

Boosting Work Productivity

When do I have the most energy?
Is it urgent or important?
Which task can be scaled up?

Introduction

40 hours per week is the average time an employee works in an organisation but justifying physically being there does not guarantee work productivity nor commitment. In every organisation, there will be staff who look for ambiguity in the system to reduce their work efficiency and these disruptive individuals are capable of influencing others. If not contained, negative herd behaviour such as low work productivity, demotivation, absenteeism, disloyalty and lack of trust can engulf employee's behaviour by creating difficulty and a negative work environment. However, if the organisation focuses on boosting work productivity and efficiency; employee's motivation and work commitment to the company can concurrently improve.

Thus, this practical and interactive programme has been specifically designed to assist the courier and postmen staff in terms to boost current work productivity and increase their work commitment, integrity and loyalty to the company. The programme also covers how to subjectively motivate the participants through the change process.

Program Objectives

This programme aims to:

- Train participants to boost current work productivity and efficiency
- Increase participants work motivation and commitment
- Create awareness of the importance of high integrity and ethics in the workplace

General Learning Outcomes

After completing this programme, participants should be able to:

- Understand and apply high motivation, commitment and loyalty at work
- Apply behavioural strategy in boosting work productivity and efficiency
- Promote integrity and ethics according to behavioural intelligence methodology

Who should attend?

Courier delivery staff, postmen, frontliners and anyone who directly interacts with customers

Delivery method:

Lecture, assessments, case studies, role-play, individual and group discussions, audio & visual aids, interactive and gamification activities

Programme duration:

This programme is for 8 hours x 2 days = 16 hours in total

Assessment techniques:

- Pre-Training Test (Day 1 prior Module 1)
- Post-Training Test (Day 2 after Module 8)
- 360° Feedback (Continuous Assessment by Immediate Supervisor for 3-6 months)

Programme Outline

Time	Day One
9.00 am– 9.15 am	Ice-breaking and Pre-Test & Score
9.15 am– 10.30 am	Module 1: What is Productivity? Productivity is an average measure of the efficiency of production from the outputs and inputs as their economic values. It is also a quantifier of total efficiency of a process to be maximized during the delivery service. This module measures the participants current knowledge on the input, process and the output of success and efficiency in the system
10.30 am– 11.00 am	Tea Break and Networking
11.00 am– 1.00 pm	Module 2: Promoting Work Efficiency Increasing workplace efficiency is not merely doing more work in less time but focuses on producing quality work with less effort. Participants will learn workplace efficiency factors such as building trust with colleagues and encouraging good teamwork. This module equips the participants in avoiding negative perception and bad culture such as backbiting, hatred, jealousy
1.00 pm– 2.00 pm	Lunch Break and Solat Zohor
2.00 pm– 3.30 pm	Module 3: Elevating Work Commitment In this topic, participants need to synergize their personal values with the company's goals through 7 Level of Consciousness to achieve equilibrium within themselves. Removing internal conflicts within themselves help to remove obstacles towards the interaction between humans and be able to better communicate with their customers
3.30 pm– 4.00 pm	Tea Break and Networking
4.00 pm– 5.00 pm	Module 4: Protecting the Company This topic focuses on how the participants need to have the correct mindset in protecting the organisation. Staff must be physically and mentally ready. Many systems and processes fail because they lack self-belonging and sense of duty

	towards the company. This module helps the participants to create long-lasting and convincing motivation to be achieved
5.00 pm – 5.15 pm	Group Takeback homework Day 1
End of Day 1	

Time	Day Two
9.00 am – 9.15 am	Takeback Homework Activity: Groups Presentation
9.15 am– 10.30 am	Module 5: Gratitude to the Company The participants are reminded to be mindful of their action and implications of individualistic characteristics will not only affect themselves but impact the entire organisation. The concept of chain reaction of what goes around, comes around are stressed. In addition, participants are reminded to be responsible and accountable for their actions. Staff must identify how to justify their actions with concrete reasons
10.30 am- 11.00 am	Tea Break and Networking
11.00 am- 1.00 pm	Module 6: Power of Trust and Motivation In order to succeed in an organisation, the participants will be exposed to the power of trust and sensitivity towards another colleague. Applying creativity and motivation when dealing with people help the participants to excel and succeed in the organisation. Smart trust and enthusiasm are focused in this module as a tool to equip themselves with flexibility during work interaction with others
1.00 pm- 2.00 pm	Lunch Break and Solat Zohor
2.00 pm- 3.30 pm	Module 7: Work in Integrity High ethical and integrity standards are significant benefits gained from raising the ethical tone of the organisation. Sound ethical work practices for courier delivery contribute not only to an organisation's integrity but also to its operational effectiveness and customers loyalty. In deciding how to promote and maintain high standards of ethical behaviour and corruption resistance, unethical behaviour case studies will be discussed
3.30 pm- 4.00 pm	Tea Break and Networking
4.00 pm- 5.00 pm	Module 8: Reflection and Commitment The participants are required to reflect their own behaviour plus the way forward after this training programme. They need to signify their self-commitment and pledge towards the organisation in terms of work productivity, increased motivation and commitment for a better and positive work environment in the company
5.00 pm - 5.15 pm	Post Test Marks, Photo session
End of Workshop	