

# SOAR to the TOP



## Introduction

SOAR TO THE TOP is all about how to make your dreams and goals come through. It is about helping your employees identify their purpose, develop life passion and achieve personal mastery. This programme touches the mind and inspires the heart. Your employees will never look the same way again at obstacles that threaten to impede them on their path to success. When they put SOAR TO THE TOP into action, they will produce life-changing results.

This unique programme focuses on the Way of the Eagle and 4 key elements based on the acronym SOAR, which stands for Seeing, Organising, Acting and Rejecting.

Learn how **Seeing** - having a vision or a dream for your life - is where all success begins. Determine your destination And build your dream to unlock your highest potential, When you start seeing your future, you'll start believing it's possible for you - and *that vision will drive you forward.*

Discover how **Organising** - having a plan to achieve your dream - is essential. Learn how to chart your course and *organise* your dreams into a "flight" plan - with specific goals along the way.

**Acting** - taking action on your dream - is the only way you can make it happen. Once you see your dream and *organise* a plan to make it come true, you need to *act* on it. As you do - *your fears will vanish in the haze.*

Successful people are always **Rejecting** failure – it's not an option! They don't let anyone or anything stop them, and they don't care what anyone else may think, say or do. They reject the negative and go for the positive.

This exciting programme can help your employees take flight and climb in the direction of your wildest dreams. It'll help them handle any "turbulence" as they soar to new heights. They'll start flying like an eagle and begin seeing the increasing possibilities-beyond the clouds of their life.

**Fly like an eagle – spread your wings  
and SOAR to the TOP!**

## 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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