Virtual Workshop Edition
Interactive ∫ Fun ♪ Practical

PEOPLE PERFORMANCE
PEOPLE & ORGANISATION DEVELOPMENT COMPANY

LEARN & GROW
in a fun and interactive virtual environment

An actual clip from our virtual workshop

Practical Leadership & People Skills For Remote Working Employees

TABLE OF CONTENTS

People Performance is a learning & development company specializing in customized learning solutions in the area of culture, leadership, team and people skills.

UNDERSTANDING YOUR NEEDS
Does Virtual Workshop Work?

When it comes to virtual workshop, people often ask *"Does virtual workshop work?"*

The answer is **YES!** It works when applied correctly.
The advantages of virtual workshop are:

1) Time flexibility
Unlike face-to-face workshop where it is a minimal of a 1-day session, virtual workshop allow you to reduce the amount of time spend in a workshop per day. This allow your employees to still have time during work hour to complete their job. Furthermore, for more progressive organization, virtual workshop allow for learning to be conducted after work hours too.

2) Not constraint by geographical location
For organization with offices in different part of the country and region, virtual workshop allows for more employees to participate in the learning as they only need an internet connection from wherever they are.

3) Cost effective
With face-to-face workshop, learners will need to congregate to a single location. This increases your learning cost and reduces the productivity of your employees. With virtual workshop, you don't need to rent a training venue, pay for employee's accommodation and travelling cost as well as food.

4) Personalized learning
Due to the nature of virtual platform, learners actually learn more because of the more personalized connection between the learner and facilitator which is not possible with face-to-face workshops.

UNDERSTANDING YOUR NEEDS
Does Virtual Workshop Work?

Here are testimonials from some of our learners on their experience
in our virtual workshops.

*"It was a lively session. It kept me engaged on the
whole session listening and learning from Isaac and
experience of other learners"*
Network Operation Manager, Celcom Axiata

*"Very interactive session .. interesting to discover so
many tools from Isaac Peter session."*
Manager, Duopharma Biotech Berhad

"Excellent deliverables and great points."
Trainer, Mydin Mohamed Holdings Berhad

*"Professional and fun. Enjoy the session with
multiple methods or approach."*
General Manager, Swagelok Malaysia

OUR APPROACH TO ENGAGING VIRTUAL LEARNING
Our Virtual Workshop Design Philosophy

What makes our virtual workshop highly effective?
Here are 6 reasons for considering us

1) It is not just a workshop, it is a learning journey

Studies have shown a learning journey has a greater impact and memory retention for the learners. We engage your learners even before the workshop and provide them with support after the workshop.

2) We create personalized learning

Every learner has their unique challenges. A standardized learning approach would only cater to a few learners. We perform a needs understanding survey for all our learners before they attend the workshop. This allow our facilitators to contextualize the workshop to ensure all their needs are met.

3) A fun and stimulating learning environment

The challenge with virtual learning is learners are by themselves and get easily distracted. Our workshops create a fun environment where learners want to stay and learn. We use several virtual tools to engage them and create meaningful learning.
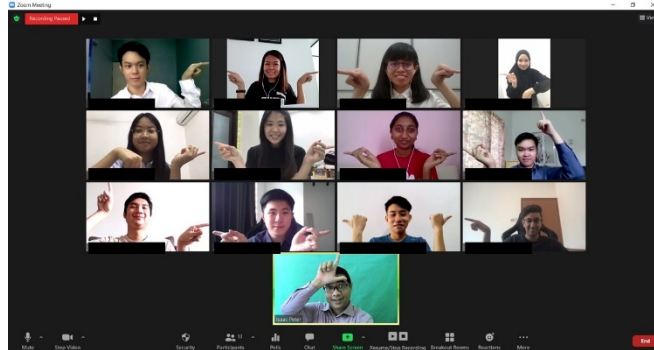
Zoom	Padlet	Jamboard	Mentimeter

OUR APPROACH TO ENGAGING VIRTUAL LEARNING
Our Virtual Workshop Design Philosophy

Our learners in 'action' during our virtual workshop with our friendly facilitator.

