectiveness.



### WHO SHOULD PARTICIPATE?

Everyone in the organisation across all functions and departments.

### WORKSHOP DETAILS

**CAPACITY:** 25 PAX

**DURATION:** 2 days

**DATE :** 29 & 30 July 2009,

Wed & Thurs

**TIME :** 9.00AM to 5.00PM

**WORKSHOP FEE INCLUDES HANDOUTS, MORNING TEA, LUNCH AND AFTERNOON TEA**

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*"Very interesting facilitator, maintain good rapport, maintain participants' attention well with interesting stories."*  
Anonymous

*"Energetic, good content, simple language to understand, exciting, loud spoken, sense of humor."*  
Anonymous

**\*This program is HRDF claimable under the SBL-KHAS Scheme**

# PROFITABLE NEGOTIATING

Back by  
Popular Demand!

## Win the deal and keep your profit!

Ever won the deal but lost the profit? Effective negotiation demands a unique combination of skills aside from your existing sales or buying skills. This practical 'hands on' course focuses on the best negotiation techniques - allowing you to cooperate rather than compete to achieve a good result for both parties in the negotiation. You'll experience the challenges from both sides of the negotiating table, learning how to plan and implement your strategy without giving away your profit.

**David Ng**

**Senior Sales  
Consultant &  
Facilitator**



David brings with him an enormous amount of practical experience in sales and sales training. He learnt the ropes of selling in the competitive world of life insurance, where he was a million dollar producer, went on to manage his own agency, producing a couple of million dollar producers. Later, he further developed his selling and sales management skills in the paint industry, where he started and then managed the marine and industrial paint division. Since then, David has trained extensively in the area of sales and sales management in Malaysia and Singapore.

He has been trained by TACK Global Master Trainers, including travelling to the TACK UK head office as a part of his TACK training.

Clients that David has worked with include Sandoz Malaysia, Malayan Pharmaceutical, Kotra Pharma, Signature Kitchen, Harvest Bakery, MAAKL Mutual Bhd, Public Mutual Bhd, CIMB Bank, IDS Marketing, Studio DL, ACORN Marketing, Citibank Berhad, Ericsson Malaysia and Rovski Malaysia. David holds a Diploma in Training and Development from the University of Leicester, United Kingdom.

*"Everything was perfect. Would like to thank David Ng for a good training session."*  
**Siti Zubaidah Md Ali**

*"David is an engaging trainer and knowledgeable in the subject matter. I had fun learning from him."*  
**Jackie Lee**

### You will learn how to...

- **Apply the structure of effective negotiations** - pre-plan so you know when to move to the next stage.
- **Manage the negotiation sequence** - understand how to take up the right 'initial stance' and remain in control throughout.
- **Strengthen your position through intelligent questioning** - obtain and use information to best effect.
- **Recognise the strategies and tactics used by professional buyers** - use effective psychological and logical counter measures.
- **Assess the impact of concessions** - will the end result still be commercially viable?
- **Analyse your 'strength of position'** - recognise sources of power and leverage and how they are used.
- **Implement the skills and qualities of a successful negotiator** - assess your strengths and weaknesses through role-plays and self-analysis to improve your negotiating style.

### High Spots

You will participate in a complex contract renewal negotiation - variables of price, volume, credit terms, discounts and expansion plans must all be negotiated and agreed to!

### WHO SHOULD PARTICIPATE?

Salespeople, Buyers, Sales Managers, Key Account Managers and Relationship Managers, it is also suitable for Executives who are involved in commercial negotiations e.g. Accountants, Purchasing Officers, Procurement Officers, etc.

### WORKSHOP DETAILS

**CAPACITY:** 16 PAX

**DURATION:** 2 days

**DATE :** 11 & 12 Aug 2009,  
Tues & Wed

**TIME :** 9.00AM to 5.00PM

### NOTE

Please bring your calculator along.

**WORKSHOP FEE INCLUDES  
HANDOUTS, MORNING TEA,  
LUNCH AND AFTERNOON TEA**

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**\*This program is HRDF claimable under the SBL-KHAS Scheme**

**Learn how to achieve more every day,  
be in control of your workload and manage your emails.**



In these economic times, we are being asked to do more with less. We have competing priorities, work overload and associated stresses. Time is our most important asset. Time is totally democratic. We all have 24 hours of it. However, some people manage to squeeze much more into their professional and private lives than others. This course will help participants achieve more each day, each week and each year. It will help them reduce workload stress. The course is more than "how to manage your time". It will inspire you to become more productive and effective in your career, as well as in your personal life. Participants will be given a framework to manage their time better.

