



CIRCULAR TO ALL MEMBERS

27 May 2010

Dear Members

SHOPPING CENTRES ARE ALL ABOUT BEING M.A.D. !! "MAKING A DIFFERENCE" – the M.A.D. Experiential Learning Workshop

Are you slowly (*or quickly ?!*) turning MAD working in shopping centres ?! Yes, while shopping is a pleasant and leisurely activity, the *business* of managing and working in shopping centres is all about M.A.D. i.e. *making a difference* in your attitude and the way you work, in being positive and creative and ultimately, making YOUR shopping centre different and attractive to shoppers ! *HOW* do you stand out above your competitors ? By joining us at the **M.A.D. Workshop** ! *WHEN & WHERE* is the workshop being held ?

Date: Thursday, 8 July 2010
Time: 8.00 am – 6.00 pm
Venue: Sunway Resort Hotel & Spa, Bandar Sunway, Petaling Jaya

Workshop fees:

	SPECIAL privilege fees for PPK members	Non-members
Early Bird (on or before 11 June 2010) Single Registration	RM 750	RM 900
Early Bird (on or before 11 June 2010) Group discounted rate (Min. 3 pax from the same co.)	RM 680	RM 820
Normal Rate (after 11 June 2010) Single Registration	RM 800	RM 960
Normal Rate (after 11 June 2010) Group discounted rate (min. 3 pax from the same co.)	RM 720	RM 860

Our trainer is Anas Zubedy from zubedy (M) Sdn Bhd, a well known consultant and trainer who consults in the areas of change and marketing (more details overleaf).

Please note that to take advantage of the early bird offer, the deadline is Friday, 11 June 2010 to receive your registrations together with payment. In the meantime if you require further information, you may contact our secretariat at Tel: 03-7727 6202. Thank you.*

Yours faithfully
PERSATUAN PENGURUSAN KOMPLEKS (PPK) MALAYSIA

**NOTE: The workshop will only be held with a minimum of 25 participants*

H C CHAN
President

Persatuan Pengurusan Kompleks (PPK) Malaysia
Malaysian Association for Shopping and Highrise Complex Management
A113, 1st Floor, No. 1, Jalan SS20/27, Damansara Intan, 47400 Petaling Jaya, Selangor
Tel: (03) 7727 6202, 7727 6232 Fax: (03) 7727 6203
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SHOPPING CENTRES ARE ALL ABOUT BEING M.A.D. !!

"MAKING A DIFFERENCE" – the M.A.D. Experiential Learning Workshop

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WHERE: Sunway Resort Hotel and Spa, Petaling Jaya

Are you prepared to be M.A.D. together with us ?!

- *DO you want to be successful working at your shopping centre ?*
- *DO you want to be the best that you can be ?*
- *DO you want to discover your real potentials ?*
- *DO you want to be an asset at work and make things happen ?*

If your answer is YES, to any of the above, then the M.A.D. workshop is for YOU !

The M.A.D. workshop is a personal change programme designed to help you deal with yourself ! Participants will learn how to tap their full potential, stay committed, be more focused and perform better through self motivation. The M.A.D. workshop will see changes in both employers and employees and also in the way shopping centres are run !

The changes will come from within and participants will discover many self made boundaries. These may appear in human forms like bosses and colleagues, family, the government etc. or in circumstances like company environment, economic slowdown and very important in shopping centres, even in your competitors !

Learn to defuse these boundaries and become more powerful by tapping the energy within; then, participants will become an asset at work (and also be a joy at home).

WHAT are the programme objectives ?

- Promote a framework change in participants' mind set so they will take the initiative and channel their energies towards maximizing performance at work and home
- Equip participants with the tools to make a difference and take action at work and home)
- Better team working
- Improve communications

Workshop Highlights include:

- Identifying what it takes to become top management
- Aligning personal goals with your shopping centre's goals and directions
- Uncover how to stay slim and fit for the rest of your life (!)
- Finding out if you have been lying to yourself
- Learn how to read & learn more from reading
- How to apply the M.A.D. concept in shopping centre management

HOW are the workshops held ?