4) Experienced & encouraging learning facilitator

Our facilitators are trained to create a safe psychological space where learners feel comfortable sharing their challenges. This allow our facilitators to support and encourage them in applying their learning.

5) Use of proven behavioral technique

As a specialize in behavioral training, we develop practical approaches to ensure learners learn the 'nut & bolt' of the technique and experience it during the workshop. We have seen a higher level of commitment in the learners in applying their learning because of these technique.

The PDCA Conversation™ approach was developed to help learners structure their conversation and it is easy to apply. This is just one of the many technique we have developed.
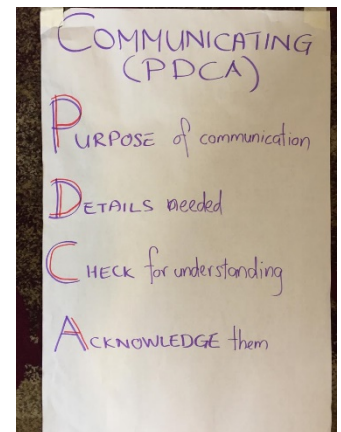
The PDCA communication framework help learners structure their communication.

6) Learner receive ongoing support

Studies have shown that learners who receive support after their training are more likely to apply their learning to their work. All our learning workshops come with this support because we know how to make learning work.

OUR APPROACH TO ENGAGING VIRTUAL LEARNING
Creating An Impactful Learning Experience

It is not just a workshop; it is a learning journey. A learning journey leaves a deep impact in the learner's mind. Here's the journey they will take.

Welcome learners to the workshop

Understand their learning needs

Participate in the virtual workshop

Contextualize content to learner's real need

Learners receive support to apply their learning

Completion of the journey

OUR WORKSHOP

Our Virtual Workshop Design Philosophy

One of the advantages of virtual workshop is the flexibility it offers. Our virtual workshops are offered in 2 formats:
1) Full day session (7-hour)
2) Half-day session (4-hour)

Here are our signature virtual workshops for your consideration.

No	Workshop Title	Duration
1	**Managing People For The First Time**	14-hour
2	**Leading & Facilitating Change For Managers**	14-hour
3	**Managing Remote Team**	14-hour
4	**Career Conversation, Engagement That Drive Talent**	14-hour
5	**Mastering Communication At Work**	7-hour
6	**Conducting Effective Virtual Meeting**	7-hour
7	**Being Indispensable At Work**	7-hour

If you have a learning need that you are interested to do through virtual workshop but not listed here, please drop us an e-mail at enquiry@ppl-performance.com to enquire further.

OUR WORKSHOP

Workshop #1 – Managing People For The First Time

Introduction to this workshop

Moving from an individual contributor to a first-time manager is a huge hurdle because of the change of focus, role and responsibility.

This workshop help learner gain the mindset shift needed to transition and the necessary skill and knowledge to make this transition seamless.

Duration	**Class Size**	**Learner Type**
14-hour	Up to 15 learners	New manager & emerging leader

Workshop Objective

By the end of this workshop., learners will be able to:
- Understand the need and expectation of their new role as a first-time people manager.
- Use the Distributed Leadership Model to develop their leadership capabilities.
- Develop strategies to transition successfully.
- Develop strategic alliances for their career success.
- Use the Perception Shift Technique™ to improve their ability to work with others.
- Use the PCDA Communication™ to improve their communication effectiveness.
- Use the CEASE Conversation™ to develop confidence with their leaders.
- Give effective feedback using the AIDE Feedback™ approach.
- Use a structured delegation approach to develop their employees.
- Develop trust with their employees when leading them for the first time.

