

COMPANY PROFILE 2018

"An investment in knowledge pays the best interest." - Benjamin Franklin



USAHAWAN GROUP MANAGEMENT CONSULTANTS

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In Service Since 1993.

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ABOUT UGMC

USAHAWAN GROUP Management Consultants (**UGMC**) is an established human resource training and development provider based in Kota Kinabalu, Sabah, Malaysia.

UGMC was founded in 1993 by Mr. Taidin Suhaimin, its Managing Principal Consultant.

UGMC's mission is to help organizations and individuals optimize their potentials and achieve greater success.

Since its inception, more than 200 **corporate bodies & government agencies** in Malaysia, Singapore and Brunei as well as in the Middle East have participated and benefited UGMC's training and development programs.

We recognize that:

- One of the major challenges facing organizations is the need for ongoing development of their employees and management team. They are faced with rapidly changing markets, technologies and customer expectations which are dictating the need for adaptability and innovation.
- An organization's most important resource and asset are its human capital and that most organizational problems are related to human weaknesses and incompetence based on the three main sources of organizational stressors:
 - *Level of Employees Effectiveness*
(Personal Leadership & Management Skills)
 - *Quality of Interpersonal Relationships*
(Interpersonal Communication Skills)
 - *Quality of Leadership & Management Competency*
(Team Leadership & Management Skills)

Our Training & Development Programs, therefore, revolve around providing solutions to the above stressors which range from an hour to four-day duration, presented in the form of a talk in conference or workshops.

Our Core Values & Guiding Principles:

- *Determined to be the best at doing what matters most.*
- *Instill a strong culture of continuous improvement to uphold the standards of customer satisfaction.*
- *Ensure that every ringgit spent on our services to be of great value to our clients.*
- *Treat our colleagues and customers as we want to be treated.*
- *Develop enthusiastically satisfied customers all the time.*

To inquire or book us for your next training program/s, please call us at: **6-016-831-4696 / 6-088-497-141** or email us at **ugmctraining@gmail.com** for a training proposal/s or to discuss how we could best assist your esteemed organization.

Helping You To Achieve Greater Success!

About UGMC's Principal Consultant

MR. TAIDIN SUHAIMIN

MR. TAIDIN HJ. SUHAIMIN is a human resource development professional trainer, motivational speaker, and author based in Sabah, Malaysia with international speaking experiences.

Since 1994, he has conducted training courses and delivered motivational talks in conferences to thousands of individuals to more than 200 organizations in Malaysia, Brunei, Singapore and the Middle East.

He has also delivered a series of motivational talks over TV1, RTM on its Morning Inspiration Program as well as with Radio Malaysia Kota Kinabalu, Sabah on its Morning Motivation Program.

His Human Resources Training & Development specialization areas include:

- *Personal Leadership & Management Skills*
- *Interpersonal Leadership & Communication Skills*
- *Team Leadership & Management Skills*

He is the author the following *books*:

- *Awakening The GIANT In You!*
- *How To Speak Confidently & Effectively in Front of Audience*
- *101 Great Ways To Achieve More Every Day!*
- *Membangunkan GERGASI Dalam Diri Anda!*
- *Motivasi, Teknik Belajar & Strategi Cemerlang Menghadapi Peperiksaan*

Taidin who is the Founder and Managing Principal Consultant of USAHAWAN GROUP Management Consultants (UGMC), an HRD Training & Development firm established in 1993 is graduate in Management Sciences (Marketing) from Lancaster University, England, United Kingdom and Diploma in Public Administration from UiTM (MARA University of Technology), Shah Alam, Selangor, Malaysia.

Prior to that he served for 12 years with Yayasan Sabah (Sabah Foundation), a leading statutory body in Malaysia, from 1981 to 1993 as a Student Affairs Officer.

Fluent in English and Malay, he is a former Radio Announcer and TV News Reader with RTM Sabah.

