

For the attention of:

**MDs, General Manager, Human Resource, Training, Finance, Administration, Operations,
Sales, Marketing Directors, Managers & Executives**

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CX Management Development

presents

Succession Planning

14 & 15 June 2010

Summit Hotel, Subang Jaya

(9am – 5pm)

WHO WILL BENEFIT

Managers, HR Managers, Departmental Heads, Executives, Supervisors and all those involved in making strategic decisions.

KEY TOPICS

What is Succession Planning?

- Defining succession planning
- Succession planning vs replacement planning
- Reasons for a succession planning program

Key Trends Influencing Succession Planning

- 10 key trends you should know about
- The life cycle of succession planning
- Identifying and solving problems with various approaches

Competency Identification

- What are competencies?
- How are competencies used in succession planning?
- New developments in competency identification, modeling and assessment

Laying the Foundation for Succession Planning

- Assessing current problems and practices
- What are your organizational requirements?

Starting a Systematic Succession Planning Program

- Formulating a mission statement

- Writing policy and procedures
- Clarifying the role of the CEO, senior management and others

Refining the Program

- Preparing an action plan
- Communicating the action plan
- Conducting succession planning meetings
- Training on succession planning

COURSE OBJECTIVES

Succession planning establishes a process that recruits employees, develop their skills and abilities, and prepare them for advancement.

- Understanding the organization's long-term goals and objectives.
- Identifying the workforce's development needs.
- Determining workforce trends and predictions.

METHODOLOGY

Practical Discussions, Exercises, Case studies

COURSE FACILITATOR

Mr Randolph @ Ridhwan Wong Abdullah has trained and facilitated workshops on Customer Service, Performance Coaching, Sales and Sales Presentation Skills, Purchasing & Negotiation Skills, Inbound and Outbound Telesales, Telephone Techniques, Report Writing, and Business Process Improvement.

In the course of his career, Randolph has held many key positions. He brings with him a wealth of experiences with 30 years experience in numerous industries such as banking, business development in the headhunting/recruitment agency and Consultant/Adviser to a UK - based training consultancy.

He has held the positions of Senior Manager, Training and Senior Vice President-Network Operations in PhileoAllied Bank and Group Chief Internal Auditor in PhileoAllied Group of Companies. He had overall responsibility for the bank's 30 branches and 10 departments in the Head Office that included the Branches Department, Purchasing & Administration Dept, Fraud Investigation, Call Centre, Special Projects, ATM Centre, Communications Centre, Statistics Department, Logistics Department.

Randolph has a deep understanding of people, developed early through managing 4 bank branches and fine-tuned when he managed a staff force of 700 in PhileoAllied

Bank. He was tasked with not only the recruitment of all the branch staff, but was also responsible for their training. In his headhunting capacity, his people skills enabled him to successfully place people in many high-level positions in multi-national companies.

Randolph graduated with a degree majoring in Economics from The London School of Economics. He also attended a Harvard University program on Risk Management and Risk Analysis where he was selected "Best All-Round Performer".

To date, he has conducted many public and in-house trainings. Among the organizations that he has conducted in-house are Thiam Joo, Panasonic Trading, KCC Paints, Atis Corporation, Homefield, Forlife Research, SSL Healthcare, Taylors College, URC Snack Foods, Peri Formwork, SLW Corporation, CIMB Bank, Sunrise Bhd, Freight Management, UCSI, Oculus, MNRB Holdings, Padiberas.

Mr Randolph Wong is also a certified trainer with PSMB (Perbadanan Sumber Manusia Berhad)

IN-HOUSE TRAINING

This workshop can be run in-house.

ADMINISTRATION

Course Fees (HRDF/SBL – 100%)

Early Bird Discount (by 24 May 2010)

Course Fees : **RM980.00** per person

Group Discount: **RM930.00** per person for 2 or more participants.

Normal Course Fees

Course Fees : **RM1130.00** per person

Group Discount: **RM1080.00** per person for 2 or more participants.

All registration must be accompanied with payment.