OUR WORKSHOP

Workshop #1 – Managing People For The First Time

Workshop Content

TITLE	LEARNING/ REMARK
1) LEADERS FOR TODAY'S ORGANISATION - The leader we need - The Distributed Leadership Model	- Learners gain awareness of business changes that affects the qualities needed in a leader. - Learners use MIT's leadership model in developing their leadership capability.
2) TRANSITION INTO MY NEW ROLE - The leadership pipeline - Leadership as a role - Make the transition	- Learners gain an overview of their career transition as a leader using the leadership pipeline model. - Learners view leadership from a role perspective and distinguish the role of a leader from a manager. - Learners identify challenges and develop strategies to overcome those challenges in moving into their new role.
3) FOUNDATIONAL SKILLS FOR LEADERS - Working with people - Communicate effectively - Develop useful perspective - Working in team	- Learners use the Head-Heart-Hand method to understand how people are wired. - Learners use the PDCA Communication™ approach to develop effective communication. - Learners use the Perception Shift Technique™ to improve the way they work with others. - Learners learn basic non-verbal communication to influence others. - Learner gain an understanding of a high performance team approach.

OUR WORKSHOP

Workshop #1 – Managing People For The First Time

Workshop Content

TITLE	LEARNING/ REMARK
4) DEVELOP MY LEADERSHIP PRESENCE - Acting in the interest of my role - My leadership voice - Goal create focus - Build strategic alliances	- Learners learn to be more objective and take things less personal using the Identify Role Conflict™ (IRC) framework. - Learners discover how their values shape their leadership style and develop their leadership vision. - Learners use SMART goal setting to develop their work priority. - Learners recognise the importance of developing a strong alliance with leaders across the organisation.
5) PARTNER MY LINE MANAGER - Leadership alignment - Communicate with the 'boss'	- Learners recognise the importance of leadership alignment to form a strong partnership with their line manager. - Learners use the CEASE conversation to develop confidence in their communication with their line manager.
6) LEAD TALENT FOR SUCCESS - Establish trust with others - Develop confidence with feedback - Develop skilful employees	- Learners learn to establish trust with their direct report. - Learners use the AIDE conversation approach to provide constructive feedback to their direct report. - Learners use a structured delegation method to develop their direct report's capability.

OUR WORKSHOP

Workshop #2 – Leading & Facilitating Change For Managers

Introduction to this workshop

Change is inevitable. Organization change is complex and requires a delicate balance between getting employee's buy-in and develop the right plan.

This workshop provides learners with the knowledge and skill to manage people and develop plan and structure to ensure the change is well received using Kotter 8-step change model.

Duration
14-hour

Class Size
Up to 15 learners

Learner Type
Experienced managers

Workshop Objective

By the end of this workshop., learners will be able to:
- ❑ Gain a deeper appreciation the need for change in organisation.
- ❑ Assess the organisation's readiness to assess the organisation's readiness for change.
- ❑ Use Kotter 8-step change process.
- ❑ Identify and manage stakeholders to gain support for change.
- ❑ Anticipate potential challenges and barriers when driving change.
- ❑ Use the roller coaster of emotion to understand and manage employees during the change process .
- ❑ Communicate effectively throughout the change process.
- ❑ Use the Behaviour Transition Map™ to create the desired change.

OUR WORKSHOP

Workshop #2 – Leading & Facilitating Change For Managers

Workshop Content

TITLE	LEARNING/ REMARK
1) THE BUSINESS OF CHANGE - The rationale for change - Change at 'The Awesome Corporation' - Change drivers	- Learners gain a deeper understanding of why change needs to be embraced. - Through 'The Awesome Corporation' case study, learners identify gaps and critical success factor to enable change.
2) THE CHANGE PROCESS - Change is a process, not an event - Kotter 8-step change process	- Learners are introduced to John Kotter's 8-step change process. This provides them with a framework to enable change.
3) BARRIERS TO ORGANISATIONAL CHANGE - Resistance is personal - Manage fear to reduce success	- Learners recognise that resistance is natural and become aware of the various barriers that exist during change.
4) THE EFFECTIVE CHANGE LEADER - The 4 capabilities of an effective leader - Getting the organisation ready for change - Create your change vision	- Based on MIT's leadership model, participants are exposed to the 4 capabilities of a leader and taught how to leverage these capabilities to gain trust and buy-in during the change process.

