

PROPOSAL FOR SKILLSFUTURE COURSE

5 SUCCESS RESOURCES

*“5 resources to worksite productivity and personal
management skills”*



TABLE OF CONTENT

| | | |
|----|--|----|
| 1 | Synopsis..... | 3 |
| 2 | Course aims..... | 3 |
| 3 | Course Objectives..... | 4 |
| 4 | Target Audience/Learners' Profile | 5 |
| 5 | Program Structure..... | 5 |
| 6 | Training Methodology..... | 6 |
| 7 | Facilitation Resources..... | 6 |
| 8 | Competency Matrix..... | 7 |
| 9 | Program Details..... | 8 |
| 10 | Course Developer/Book Writer/Trainer Profiles..... | 10 |
| 11 | Feedbacks form (Previous classes)..... | 14 |
| 12 | Attendance list..... | 16 |
| 13 | Certificate..... | 18 |

Appendix:
Examples of class attendances and feedbacks from Singapore
Police Force

1. SYNOPSIS

In the workplace today, many professionals are facing the challenges of hitting their productivity ceiling. A point where they hit where no matter how hard they work, they can no longer produce as they did. Sometimes this leads to burn out amongst staff, and an overall hostile work environment.

This can be particularly stressful in today rapidly changing environment, with many workers unable to adapt and change as a result. Furthermore, with organizations themselves rapidly changing, they need a workforce, which can adapt as quickly as they can in order to stay competitive.

Hence, we at Voicesofsales offer a structured way to improve. This builds on the concept of the 5-success resource. The 5 resources are entrepreneurial, professional, financial intelligence, developing supports. This aims to strengthen personal worth to employability. These 5 resources can be used to boost worksite productivity and personal management skills.

2. PROGRAM'S AIM

On completion of 5SURE, the learner will be able to understand and apply self awareness techniques pertaining to the 5 success resources terminology, like entrepreneurial, professional, financial intelligence, developing supports' pillars to strengthen personal worth to employability and keep up with health mentally and physically

This will facilitate understanding and management of self and others in a team and to cultivate a comprehensive positive emotional climate at the workplace.

3. WORKSHOP OBJECTIVES

5 SUCCESS RESOURCES

1 FULL DAY PROGRAM

Program's objectives:

1. To introduction the 5 principles of personal success strategies
2. To be able to apply and re-organise effective mindset in work life
3. To understand the 5 success resources to then able to apply to work life to increase productivity for the learners and guiding others toward their goals at work.

5 success resources:

1. Professional Intelligence: to understand how to use 'X-factor' or personal strategies in acquiring and influence opportunities in career
2. Financial intelligence: understand the 8 principles of prudent financial management in the events of transition
3. Entrepreneurial Intelligence: to understand the concept of emotional, digital, social and adversity quotients in aspects of work life
4. Support: the 4 pillars approaches to supporting personal and worksite successes, like who to connect to getting tasks effectively carried out, peers support, family and religious
5. Health: learn about the concept of RED health approaches and mindfulness of life

4. TARGET AUDIENCE/LEARNERS' PROFILE

| | |
|-----------------------------------|--|
| Age Group | All Ages |
| Minimum qualification or literacy | Not required as the course be conducted in various languages |
| Target learners | <ul style="list-style-type: none">• Managers, PMNET• Customers' engagements personnel• Job seekers |
| Job level | Middle management and above |

5. PROGRAM STRUCTURE

Workshop Title: "5 Success Resources"

Conducted in English, Mandarin and Malay

Duration: 1 full day

Cost per participant: SGD 360.00

Inclusive of:

A Participants workbook: **'Your 5 Success Resources Handbook'**

6. TRAINING METHODOLOGY

REALearning Approach

Delivered by VoicesOfSales Pte Ltd with concepts that are easy and simple to understand delivered in classroom setting. Knowledge gained is directly applicable to real life situations and stories.

More than 60% of the class time will be on **Role Playing, Demonstration, Quiz, Sales Tool Application, Video Clips and Group Discussion/Presentation.**

Approaches

Reality-Based: Practitioners' sales concepts

Experiential: Sharing of real life experiences to facilitate sales skill learning

Action: Class activities that will excite learners to apply

Learning from the program that leads to a consolidated and customized sales plan to deliver Service Excellence with Peak Performance

7. FACILITATION RESOURCES

Materials

1. Facilitator Guide and presentation slide
2. Learner Guide
3. Class Activities Design Sheets
4. Evaluation Forms and props
5. Writing papers

Classroom Needs:

1. CD Projector and computer
2. Audio-Video system
3. Flip Charts x 6 with 4 colors (Blue, Black, Red and Green) for each Flip Chart
4. 'Island' table with Max 5 seating chair arrangement

8. COMPETENCY MATRIX

CE 1. HOW ROUNDED YOUR LIFE IS NOW?

| Performance Criteria | Underpinning Knowledge | Activity |
|------------------------------|---|--|
| 1 7 compartment of your life | <ol style="list-style-type: none"> 1. Home/family 2. Financial/career 3. Mental, health/education 4. Social/culture, 5. Physical/health, 6. Ethic/spiritual <p>2. How to be effective in the work life through a good balanced work-family balanced</p> | <p>Circle of life Fill in the blanks in the workbook Set the satisfaction index</p> |