All cheques should be crossed "A/C Payee" and made payable to "CX MANAGEMENT DEVELOPMENT"

(Fees are inclusive of tea breaks, lunch, course materials and Certificate of Attendance)

CONTACT

CX Management Development

TEL: 03-8024 1697 / 016-272 8306 (Cassy / Girlie / Vivienne)

FAX: 03-8024 4026

Email: training@cxmgmt.com

Online Registration: <http://www.cxmgmt.com>
Office Hours: Monday to Friday (9.00 am – 6.00 pm)

REGISTRATION FORM (Closing Date: 7 June 2010)

Succession Planning (14 & 15 June 2010)

(ref vem)

Company: _____

Address : _____

Postcode : _____ Email: _____

Tel : _____ Fax: _____

Contact Person: _____

Approving Manager : _____

Designation: _____

Cheque No: _____ Amount: _____

Name1 : _____

Designation: _____

Name2 : _____

Designation: _____

Name3 : _____

Designation: _____

Forthcoming workshops in May to June 2010

Website: <http://www.cxmgmt.com>

MAY 2010

10 & 11 May - [Juruteknik & Pembantu Juruteknik yang Cemerlang](#)

10 & 11 May - [Sales Management - How to Lead & Manage Your Sales Team](#)

10 & 11 May - [Enhancing Effectiveness at the Workplace](#)

10 & 11 May - [Designing a Competency Based Management System](#)

12 May - [Developing An Employees' Handbook - The Practical Guidelines](#)

- 12 May - Customer Complaints Investigation Techniques
- 12 & 13 May - Business Etiquettes for Managers & Executives
- 12 & 13 May - Inspire Any Audience - High Impact Presentation Skills
- 13 May - Pengurusan Rekod & Fail
- 13 May - Job Analysis/ Job Descriptions / Job Specifications - Applications & Implications
- 17 & 18 May - Kepimpinan dan Motivasi Untuk Penyelia dan Team Leader
- 17 & 18 May - Effective Channel Management
- 17 & 18 May - Measurement & Calibration Systems
- 17 & 18 May - Developing Customer Service Excellence for Front Liners
- 19 & 20 May - Employers - Know Your Rights & Protections within the Law
- 19 & 20 May - Effective Cash Flow Management
- 19 & 20 May - Effective Contract Management
- 19 & 20 May - Production Planning & Inventory Control Practices
- 24 & 25 May - Credit Management & Debt Collection Strategies
- 24 & 25 May - Project Management
- 24 & 25 May - Key Competencies for Managers & Executives
- 25 May - Penerimaan Arahan Pesanan (PO) - Perkara perlu dilakukan / dielakkan (Accepting Purchase Orders - The Do's & Dont's)

JUNE 2010

- 9 June - How to Handle Difficult Customers & Complaints Effectively
- 9 & 10 June - Time Management
- 10 June - Peranan Pekerja Dispatch
- 14 & 15 June - Effective Store/Warehouse Operations
- 14 & 15 June - Building Today's Professional Administrator
- 14 & 15 June - Succession Planning

- 16 & 17 June - Kemahiran Penyeliaan yang Berkesan
- 16 & 17 June - Misconduct & Domestic Inquiry Documentation & Procedures
- 16 & 17 June - Managing Customer Relations Effectively
- 16 & 17 June - IT Project Management
- 18 June - Records & Filing Management
- 18 June - Meningkatkan Kecemerlangan & Etika Pemandu Korporat
- 21 & 22 June - Effective HR Management
- 21 & 22 June - Enhancing Interpersonal Communication Skills
- 21 & 22 June - Purchasing & Procurement Management Practices
- 23 & 24 June - Accounting Skills for Accounts Clerks & Assistants
- 23 & 24 June - Writing Skills for HR Documentation
- 23 & 24 June - Influencing & Negotiation Skills
- 23 & 24 June - Implementing Business Process Improvement (BPI)
- 25 June - Telephone Courtesies & Effectiveness
- 25 June - How to Connect in Business in 90 Seconds or Less
- 25 June - Accepting Purchase Orders – The Do's & Donts

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