OUR WORKSHOP

Workshop #2 – Leading & Facilitating Change For Managers

Workshop Content

TITLE	LEARNING/ REMARK
5) ENGAGE THE ORGANISATION - Get others involved - Impact of change - Working with stakeholders - Engagement tools	- Participants are exposed to the various tools used to engage, manage and communicate to the employees during the change.
6) MANAGING CHALLENGING SITUATION - The roller coaster of emotion - Listen empathetically - The change conversation	- Participants learn to manage individual employees who face difficulty adapting to the change.
7) ESTABLISH A NEW WAY OF WORKING - Focus on culture - A structured approach to changing behaviour	- Participants gain insights and a Behavioural Change Tool™ to shift their employees' behaviour towards the new way of working.

OUR WORKSHOP

Workshop #3 – Managing Remote Team

Introduction to this workshop

Transitioning from manage team in the workplace to a remote environment is more than just learning how to use zoom.

This workshop help learners to manage their emotion, use some cool virtual tools, provide them with tools to engage their team member more effectively.

Duration	**Class Size**	**Learner Type**
14-hour	Up to 15 learners	Manager & team leader

Workshop Objective

By the end of this workshop., learners will be able to:

- Appreciate the challenges associated with working in remote teams.
- Empathize with people task with leading remote teams.
- Strengthen team engagement in remote teams.
- Organize and conduct virtual meeting effectively.
- Use virtual tool for a more interactive and productive virtual meeting.
- Use SMARTER goals to manage teams.
- Improve communication in a virtual working environment.
- Improve work relationship for improved work satisfaction.

OUR WORKSHOP

Workshop #3 – Managing Remote Team

Workshop Content

TITLE	LEARNING/ REMARK
1) THE REMOTE WORKPLACE - Transition to the new norm - Barriers to the new norm - The role of a leader	- Learners become aware on the new 'working contract' in a remote working environment. - Learners recognise and empathise on the challenges face in a remote working environment. - Learners become aware the challenges of their leader in leading remotely.
2) CREATE SUCCESS FOR EVERYONE - Taking ownership of success - Create a win-win partnership - Make goals SMARTER	- Learners are exposed to the concept of ownership of success in which they take responsibility of their career choices. - Learners use the SMARTER goal setting technique to create focus at work.
3) HIGH PERFORMING VIRTUAL TEAM - Team health check - Focus on results - Manage personal bias - Dealing with conflict	- Learners explore the characteristics of a high performing virtual teams. - Learners become aware of their biases and learn how to manage it. - Learners use conflict technique to address their challenges.

OUR WORKSHOP

Workshop #3 – Managing Remote Team

Workshop Content

TITLE	LEARNING/ REMARK
4) EFFECTIVE COMMUNICATION - Be explicit with expectation - Let your yes be yes	- Learners learn how to articulate their expectation to improve effective communication. - Learners develop personal strategies to say 'no' and negotiate work responsibilities.
5) EFFECTIVE VIRTUAL MEETING - Meeting with a purpose - Tools for virtual meeting - Conducting effective virtual meeting	- Learners recognise the importance of team meeting and ensuring the right people attend it. - Learners are exposed to the various virtual tool to ensure effective remote working such as mentimeter, jamboard, padlet and zoom. - Learners learn how to design and conduct effective virtual meeting.
6) INVEST IN AUTHENTIC RELATIONSHIP - Relationship matter in a virtual world - Buddy for success - Have your one on one	- Learners recognise the importance of a strong working relationship in a virtual work environment. - Learners use relationship building technique to improve their working relationship. - Learners learn how to conduct productive one on one.

OUR WORKSHOP

Workshop #4 – Career Conversation, Engagement That Drive Talent

Introduction to this workshop

The old ways of motivating and engaging talent does not work. Talent today are knowledgeable, independent and self-directed. How do you engage such talents?

