

# Excellence With a Human Touch

Building Professionalism, Integrity & Workplace Harmony

*Transform Good Employees into Trusted Professionals*



Academy & Consultancy LLP



In today's fast-changing workplace, technical skills alone are no longer enough. Organisations need employees who demonstrate responsibility, professionalism, integrity, empathy, and a commitment to continuous improvement. This highly interactive programme introduces participants to the **7 Principles of Excellence with a Human Touch**, providing practical tools and workplace strategies to enhance performance, strengthen relationships, and build a culture of trust and excellence.

## WHY ATTEND

- Take ownership and accountability for their work
- Communicate with professionalism and courtesy
- Strengthen discipline, focus, and workplace conduct
- Build trust through honesty and integrity
- Develop empathy and positive workplace relationships
- Learn from mentors and continuously improve
- Cultivate habits that drive long-term excellence

## LEARNING OUTCOMES

- Apply the 7 Principles of Excellence in daily work
- Demonstrate greater responsibility and accountability
- Communicate professionally and respectfully
- Strengthen integrity and ethical decision-making
- Build positive relationships through empathy and fairness
- Develop a continuous learning and improvement mindset
- Create a personal action plan for workplace excellence

## TRAINING METHODOLOGY

- Interactive Learning
- Group Discussions
- Workplace Case Studies
- Reflection Exercises
- Action Planning
- Facilitated Sharing

## WHO SHOULD ATTEND

- Executives & Senior Executives
- Supervisors & Team Leaders
- Managers
- Customer Service Personnel
- Administrative & Support Staff
- Employees seeking professional growth

## PROGRAMME MODULES – THE 7 PRINCIPLES OF EXCELLENCE

### MODULE 1

#### Responsibility – Accountability & Ownership

Learn to take ownership of responsibilities, manage expectations effectively, communicate proactively, and follow through on commitments – building reliability and trust.

### MODULE 2

#### Courtesy – Respectful Workplace Relationships

Focus on professional communication, workplace etiquette, and respectful interactions that influence teamwork, customer relationships, and organisational culture.

### MODULE 3

#### Discipline – Strengthening Professional Conduct

Explore time management, punctuality, workplace organisation, focus, and habits that contribute to consistent high performance.

### MODULE 4

#### Integrity – Trust Through Ethical Behaviour

Explore honesty, ethical decision-making, confidentiality, and the importance of doing the right thing even when no one is watching.

### MODULE 5

#### Empathy – Harmony and Collaboration

Develop emotional awareness and learn how empathy drives stronger relationships, better teamwork, effective conflict management, and a more positive work environment.

### MODULE 6

#### Learning – Mentorship and Growth

Adopt a growth mindset, seek guidance from experienced mentors, embrace feedback, and continuously enhance knowledge and skills.

### MODULE 7 – CAPSTONE

#### Excellence – Committing to Continuous Improvement

Integrates all seven principles and helps participants develop practical strategies for continuous personal and professional improvement, turning excellence into a daily habit.

## KEY BENEFITS TO ORGANISATIONS

- Improved accountability and ownership
- Stronger teamwork and collaboration
- Better communication and workplace relationships
- Enhanced ethical awareness and integrity
- Increased productivity and professionalism
- Positive workplace culture and employee engagement

## TRAINER PROFILE



### Liew Chei Peng

Corporate Trainer | Consultant | Speaker

An experienced corporate trainer and facilitator specialising in workplace excellence, leadership development, communication skills, customer service, personal effectiveness, and values-based organisational culture. Known for his engaging and interactive training style, Chei Peng combines real-life workplace experiences, practical case studies, reflective learning, and actionable tools to ensure participants immediately apply what they learn.

*"True excellence is achieved when professional competence is guided by strong character and positive values."*

## PROGRAMME DETAILS

### DURATION

1 Day (7 Training Hours)

### MODE

Classroom / Virtual

### VENUE

IOI Boulevard, Puchong

### HRDC CLAIMABLE

Yes

### COURSE FEE

MYR 1,750 per pax/day

\* Inclusive of light refreshments, lunch, and training materials.

*"Excellence is not a destination — it is a daily habit."*

Empower your employees to combine professional excellence with human values.

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