A Certified Malaysian PSMB (HRDF) Trainer (*Certificate No: EMP/1079*), he is a Registered Trainer for CSI (Civil Service Institute) Brunei since 1998 as well as SSTC (Sabah Skills & Technology Centre) since 2001. He is also the founder & President of Sabah Speakers Association (Established in 2017).

His mission is to contribute to the personal development and professional success of his audience by providing information and tools in an enjoyable, inspirational and supportive environment.



TRAINING & DEVELOPMENT PROGRAMS

UGMC's Training & Development Programs revolve around providing solutions to the above stressors which range from an hour to four-day duration, presented in the form of a talk in conference or workshops.

TRAINING TOPICS

MOTIVATION & PERSONAL LEADERSHIP DEVELOPMENT

- ENHANCING PERSONAL & ORGANIZATIONAL EXCELLENCE
- POSITIVE WORK ATTITUDE
- TIME MANAGEMENT & PERSONAL EFFECTIVENESS
- STRESS MANAGEMENT & PERSONAL EFFECTIVENESS

- MENINGKATKAN KECERLANGAN DIRI & ORGANISASI
- SIKAP KERJA POSITIF
- ETIKA KERJA, DISIPLIN & MOTIVASI
- PENGURUSAN MASA & KEBERKESANAN DIRI
- PENGURUSAN STRES & KEBERKESANAN DIRI

INTERPERSONAL COMMUNICATIONS & CUSTOMER RELATIONS

- EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS
- EFFECTIVE PUBLIC SPEAKING & PRESENTATION SKILLS
- QUALITY CUSTOMER SERVICE
- BUILDING EFFECTIVE WORKING RELATIONSHIPS

- KOMUNIKASI INTERPERSONAL BERKESAN
- PENGUCAPAN AWAM & PERSEMBAHAN BERKESAN
- PERKHIDMATAN PELANGGAN BERKUALITI

LEADERSHIP, MANAGEMENT & TEAM BUILDING

- EFFECTIVE MANAGEMENT & LEADERSHIP SKILLS
- EFFECTIVE LEADERSHIP & SUPERVISORY SKILLS
- MANAGING CHANGE & DEVELOPING TEAMWORK

- KEPIMPINAN & PENYELIAAN BERKESAN
- MEMBINA BUDAYA KERJA BERPASUKAN CEMERLANG

Detailed description of each of the training courses is available in UGMC's Training Directory. Feel free to request for a free copy of the Training Directory by contacting us at **6-016-831-4696 / 6-088-497 141** or email at **ugmctraining@gmail.com**.

IMPORTANCE OF TRAINING TO ORGANIZATIONS

Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well.

The Benefits of Training:

- **Improves morale of employees** - Training helps the employee to get job security and job satisfaction. The more satisfied the employee is and the greater is his morale, the more he will contribute to organizational success and the lesser will be employee absenteeism and turnover.
- **Less supervision** - A well trained employee will be well acquainted with the job and will need less of supervision. Thus, there will be less wastage of time and efforts.
- **Fewer accidents** - Errors are likely to occur if the employees lack knowledge and skills required for doing a particular job. The more trained an employee is, the less are the chances of committing accidents in job and the more proficient the employee becomes.
- **Chances of promotion** - Employees acquire skills and efficiency during training. They become more eligible for promotion. They become an asset for the organization.
- **Increased productivity** - Training improves efficiency and productivity of employees. Well trained employees show both quantity and quality performance. There is less wastage of time, money and resources if employees are properly trained.

Impartment Ways / Methods of Training

Training is generally imparted in two ways:

- **On the job training** - On the job training methods are those which are given to the employees within the everyday working of a concern. It is a simple and cost-effective training method. The in-proficient as well as semi - proficient employees can be well trained by using such training method. The employees are trained in actual working scenario. The motto of such training is "learning by doing." Instances of such on-job training methods are job-rotation, coaching, temporary promotions, etc.
- **Off the job training** - Off the job training methods are those in which training is provided away from the actual working condition. It is generally used in case of new employees. Instances of off the job training methods are workshops, seminars, conferences, etc. Such method is costly and is effective if and only if large number of employees have to be trained within a short time period.