CE 2. PROFESSIONAL INTELLIGENCE

| | | |
|---|--|--|
| 2 1 st Success Resource: Professional intelligence To understand and apply | <ol style="list-style-type: none"> 1. The importance of how successful attributes of success 2. Anchoring on the X-factors to succeed in your work place and get noticed by your boss 3. An individual as an enterprise | <p>Workbook: walking through your life stages</p> |
|---|--|--|

CE 3. FINANCIAL INTELLIGENCE

| | | |
|---|----------------------------|--|
| 3 2 nd Success Resource Financial intelligence To understand and apply | 8 rules of staying prudent | <p>Workbook exercise: self evaluation</p> |
|---|----------------------------|--|

CE 4. SUPPORTS

| | | |
|---|--|---|
| 4 3 rd Success Resources: 4 Supports Pillars To understand and apply | <ol style="list-style-type: none"> 1. Peers 2. Connectors 3. Religions 4. Family | <p>Workbook exercise : self-evaluation</p> |
|---|--|---|

CE 5. HEALTH

| | | |
|--|--|---------------------------------|
| 5 4 th Success Resource : Mental and physical health To understand and apply | <ol style="list-style-type: none"> 1. Focus on the mental being in a person as a source of energy for success 2. Simple concept of physical health | <p>Workbook exercise</p> |
|--|--|---------------------------------|

CE 6. ENTREPRENEURIAL INTELLIGENCE

| | | |
|--|---|---------------------------------|
| 6 5 th Success Resource: Entrepreneurial Intelligence To understand and apply | <ol style="list-style-type: none"> 1. Adversity, emotional, digital, social intelligence 2. How each one of the intelligence can be critical to our leadership art <p>worksite, critical thinking and problem solving</p> | <p>Workbook exercise</p> |
|--|---|---------------------------------|

9. PROGRAM DETAILS

| TIME | Duration | CONTENT/ACTIVITY | METHOD | RESOURCES | ACTIVITY |
|------|----------|--|-------------|------------------------------|--|
| 900 | 30 | Opening: Admin and Introduction | | | |
| | 30 | Admin Ice-Breaker | House rules | Attendance sheet Workbook | |
| 930 | 60 | CE 1. How rounded your life is now? | | | |
| | 30 | Understand the 6 compartments of life | | | Circle of life |
| | 30 | 6 phases of life | Inside-out | Work book | - Fill in the blanks in the workbook - Set the satisfaction index |
| 1030 | 15 | Introducing the 5 success resources-confidence builder | | | |
| | | | Tea break | | |
| 1045 | 45 | CE 2. Professional Intelligence | | | |
| | 20 | School Drops Out Billionaires And Successful Entrepreneurs | | | |
| | 25 | Education qualification not only way to success | Inside Out | workbook | Fill the blanks |
| 1130 | 60 | CE 3. Financial Intelligence | | | |
| | 60 | 8 principles of financial prudent in life | Inside-out | Financial check up | Self evaluation |

| | | | | | | | |
|-------------|----|------------------------------------|--|-------------------------------|--|------------|--|
| 1230 | 60 | | | | | Lunch | |
| 1315 | 60 | CE 4. Supports | | | | | |
| | 60 | 4 pillars of support | | Inside-out | | workbook | Self reflection |
| 1415 | 60 | CE 5. Health | | | | | |
| | 30 | Mental wellness | | Inside -out and participation | | workbook | Giving examples and video clips |
| | 30 | Physical fitness | | Inside -out | | workbook | Fill in the blanks on workbook |
| 1515 | 15 | | | | | Tea break | |
| 1530 | 90 | CE 6. Entrepreneurial intelligence | | | | | |
| | 90 | EI=AI+SI+EQ+DQ | | Inside -out and participation | | Whiteboard | Group discussion and presentation |
| 1700 | 30 | Closing and feedbacks | | | | | |
| 1730 | | | | | | | 465/60= 7.75 hours (Exclude 60mins lunch break) |

10. TRAINERS' PROFILES



KEN BAY

**MBA in Strategy Marketing
CIAM, FChFP, ACTA**

Ken started in the Life Insurance industry in 1988 and rose through the ranks to be appointed in 1996 as a Group Sales Manager, one of the quickest appointment of group sales manager at that time.

Through out his sales and management career, he has consistently delivered excellent results and received numerous awards at companies and industry level.

Nominee of Life Underwriters Association of Singapore as Singapore's Life Practitioner Award in 1998. In 2002, 21 out of 108 Sales Representatives qualified for Million Dollars Round Table (Top 1% financial adviser representatives in the world).

For the last 27 years, a practitioner, still actively selling, leading and advising sales professionals, Ken has depth experiences and knowledges in Channels Sales, Agency Leadership and Management, regular trainer and platform speaker in the region.