This workshop will provide you with insights into talent today, provide you with the relevant knowledge and skill to engage talent that drives them to be more productive.

Duration	**Class Size**	**Learner Type**
14-hour	Up to 15 learners	Managers

Workshop Objective

By the end of this workshop., learners will be able to:

- Recognise the evolving need of a people manager.
- Recognise the importance of career conversation towards their career success.
- Develop a sense of ownership in their talent.
- Leverage the talent's inner motivation to keep them going.
- Create a safe environment during the career conversation .
- Retain the talent in a mutually beneficial approach.
- Use an inquiry approach to listen to talent's real need.
- Manage resistance during the conversation.
- Develop practical strategy to engage, develop and retain their talent.
- Engage their talent confidently.

OUR WORKSHOP

Workshop #4 – Career Conversation, Engagement That Drive Talent

Workshop Content

TITLE	LEARNING/ REMARK
1) THE WAR FOR TALENT - Talent as a competitive advantage - Managing talent - Challenge with talent today	- Learners recognise the value of retaining their top talent. - Learners become aware their role as managers in managing talent. - Learners identify factors contributing towards challenges of managing talent.
2) UNDERSTAND YOUR TALENT - What talent want - The talent DNA - Applied neuroscience of behaviour - Career progression	- Learners recognise the 3 factors that shapes how talent are motivated. - Learners use a neuroscience framework to understand their talent.
3) PERSONALIZING THE COMMUNICATION - The search for meaning - Listen without judging	- Learners become highly aware how they speak and the way they speak influence their talent. - Learners become aware the need to manage their talent objectively and not take things emotionally.

OUR WORKSHOP

Workshop #4 – Career Conversation, Engagement That Drive Talent

Workshop Content

TITLE	LEARNING/ REMARK
4) THE CAREER CONVERSATION - Career conversation basics - Establish trust - Explore possibilities - Sustaining the momentum	- Learners learn how to establish trust with their talent by being open and transparent. - Learners use coaching questions to explore career opportunities with their talent. - Learners are equipped with the ability to harness the 'desire' of their talent to motivate them.
5) LEAD STRATEGICALLY - Focus on the bigger goal - Working with talent - Create opportunity for success - Talent development plan	- Learners learn how to see the big picture and enrol them into it. - Learners identify areas of mutual benefit between their needs and the needs of their talent.
6) CHALLENGING MOMENTS - Working with defensive behaviour - Working with non-committal behaviour	- Learners learn how to manage resistance during the career conversation. - Learners use behavioural technique to nudge their talent forward.

OUR WORKSHOP

Workshop #5 – Mastering Communication At Work

Introduction to this workshop

Conducting effective virtual meeting requires

Duration
7-hour

Class Size
Up to 20 learners

Learner Type
Individual contributors

Workshop Objective

By the end of this workshop., learners will be able to:

❑ Recognise the importance and benefit of effective communication.
❑ Overcome barriers to effective communication.
❑ Use the PDCA conversation™ framework to structure their communication.
❑ Enhance their communication effectiveness with NLP technique.
❑ Improve their e-mail communication.
❑ Increase their confidence in communication.

OUR WORKSHOP

Workshop #5 – Mastering Communication At Work

Workshop Content

TITLE	LEARNING/ REMARK
1) COMMUNICATION FUNDAMENTALS - Communication, the key to workplace success - Barriers to effective communication	- Learners become aware the importance of mastering communication at work. - Learners identify the barriers to effective communication.
2) EFFECTIVE COMMUNICATION - The communication process - Communication tool - The PDCA Conversation™	- Learners are exposed to the 5 components of effective communication. - Learners identify appropriate use of
3) PEOPLE SIDE OF COMMUNICATION - The Head-Heart-Hand approach - Same word, different meaning - Communicating with your non-verbal - PDCA revisited - Communicating through e-mail	- Learners apply the Head-Heart-Hand approach to improve the way they communicate with others. - Learners increase their awareness on how easily communication can be misinterpreted and how to manage this. - Learners use NLP technique to improve their non-verbal communication. - Learners integrate NLP technique into the PDCA Conversation™ framework. - Learners learn the do and don't of e-mail communication.
4) COMMUNICATING UPWARDS - Understand the chain of command - Develop confidence with the 'boss'	- Learners understand the expectation of their managers. - Learners use the CEASE conversation™ to structure their communication with their manager.