CLIENTS SERVED

Since our humble beginning in 1993, to-date, more than 200 corporate bodies and government agencies in Malaysia, Singapore and Brunei as well as in the Middle East have participated UGMC's training & development programs.

Below is a list of some of the more than 200 organizations for which UGMC has served since 1993:



- Acacia Forest Sdn. Bhd.
- Akademi Audit Negara
- Akademi Percukaian Negara
- Akademi Suruhanjaya Komunikasi & Multimedia Malaysia
- ASEAN – EC Management Centre, Brunei Darussalam
- Asian Supply Base (Labuan) Sdn. Bhd.
- Cement Industries (S) Sdn. Bhd.
- CIDB Sabah
- Dewan Bahasa dan Pustaka Cawangan Sabah
- Dewan Bandaraya Kota Kinabalu
- Innoprise Corporation Sdn. Bhd.
- Institut Latihan Sektor Awam Negeri Sabah (INSAN)
- INTAN Sabah
- Institut Perkhidmatan Awam Brunei Darussalam (IPA)
- Institute of Administrative Development, Doha, Qatar (IAD)
- Jabatan Pembangunan Sumber Manusia Sabah (JPSM)
- Jabatan Perubatan Negeri Sabah
- Kinabalu Motor Assembly Sdn. Bhd.
- Kolej Komuniti Yayasan Sabah
- KOPEKS Berhad
- Korporasi Pembangunan Desa
- Lembaga Hasil Dalam Negeri Sabah
- Lembaga Hasil Dalam Negeri Sarawak
- Lembaga Hasil Dalam Negeri WP
- Lembaga Kemajuan Ikan Malaysia (Sabah)
- Lembaga Koko Malaysia
- Lembaga Sukan Sabah
- Majlis Amanah Rakyat (MARA)
- Maktab Kerjasama Malaysia
- Malaysia National Insurance
- Nexus Golf Resort Karambunai
- Perkasa Hotel Holdings Sdn. Bhd.
- Perkasa Trading Sdn. Bhd.
- Petronas Carigali Sdn. Bhd.
- Petronas Methanol (Labuan) Sdn. Bhd.
- Politeknik Kota Kinabalu
- Pos Malaysia Berhad
- Progressive Insurance Sdn. Bhd.
- Promenade Hotel, Kota Kinabalu
- Rafflesia Medical Centre, Kota Kinabalu
- Sabah Development Bank Berhad
- Sabah Economic Development Corporation (SEDCO)
- Sabah Electricity Sdn. Bhd.
- Sabah Energy Corporation Sdn. Bhd.
- Sabah Land Development Board
- Sabah Parks
- Sabah Ports Sdn. Bhd.
- Sabah Shipyard Sdn. Bhd.
- Sabah Skills & Technology Centre (SSTC)
- Sabah Urban Development Corporation Sdn. Bhd.
- Saham Sabah Berhad
- Sawit Kinabalu Berhad
- SEAMEO VOCTECH, Brunei Darussalam
- SEBOR (Sabah) Sdn. Bhd.
- Sedcovest Holdings Sdn. Bhd.
- Steel Industries (Sabah) Sdn. Bhd.
- Telekom Malaysia Berhad
- Tiara Labuan Hotel
- UMS Links Holding Sdn Bhd
- Universiti Malaysia Perlis
- Universiti Malaysia Sabah
- Universiti Multimedia Malaysia
- WM Harta Sdn. Bhd.
- Yayasan Pelajaran Johor
- Yayasan Sabah
- Yayasan Usaha Maju

TESTIMONIALS

What Participants Say About Our Training Programs

ETIKA KERJA, DISIPLIN & MOTIVASI PEKERJA CEMERLANG

"Saya sangat-sangat berpuas hati pada apa yang telah disampaikan oleh Encik Taidin dalam kursus selama 2 hari ini walaupun singkat tetapi mudah untuk saya fahami dan dapat membantu saya sebagai seorang ketua yang mantap. Terima kasih kepada Encik Taidin dan teruskan usaha anda. Terima kasih."