**Research in Europe has indicated that this course resulted in a 5% to 22% increase in productivity, depending on the industry of participants.**

TMI has trained Microsoft employees in Europe on how to manage their time better using Microsoft Outlook! Turn Microsoft Outlook into a valuable productivity management tool. TMI has been contracted, through Microsoft, to train people in 17 countries on how to increase their productivity using Microsoft Outlook. More than 3 million people have learnt how to manage their time and their lives better through TMI's Time Manager Principles.

### Key Learning Points

- How to achieve more by using TMI's successful Time Management philosophies. This will provide the foundation to increase in personal effectiveness
- How your brain operates – and how this affects your use of time
- The pitfalls of the "Flapsi Hapsi" desk
- Balance your personal and professional life
- Implement plans successfully
- Become results focused rather than activities driven
- Set and prioritise tasks and activities
- Develop a filing/storage system that ensures both electronic and manual files are easy to find

- Manage the increasing load of information received daily
- Use MS Outlook to build Decision Base effectively
- Plan your time effectively by applying proven TMI principles with MS Outlook
- Manage E-mail efficiently and not letting it become your time-stealers
- Deal with Time-Stealers - interruptions and distractions
- How to gain control of your time

### Daniel Tan

#### Senior Consultant and Facilitator

Daniel Tan is a practicing expert on the application of the **TMI Time Manager**. Daniel teaches participants to think differently about how to manage their work lives using MS Outlook.

Daniel Tan has had corporate technical experience with, among others, HSBC Bank, DHL and Ericsson. He has consulted and trained at numerous companies in different industries, and is an internationally accredited TMI facilitator.

Certified by Microsoft, he specialises in optimising technology to meet business needs and requirements. He is gifted in making complicated software applications an 'easy-to-learn' for users from diverse IT background.

Coming from a combination of an IT and leadership background, Dan provides a unique blend of inspirational and technical skills required to run **Time Manager with MS Outlook**.



*"Daniel Tan helped me to simplify my work & help avoid wasting time!"*  
Muhammad bin Abdullah

*"The instructor makes the training interesting, always keeping the participants in anticipation of the next thing to learn"*  
Jean Lorraine Pharamond

### WHO SHOULD PARTICIPATE?

Employees, Secretaries, Executives, Managers who wish to get more out of their career and life.

### WORKSHOP DETAILS

**CAPACITY:** 16 PAX

**DURATION:** 2 days

**DATE :** 6 & 7 Oct 2009,  
Tues & Wed

**TIME :** 9.00AM to 5.00PM

### NOTE

Participants are required to bring their laptop to build their MS Office capability as a time management tool.

**WORKSHOP FEE INCLUDES HANDOUTS, MORNING TEA, LUNCH AND AFTERNOON TEA**

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 **Registration**

To confirm your registration, please complete this form and fax it back to us at (603) 6203 4458

Organisation: .....

Address: .....

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

Email: ..... Fax: .....

**Please register our nominees:**

**1** Name: .....  
 Title: .....  
 Email: .....  
 Tel: .....

**2** Name: .....  
 Title: .....  
 Email: .....  
 Tel: .....

**3** Name: .....  
 Title: .....  
 Email: .....  
 Tel: .....

**4** Name: .....  
 Title: .....  
 Email: .....  
 Tel: .....

**\*\*Please let us know if any of the nominee(s) is a Vegetarian**

**Sponsoring Authority:**

Name: .....

Designation: .....

Email: ..... Tel: .....

**PUTTING PEOPLE FIRST**  
 29 & 30 July 2009

**PROFITABLE NEGOTIATING**  
 11 & 12 August 2009

**TIME MANAGER WITH Ms OUTLOOK**  
 6 & 7 October 2009

 **Workshop Fee (per pax)**

Standard: RM 1,680

Early Bird: RM 1,480  
 (up to 2 wks prior to course date)

Group of 3 & above: RM 1,380

**Payment Details:**

Enclosed is a cheque No. \_\_\_\_\_ dated \_\_\_\_\_ for RM \_\_\_\_\_

Please make your cheque in favour of "TMI Consultancy Sdn Bhd"  
 Alternatively, payment can be made direct to our bank account:

Bank : **HSBC, Main Office, KL**  
 Account name : **TMI Consultancy Sdn Bhd**  
 Account number : **101 426476 101**



Please email/ fax your confirmation at the earliest. Confirmation would be subject to receipt of nomination fee. Payments once received can be transferred but cannot be cancelled or refunded.

**TMI Consultancy Sdn Bhd (633749-K)**

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