

ENHANCING PERSONAL QUALITY

Rationale

The ultimate creators of quality products and services are people. People must be empowered from within to produce quality work. Quality, after all, is an attitude of mind. The cornerstone of personal quality is self-esteem which empowers individuals to bring out the best in them. In short, organizational performance is greatly dependent upon the personal quality of its members.

Objectives

At the end of the workshop, participants should be able to:

1. Define "personal quality".
2. Assess their overall level of personal quality.
3. State the three major components of personal quality.
4. Explain the four major steps in enhancing personal quality.
5. Establish personal quality checklists.
6. State at least ten guidelines on enhancing self-esteem.
7. State at least ten guidelines on managing time successfully.
8. State at least ten guidelines on mastering human relations.
9. Develop an action plan to enhance personal quality.

Content

1. Nature of Personal Quality and Self-Esteem
2. Personal quality and self-esteem questionnaire
3. Building high self-esteem
4. Personal quality checklists
5. Managing time successfully
6. Mastering human relations
7. Overcoming self-imposed barriers to peak performance on the job
8. Action plan to enhance personal quality

Methodology

Interactive lectures, experiential learning, video presentation, movie-clips, group discussions and personal quality questionnaire

Duration

3 days

Target Group

Managerial and non-managerial employees

Facilitator

Dr. Ranjit Singh Malhi