

HRD CORP CLAIMABLE	GENERIC	1 DAY (7 HOURS)	PROGRAMME NO. 10001743848
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WHY BM101?

High-performance workplaces are built through trust, accountability, teamwork, clear communication and continuous improvement. BM101 helps participants look beyond individual behaviour to understand how unclear responsibilities, weak processes, communication gaps, limited empowerment and ineffective workplace systems can contribute to recurring problems. Participants learn to distinguish symptoms from root causes, examine People, Process and System factors, and turn workplace issues into practical improvement actions.

WHO SHOULD ATTEND?

Business Owners / Management Representatives • Managers / Department Heads • Supervisors / Team Leaders • Human Resources / Administration Personnel • Executives / Operational Personnel • Employees involved in workplace improvement initiatives

EXPECTED OUTCOMES — WHAT PARTICIPANTS WILL LEAVE WITH

- Identify key characteristics and barriers affecting workplace performance, teamwork and employee experience.
- Analyse workplace problems by separating symptoms from underlying People, Process and System causes.
- Explain how trust, empowerment, authority and accountability influence performance and improvement.
- Apply practical root-cause analysis and problem-solving techniques to recurring workplace issues.
- Develop a practical 90-Day Workplace Improvement Plan with clear actions, responsibilities and measurable outcomes.

UNDERSTAND → BUILD TRUST → FIND ROOT CAUSES → SOLVE → IMPROVE → 90-DAY PLAN

BM101 • COURSE OVERVIEW

Building a High-Performance & Positive Workplace: Creating Trust, Accountability, Teamwork & Continuous Improvement

1 Understanding the High-Performance Workplace	High-performance workplace; productivity and employee experience; trust, communication, teamwork, accountability; performance barriers.
2 Trust, Empowerment & Accountability	Why trust matters; control vs empowerment; responsibility, authority and accountability; ownership of workplace problems.
3 Finding the Root Cause	Symptoms vs root causes; People, Process and System factors; recurring problems; 5-Why method.
4 Workplace Problem-Solving Lab	Define the actual problem; contributing factors; practical solutions; quick wins and longer-term improvements.
5 Creating a Positive Workplace Together	Constructive improvement; employee ideas; communication and teamwork; competencies and capability gaps.
6 90-Day Workplace Improvement Plan	Priority areas; actions, ownership and responsibilities; measurable indicators; 30-, 60- and 90-day milestones.

PRACTICAL LEARNING APPROACH

Interactive lecture & facilitated discussion • workplace self-assessment / discovery activity • case study & scenario analysis • group discussion & experience sharing • root-cause analysis / 5-Why exercise • group problem-solving workshop • reflection & 90-Day action planning

FROM RECURRING PROBLEMS TO MEASURABLE WORKPLACE IMPROVEMENT

- Understand workplace performance barriers through People, Process and System factors.
- Build trust, empowerment, authority and accountability into practical workplace improvement.
- Convert priority issues into a 90-Day plan with ownership, measurable indicators and 30/60/90-day milestones.

1 DAY • 7 HOURS • PRACTICAL MANAGEMENT & WORKPLACE IMPROVEMENT

TRAINER & ORGANISATION



Nip Wing Kan
Chairman, Persatuan Petani Organik dan Regeneratif Sabah (SORFA)
SORFA Lead Trainer • Regenerative Agriculture & Circular Economy Practitioner
Practical organisational and operational experience with emphasis on problem solving, accountability and measurable workplace improvement.

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