Currently founder of Voices of Sales, a training consultancy setup that specialised in Asia's sales domain and sales profile tool called Sales Talent Matrix. Also co-founder of PearComms, a high technology company that build sales force automation customer relationship management (CRM) on sales compliance,

Ken provides consultancy and to develop customize sales process, training & sales force automation. Committed to coach/mentor the stakeholders of business to achieve desired outcomes! Indeed, he has developed a comprehensive sales solution called ROAM that helps sales organization to fast start sales professionals and leaders toward peak sales performance and ROAM has become a franchise in Vietnam and in Asia.



Ken provides sales and management training at industry level; programs like Agency Management Train and Essentials of Agency Management (EMD) to prepare insurance agency managers for their roles. In addition, he is the accredited trainer for “Go Mad” – a UK Coaching Program, Brian Tracy’s “The New Psychology of Selling” & “High Performance Leadership” and “Advocacy of Selling” by Dr Sziklai, Certified NLP Practitioner.

He was also a lecturer and a panel speaker for PHW Business School EMBA in International Marketing.

He is regularly invited as Speaker, Trainer/Coach, Developer and Consultant in Singapore, Asia and Middle East in the area of Sales and Distribution Management, CRM-Sales Force Automation, Sales Planning Software Process Development, Sales Kits for Special Needs etc.

Developed and Train Entrepreneurs on “Direct Sales and Business Development”, a government funded program in the technology sector for Red Dot Venture and Lithan Academy in Singapore.

Some of organizations that engaged and participated in his training and consultancy services:

Great Eastern Life (Singapore, Malaysia, Brunei), AXA Life, HSBC Insurance, Manulife Financial, AIA, Prudential, TM Asia, NTUC Income, Financial Services Managers Association (Singapore), Symplexx Data Recovery, Wills and Trust, Elpis Financial P L, Insurance and Financial Planners Association of S'pore, NAMLIFA, Malaysia Assurance Alliance, Allianz, Life Underwriters Association of Thailand, GAMA Thailand, Thailife, Wen Consultancy, PHW Business school, Green Field, Quicktouch, North 22, RVMS International, Lithan Hall Academy, Thanh Bac Fashion (Levis Franchise in Vietnam), Elite Asia, Orchid Country Club (S'pore), National Council of Social Service (S'pore), Yup Institute, Viet Youth Entrepreneurs, Start-up Hub, Education, Investment and Leadership Development (Vietnam) (SHIELD) etc.

**Author of a book
“Everyone Can Sell!”**



10. TRAINERS' PROFILES



MOHAMED ZAIN BIN WANCHIK

Summary of my Experiences, Skills, knowledge and Achievements In the various areas of work for the period 1967 to 2017.

1. Technical, Supervisory and Management skills in the operations of Mechanical Engineering Toolroom .
2. Supervisory and Management skills in Sales & Marketing.
3. Skills in Human and Public relations.
4. Skills in Interviewing, Recruitment, Selection & Training.
5. Achievements and Success in various field of work.
6. Developed the habit and skills in professionalism and service oriented, discipline, positive mental attitude and time management.
7. Have a strong desire and willingness to learn new things, adapt, apply and reinforce the principles and concept that is need to run an organization effectively and efficiently.



Attached is the history of my working experiences from year 1967 to 2017 (To date).

1978 to 1982

Was promoted to **Toolroom Foreman.**

5 years experienced in the day to the running of the toolroom operations with 5 supervisors under my charge. Gained valuable skills in management and supervisory functions, counselling, goal setting, implementation of new ideas and policies with the objective of improving productivity and profit for the Company

1975 to 1977

Was promoted to **Toolroom Supervisor.**

Gained valuable experience in supervisory and day to day activity of the toolroom operations and managing people.

1972 to 1974

Enrolled as an **Apprentice** in **Mechanical Engineering Toolroom**.
Was a machinist for 3 years.
Acquired skills in various aspects of machining and assembly.

1970 to 1971

Worked in a **5 star hotel** in Orchard Road.
2 years experience in front office
Worked and gained valuable skills in Public relations and human relations
Dealing with hotel guest and staffs.

1967 to 1969

Did my **National Service**.
2 years experience as general clerk in admin work.

1967

Completed my **“O” levels**.

1999 to Date

Ventured into **Real Estate Business**.
For the last six years, I have been involved in the property business in Renting, Buying and Government's subsidized housing and private properties. Also involved in marketing of new property launch on condominium and landed property.

1986 to 1998

Ventured into **Insurance selling**.
Gained valuable skills in the art of professional selling and quality customer service.
Member of Million Dollar Club for 10 years.
Member of Quality Club for 10 years.
Qualified to attend Co's overseas convention or 10 consecutive years.
Had many referral and repeat business.
Attended many seminars, upgrading courses and completed my Diploma in Insurance in the year 1994.

1983 to 1984

Ventured into a new area in **direct marketing**, selling Encyclopaedia. (World Book Childcraft Inc.)
Gained valuable skills in sales and marketing.
Did extremely well and was awarded the Top Area Manager award outside USA and Canada. My strength is on professionalism and customer service.

End 1982

All staffs retrenched when Company moved operations to Cebu, Philippines.