

HERE TODAY, HERE TOMORROW

TRANSFORMING YOUR WORKFORCE FROM HIGH TURNOVER TO HIGH RETENTION)
BY DR. ALLAN TEH

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)

This – 2 days programme show managers what it takes to create a positive work environment that attracts, keeps and motivates its workforce to higher levels of performance. They will learn the key elements that can transform high-turnover industries to high-retention business.

WORKSHOP OUTLINE

Dr. Allen Teh has conducted extensive worldwide research on customers service as well as on customers behavior related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance.

Dr. Allen Teh has more than 28 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training. He is an experienced Customer Service Consultant, Human Resource Consultant, Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely food and beverage, entertainment, manufacturing, property development and construction, insurance, oil-palm plantations & biotechnology.

As a trainer and consultants, Dr. Allen Teh has trained for banks, governmental bodies, healthcare organisations, insurance companies, security firms, travel and tours agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centers.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from University of Dubuque Iowa, USA.



DATE :

19-20 August 2009

VENUE :

**Grand Margherita Hotel /
Riverside Majestic Hotel**

INVESTMENT :

RM 1,099.00 per pax

CLASS SIZE

20 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
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Brian Mathew / Jorinda
Chee / Shirley Poh**

**Or log on to our
website:**

www.sedctourism.com

HRDF CLAIMABLE

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Day 1

Here Today...Gone Tomorrow

- Why so much turnover staff
- The biggest Challenge: Meeting the needs of an increasing diverse workforce
- Reasons to stay, Reason to go
- Needed: A NEW Workplace to go

Retentionship: A New Strategy Based on Action

- A great Return on Investment
- The Retention Process
- Retention means Productivity
- The 8 Elements of the High-Retention Organisation (HRO).

Provide a Clear Sense of Direction

- The 3 Directions of Leadership
- The strategic Accountability approach on Managing Employee retention
- Implement the 8 Steps needed to manage and reduce staff turnover
- 3 Steps to Creating meaning and purpose at work
- Generate Purpose and Direction with a mission Statement

Become a Better Leader by Showing Me You Care

- Leadership myths that block high retention
- Building a structure of caring
- Don't take a tumble: maintain trust
- Flexible Benefits Build a More Loyal and Productive Workforce
- Good benefits equal high retention
- Soft benefits VS Hard benefits
- Flexible work arrangements promote productivity
- Office design and employee retention

Keep the Doorways and Pathways of Communication Open

- The importance of accessibility in organisation
- What people need to know
- Tools and techniques that create high access and high retention

Day 2

Create a Charged Work Environment that Energizes and Engages

- Engage and Energize your workforce
- Creating the right spirit
- Set a motivating goal or target that shape the environment and gives people a purpose and direction

Performance Management Transforms Workers to Winners

- The ABC Approach: Antecedents, Behaviors, Consequences
- Translating the ABC approach into Performance Management
- Financial incentives for performance and retention

Reward and Recognition Programmes Lead to Higher Retention

- Why reward and recognition work
- Elements of an effective programme
- Basic flavours of reward and recognition
- Formal reward and recognition programmes

Help People Move Up or They Will Move Out

- Good for the individual, good for the organisation
- Create a career ladder
- Training programmes that work
- Using education to attract and keep part-time workforce
- Best Practices for Reward and Recognition

Implementing the High-Retention Workplace (HRW)

- The 6 Golden Steps
- Creating change through an Implementing Team
- Hiring for Retention
- Employee Value Proposition (EVP) that makes your company an employer of choice
- Best Practices for Welcoming New Hires and Preventing Departures

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