



ENHANCING SELF-EMPOWERMENT IN MANAGING PEOPLE AND CUSTOMERS TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Enhancing Self-Empowerment in Managing People and Customers Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with the knowledge, techniques and confidence to strengthen self-empowerment, personal effectiveness and interpersonal capability when managing people and customers. The program focuses on developing a positive mindset, emotional intelligence, communication mastery and behavioural awareness to handle diverse personalities, challenging situations and customer expectations. Participants will learn how to improve self-control, increase influence, build trust, communicate with clarity and respond effectively to workplace pressure. Through practical activities, real-case discussions and self-reflection exercises, this program enables participants to enhance their inner strengths, improve working relationships, deliver better customer experiences and contribute positively to organisational performance.

OBJECTIVE(S):

- Strengthen self-awareness and self-empowerment skills.
- Improve emotional intelligence for effective interaction and influence.
- Communicate confidently with different personality types.
- Manage difficult people and customer situations professionally.
- Apply positive behavioural strategies to reduce conflict and misunderstanding.
- Enhance personal resilience, self-control and workplace motivation.
- Build trust-based relationships with internal and external stakeholders.
- Improve service quality and customer engagement through empowered behaviour.

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TARGET GROUP(S):

- All employees
- Customer service teams
- Frontline staff
- Supervisors and team leaders
- Sales, marketing and service personnel
- Managers and executives handling people or customers

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to Self-Empowerment and Personal Effectiveness
2. Understanding Behaviour, Personality Types and Emotional Intelligence
3. Communication Mastery for Managing People and Customers
4. Handling Difficult Behaviours and Challenging Conversations
5. Building Trust, Rapport and Positive Relationships
6. Managing Stress, Emotions and Workplace Pressure
7. Customer Engagement, Service Excellence and Professionalism
8. Action Planning: Applying Empowerment Strategies at Work

LIST OF REFERENCE BOOK(S):

- Emotional intelligence and behavioural communication references
- Customer service and people management guides
- Self-empowerment and personal development materials

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Communication and behaviour assessment worksheets

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Role-play
- Hands-on self-reflection and behavioural activities

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Self-Empowerment and Personal Effectiveness
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Behaviour, Personality Types and Emotional Intelligence
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Communication Skills for People and Customer Management
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Handling Difficult Behaviours and Conversations

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Building Trust, Rapport and Positive Relationships
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Managing Stress, Emotions and Workplace Pressure
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Customer Engagement and Service Excellence
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Practical Application and Empowerment Action Planning