OUR WORKSHOP

Workshop #6 - Conducting Effective Virtual Meeting

Introduction to this workshop

Conducting effective virtual meeting requires more planning, structure and it has to be engaging.

This workshop is designed for managers and team leaders who need to conduct virtual meeting by using the right tools to engage their team members.

Duration	**Class Size**	**Learner Type**
7-hour	Up to 20 learners	Manager & team leader

Workshop Objective

By the end of this workshop., learners will be able to:

- Recognise characteristic of an effective virtual meeting
- Structure the virtual meeting to create an inclusive environment
- Develop presentation slides for high engagement on virtual meeting
- Use facilitation technique to improve meeting effectiveness
- Use collaborative online tools for brainstorming during a meeting

OUR WORKSHOP

Workshop #6 - Conducting Effective Virtual Meeting

Workshop Content

TITLE	LEARNING/ REMARK
1) **VIRTUAL MEETING FUNDAMENTAL** - Purposeful meeting - Offline to online meeting - Challenges to virtual meeting	- Learners recognise the difference between virtual and face to face meeting. - Learners evaluate their reasons for conducting meetings. - Learners identify barriers and challenges faced in virtual meeting.
2) **EFFECTIVE VIRTUAL MEETING SETUP** - Virtual meeting setup - Set the expectation right - Visual matters	- Learners familiarise themselves with their meeting platform. - Learners recognise the importance of getting their team member prepared for the meeting. - Learners improve their ability in preparing their presentation slides.
3) **FACILITATING MEETING FOR RESULT** - Never skip ice breaking - Come to the meeting ready - Make the meeting safe - Facilitate, not dictate	- Learners learn some basic ice-breakers to make the meeting engaging. - Learners learn how to use online meeting tools appropriately. - Learners incorporate guideline to create a safe meeting environment. - Learners use facilitation technique to engage their team members.
4) **ENDING THE MEETING PRODUCTIVELY** - End with clarity - Post-meeting engagement	- Learners ensure everyone is clear on what needs to be done. - Learners are equipped with activities they can do with their team member after the meeting.

OUR WORKSHOP

Workshop #7 - Being Indispensable At Work

Introduction to this workshop

A common challenge organization face with new employees or fresh graduate is that they are not focused and are idealistic about work.

This workshop is designed to equip the learners with practical technique and the right mindset *to be solution focused and take ownership of task assigned to them*.

Duration
7-hour

Class Size
Up to 20 learners

Learner Type
New employees

Workshop Objective

By the end of this workshop., learners will be able to:

- Recognise what it takes to be a valued team member at work.
- Adopt an entrepreneurial mindset for career success.
- Develop strategic alliances that support their career growth.
- Develop a strong partnership with their leaders.
- Increase their visibility at work.