MOHD. NOR BIN ABDUL RAHMAN, FINANCIAL PARK (L) SDN. BHD.

"Saya merasa, kursus yang saya hadiri ini amat berguna pada diri saya sebagai seorang supervisor kerana ianya dapat mempertingkatkan mutu kerja dan memberi wawasan yang berguna sebagai seorang pemimpin."

ASMADI BIN MOHD TAHIR, FINANCIAL PARK (L) SDN. BHD.

"Cemerlang. Saya telah dapat menambahkan ilmu pengetahuan khususnya dalam nilai-nilai kerja positif. Harap ada lagi kursus seumpama ini."

- FAVIUS JANGKI – STEEL INDUSTRIES SDN. BHD.

"Keseluruhan program ini sangat baik. Saya dapat mengetahui kelemahan dan kekuatan diri sendiri serta dapat membina keyakinan serta potensi diri saya."

TEDDY ROY SOITIN - STEEL INDUSTRIES SDN. BHD.

"Sangat berkesan. Sangat baik dalam penyampaian ceramah. Dapat memberi ilmu yang padat."

MAZLAN - STEEL INDUSTRIES SDN. BHD.

TIME MANAGEMENT & PERSONAL EFFECTIVENESS

"I feel an increase of motivational drive when attending this course. I enjoy the interaction of Mr. Taidin with all the participants especially when he listened to every group discussion. Makes me feel to come early to office and finish my tasks earlier so that I have more quality time and better life. Thank you for the knowledge shared, it is indeed very beneficial for me to improve self-management. Excellent course." (Conducted at IPA, Brunei)

IRA KARNIKA DEWI ABU BAKAR, NEGARA BRUNEI DARUSSALAM

"I have learnt some knowledge in effective time management and definitely I will apply the knowledge at my workplace which is the main objective of attending this workshop i.e.: to learn tools on how to manage time more efficiently." (Conducted at IPA, Brunei)

CHUA LAH KHENG, NEGARA BRUNEI DARUSSALAM

STRESS MANAGEMENT & PERSONAL EFFECTIVENESS

"Thank you for an excellent Stress Management course, conducted by you at Doha. It has been my pleasure in participating in the program."

NAKEEB M ISSADEEN, SENIOR CIVIL ENGINEER, INFRASTRUCTURE PROJECTS (RLIC) DEPARTMENT, DOHA, QATAR

"After attending this stress management program, I feel more confident of myself. It is a wonderful course and I have no hesitation to participate in Mr. Taidin's training programs again in the future."

HUDA AL-KHAYAT, SOFTWARE DEVELOPMENT ENGINEER, TOTAL E&P QATAR, DOHA, QATAR

TESTIMONIALS

What Participants Say About Our Training Programs

LEADERSHIP & SUPERVISORY SKILLS

"Excellent course, gained a lot of knowledge from the two-day course."

GEORGINA J, SABAH ENERGY CORPORATION SDN. BHD.

"Very professional. The course is good for those who would become a supervisor. After the program, I felt more confident with myself as a supervisor."

ANN, NEXUS GOLF RESORT KARAMBUNAI

"I have attended this course for two days. I am very happy with this course, and I recommend this course to those people who should like to upgrade themselves to higher level."

LIZA JAMES - SABAH ENERGY CORPORATION SDN. BHD.

KEPIMPINAN & PENYELIAAN BERKESAN

"Selama saya mengikuti kursus yang diberikan oleh Encik Taidin di sini saya dapat menimba banyak pengalaman yang baru untuk saya pelajari lebih mendalam. Saya ucapkan ribuan terima kasih."

MIDUN HIJUS, FINANCIAL PARK (L) SDN. BHD.

"Berkesan dan Menarik. Senang difahami dan banyak membantu saya menjadi pemimpin yang lebih baik."

SAFE STALIE, LABUAN SHIPYARD ENGINEERING SDN. BHD.