- The trainer provides real life examples with practical application
- Experiential learning through games, exercises, role plays and group dynamics
- Self-realisation through group discussions, detailed de-briefing and interaction between trainer & participants

The workshops are practical and down-to-earth soft skills training through simple, ground-breaking methods.

WHO should attend ?

EVERYONE working in shopping centres from supervisory level personnel and above, executives, managers etc. who wish to **Make A Difference** in the way they work and ultimately, enhance the success of their malls and push them to a higher level

WHO are the trainers ?

Anas Zubedy is the principal consultant and founded zubedy (M) S.B. in 1994. He manages training with a vision to add value to individuals and organisations through sharing and education and has conceptualised, trained and consulted programmes that integrate and unite people, namely, in banks and multinationals. At present, Anas manages his team of consultants and consults in the areas of Marketing Communications, Sales and General Management activities for various organisations.

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PROGRAMME ITINERARY

MORNING PROGRAMME

1. Ice Breaking
2. Exercise 1: The Watch
3. Exercise 2: Moving The Chairs
4. Debriefing and group work
5. Exercise 3: C.A.R.
6. Debriefing
7. Theme Song
8. Group Work and debriefing

AFTERNOON PROGRAMME

1. Exercise 4: Understanding the concept of motivation
2. Understanding P1, P2 and P3
3. Understanding the Needs that motivate us (Maslow's Hierarchy)
4. Understanding Neutrality
5. Exercise 5: Converting P1 & P2 into P3
6. Debriefing: The Process of Change
7. Closing and Summary

IMPORTANT NOTES:

1. The Workshop Fees excludes participants' transport & hotel charges (where applicable)
2. The fees includes one (1) full day of participation from 8.00 am to 6.00 pm. and includes one (1) lunch and two (2) tea breaks
3. **Punctuality to register at 8.00 am is strictly mandatory** – due to the nature of the workshop, participants who report late due to any reasons whatsoever will not be allowed to enter
4. The organizer reserves the right to make any changes to the programme without prior notice
5. The group discount is applicable to a minimum of three (3) participants from the same company
6. The workshop will only be held with a minimum of 25 participants
7. Payment is required upon registration and must be remitted latest on or before the closing date of Friday, 2 July 2010. Thereafter, any walk-in registrations will not be entertained.
8. Cancellations and/or refunds will not be entertained after payment is made but substitute participants may be arranged
9. Remittance of the Workshop Fees (including any bank charges) may be made by cheque payable to **PERSATUAN PENGURUSAN KOMPLEKS MALAYSIA** and sent to reach our secretariat on or before the closing date OR banked into our account as follows with the bank-in slip to be faxed to us as follows:

CIMB Account: 1250-0005136-05-0

Persatuan Pengurusan Kompleks Malaysia

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 TO: PPK MALAYSIA Fax: 03-7727 6203
 A 113, 1st Floor, Block A, No. 1, Jalan SS20/27
 Damansara Intan, 47400 Petaling Jaya

We are interested to be M.A.D. with you and wish to register the following:

NAMES	DESIGNATION	OFFICE TEL:	HANDPHONE NO.	EMAIL ADDRESS:
1 Mr/Ms.....
2 Mr/Ms.....
3 Mr/Ms.....

Name of Organisation/ Shopping Centre/Building:
Address:
Name of Contact personnel:
Email of Contact personnel:
Tel. No. of contact personnel:

Enclosed please find our payment amounting to RMpayable to **PERSATUAN PENGURUSAN KOMPLEKS MALAYSIA** via cheque Nodated*(..... no. of pax x RM..... each). We understand that the above confirmed registrations are not refundable and/or cannot be cancelled by us but may be only replaced with alternative personnel. Thank you.

Yours faithfully

Name :
 Date :
 Company Stamp:

PLEASE COMPLETE INFORMATION IN ALL SECTIONS OF THIS FORM and fax it to our secretariat on or before the closing date of Friday, 2 July 2010.
The workshop will only be held with a minimum of 25 participants. Thank you !