

GUNG HO!



Introduction

Organizations are ever challenged to stay on top in today's competitive business world, and the secret lies in their people or human capital - people at all levels of organisation.

Gung Ho! is a very practical training programme for managers and leaders, whose desire is to develop a strong, high motivated and cohesive team, and at the same time highly productive. Gung Ho is a phrase borrowed from the Chinese language meaning "Working Together".

This ½ Day or 1 Day programme outlines foolproof ways to increase productivity by fostering excellent morale in the workplace. Gung Ho! is based on true story of how two managers save a failing plant to become one of the most successful turnarounds in the nation. They succeed by following the 3 core principles of Gung Ho:-

- 1) helping employees see the importance of their work,
- 2) putting workers in control of their jobs and achieving goals, and encouraging and,
- 3) cheering one another on.

To make learning more fun and realistic, the behaviours of 3 interesting animals - the squirrel, the beaver and the goose, are used to reinforce the above 3 core principles.

KEY LEARNING POINTS :

- a) How to motivate employees by getting them to understand the importance of their contribution to the "big picture"
- b) How to gain employee commitment by establishing shared goals guided by enduring organisational values
- c) How to instil pride and respect in employees by giving them control over the work they perform and the goals they achieve
- d) How to generate enthusiasm by recognising progress and results

Workshop Leader

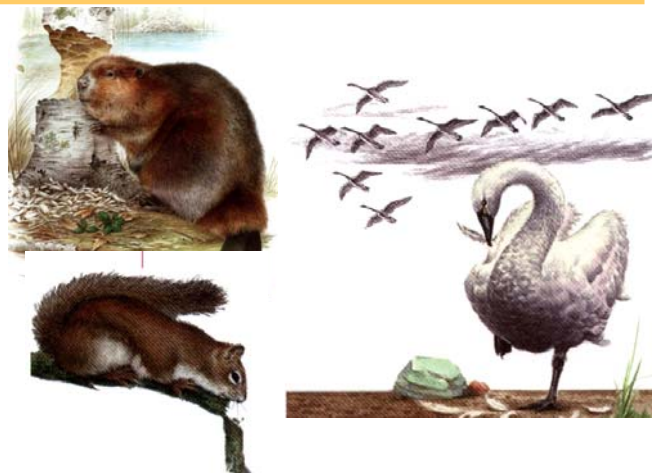
Dr. Allen Teh is the founder and Chief Executive Officer for the **Centre for Customer Care (CCC) Malaysia**. He has more than 26 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training.

He is an experienced Customer Service Consultant, Human Resource Consultant, Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely restaurants, entertainment, manufacturing, property development and construction, insurance, oil-palm plantations and biotechnology. .

As a trainer and consultant, Dr. Allen Teh has trained for healthcare organisations, insurance companies, securities firms, travel & tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque, Iowa, USA.



Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)
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