

CRUISING IN ATTITUDE

BY MINARNI TIRTA

SRMSB IS A WHOLLY-OWNED SUBSIDIARY OF SARAWAK ECONOMIC DEVELOPMENT CORPORATION (SEDC) UNDER ITS TOURISM & LEISURE DIVISION.

SPECIAL DISCOUNT

As our participant, you are entitled to very special discounts...

- Stay at Grand Margherita Hotel Standard room with breakfast for 2 from RM200++ per room/night (run of the house).
- Stay at Riverside Majestic Hotel Superior room with breakfast for 2 from RM220++ per room/night (run of the house).
- Stay at Damai Beach Resort for 2 at only RM180.00 nett per room per night (run of the house).
- Special entrance rates to Sarawak Cultural Village.
- Special green fees plus use of buggy at Damai Golf & Country Club.

(Terms & conditions apply)

OBJECTIVES :

Participants will learn to...

- Become committed employees, not complaint ones
- Enhance their ability to communicate effectively with other
- Develop the leader within
- Increase their positive energy and reduce stress
- Be willing to accept and reduce stress.
- Be willing to accept change, not resist it
- Practise stress-reduction techniques as a way of being able to continue delivering the best possible service (Internal / External Customers)
- recognise behaviours and action that irritate or offended others.
- recognise there are different in how we see, judge, perceive the events around us

WHO SHOULD ATTEND:

Employees at any level.

COURSE CONTENT:

A. Understanding one self

- Who are you? – a peep at your personality & your PIAV
- SWOT of your personality styles
- Blending & adapting your styles to others
- **Activity 1:** Quick and Dirty DISC/PIAV, Activities to enforce learning above

B. Attitude Awareness

- Understanding people's attitude
- Changing attitudes
 - Unacceptable behaviors
 - Difficult people
- Challenges with "attitude"
- **Workshop 2:** Resilience attitude

C. Effective Communication

- Building Blocks for Better Communication
 - The Details of Behavior Details Affect People
 - What is Rapport and Why is it Important?
- Specific Behavior That Improve Communication
 - How These Behavior Details Affect People
 - How you Can Use the "Good and Better" Model to Improve Communication Skills.



DATE :

07-08 July 2009

VENUE :

**Grand Margherita Hotel /
Riverside Majestic Hotel**

INVESTMENT :

RM 799.00 per pax

CLASS SIZE

20-25 participants

**For registration / more
details please contact:**

**Sara Resorts Management
Sdn Bhd**

**9th Floor, Menara SEDC,
Jalan Tunku Abdul
Rahman 93100 Kuching**

**Tel: 082-414377
Fax: 082-428824**

**Contact Person:
Brian Mathew / Jorinda
Chee / Shirley Poh**

**Or log on to our
website:**

www.sedctourism.com

HRDF CLAIMABLE

FACILITATOR PROFILE:

Minarni Tirta

- Master in Training & Development, Griffith University, Australia
- EQ Certified Trainer (6 Seconds, USA)
- Enneagram Certified Trainer & Profiler and Certified Peak Performance Energy Coach