OUR WORKSHOP

Workshop #7 - Being Indispensable At Work

Workshop Content

TITLE	LEARNING/ REMARK
1) THE WORKPLACE REALITIES - Success at work - A customer-driven organization - Barriers to workplace success - Characteristics of an indispensable team member	- Learners explore the meaning of success to themselves and the organization. - Learners identify characteristic and factors that make people successful in their career. - Learners recognise the importance of embracing change and aligning to the organization. - Learners gain awareness of factors that limits success in the workplace.
2) TAKE CHARGE OF MY CAREER - Beginning with the end in mind - Playing to your role - Focus on what matters	- Learners learn to take charge of their career by developing an entrepreneurial mindset. - Learners use the Identity Role Conflict™ and Perception Shift Technique™ to manage themselves professionally at work - Learners gain clarity on what is required to succeed in their current role. - Learners use the SMART goal setting technique to be more result oriented in their work.
3) INCREASE MY VALUE - We are in the people business - Develop strategic alliances - Make credibility visible - Partner my leader - Be a valued team member	- Learners gain a working understanding of people & how to work with them effectively. - Learners use the PDCA Conversation™ to increase the effectiveness of their conversation. - Learners develop empathy for their leaders by recognizing their challenges. - Learners use the CEASE Conversation™ to develop confidence in communicating with their leader. - Learners learn the importance of investing into the emotional bank account of their team member.

VIDEO TESTIMONIALS

HARTALEGA SDN BHD

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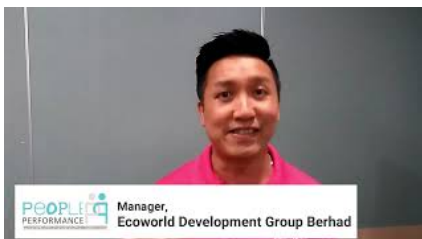
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SCAN ME

ABOUT PEOPLE PERFORMANCE

People Performance is a learning and organization development company establish in 2012.

We exist to support organizations translate learning in their employees into everyday action.

What makes our services unique is our focus on our client's learning context. We are not just a training provider; we are a solution provider.

As a learning specialist, we recognize every individual and organization is unique.
Therefore, their learning and development needs must be tailored to them. This is reflected in our logo in how we spell the word people and why performance is an outcome of people achieving their full potential.

OUR SERVICES

CULTURE

LEADERSHIP

TEAM

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Our team of friendly and competent consultants

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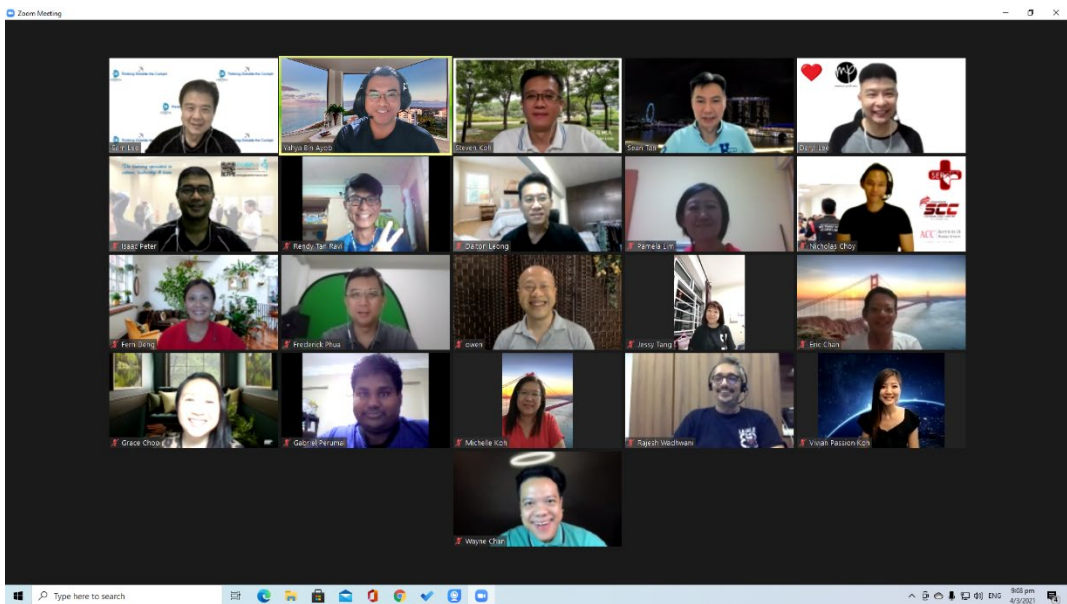
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