"Saya mengucapkan berbanyak terima kasih, di mana Encik Taidin telah memberi motivasi yang berkesan bagi diri saya dan diharap Encik Taidin dapat lagi membimbing saya di masa akan datang jika pihak pengurusan memberi peluang untuk saya."

SUPANGAT BIN MUNGGOH, FINANCIAL PARK (L) SDN. BHD.

BUDAYA KERJA BERPASUKAN CEMERLANG

"Sungguh memuaskan. Terbaik yang pernah saya ikuti. Saya berharap kursus sebegini dapat diteruskan."

PHILIP PUKOT, CEMENT INDUSTRIES (SABAH) SDN. BHD.

"Cemerlang. Tidak membosankan. Sangat berkesan dan mudah difahami. Ianya meningkatkan keyakinan diri - disiplin dan membuka minda."

A. BAKAR B. ALI, CEMENT INDUSTRIES (SABAH) SDN. BHD.

"Sangat memberansangkan minda. Perkara utama yang telah saya pelajari dari program ini ialah kepentingan sering memberi dan menerima pendapat antara satu dengan yang lain."

JASON B. SIDIK, POS MALAYSIA

TESTIMONIALS

What Participants Say About Our Training Programs

EFFECTIVE PUBLIC SPEAKING & PRESENTATION SKILLS

"The program was very successful. I have learned the keys to effective public speaking. Thank you to Mr. Taidin for bringing me this far and changed the atmosphere."

JOSELY MALUTIN – SABAH PARKS, MALAYSIA

"After attending this course, I'm more confident speaking in English, without having to read the script. The course was very enjoyable and interesting."

JUHAINAH SALIUN – SABAH PARKS, MALAYSIA

"Excellent and very informative presentation from the speaker. It covered the entire points of this program."

REEMY – SABAH PARKS, MALAYSIA

ALICIE JAMPI, SABAH PARKS, SABAH, MALAYSIA

PERKHIDMATAN PELANGGAN CEMERLANG

"Seminar ini adalah yang terbaik bagi saya."

MOHD BADARUDIN ESTIM, YAYASAN USAHAWAN MAJU, SABAH, MALAYSIA

"Saya telah mempelajari cara-cara yang betul berinteraksi dengan pelanggan."

TERIZA JOSEPH, KESAWAN SHIPPING, SABAH, MALAYSIA

"Saya mempelajari panduan mengendalikan perhubungan dan perkhidmatan pelanggan berkualiti dan merasa lebih yakin dan seronok memulakan tugas ini. Terima kasih."

ALICIE JAMPI, SABAH PARKS, SABAH, MALAYSIA

IN-HOUSE TRAINING

In-house training provides a great opportunity for members from the same organization to focus on specific workplace issues. In addition, in-house training programs will enable organizations to achieve the unique learning outcomes that they desire.

Our Training Delivery Styles

- Courses are highly practical, aimed at giving participants methods and ideas that they can apply straight away.
- The needs of individuals are evaluated at the start of a course and the course is adapted accordingly.
- Participants are encouraged to raise their own issues for discussion.
- Lectures are supplemented by teamwork on exercises or case studies.
- Social time is included to enable participants to meet with others in similar jobs and make contacts.
- Bound course notes are supplied for public course. A master copy of the notes will be provided by UGMC for in-house courses. The host is responsible for copying the notes / training materials.
- All attendees are asked to fill in a debriefing form at the end of their course. These are analyzed to tell us how to continually improve our training courses.
- All courses finish at the scheduled time so that they can rely on their travel plans.
- Certificates of attendance are provided for all courses.

In-House Training Inquiry | Booking

If you have a group of personnel in your organization who need a specific training, please feel free to **Contact Us** or call us at: **6-016-831-4696 / 6-016-826-4696** for a training proposal/s or to discuss how we could best assist your esteemed organization, in this regard.



UGMC's Training Specialization Areas

- *Personal Leadership & Management Skills*
- *Interpersonal Leadership & Communication Skills*
- *Team Leadership & Management Skills*

"People often say that motivation doesn't last. Well, neither does bathing – that's why we recommend it daily."
- Zig Ziglar

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