



DIREKTORI 2026 | 2027

INSTITUT PERKHIDMATAN AWAM
JABATAN PERDANA MENTERI

Bil	Kod	Program	Muka Surat
1	P/G/26 - 27/SD/NJ/01	Policy Development and Analysis	1
2	P/G/26 - 27/SDPEPCOC/NJ/02	Policy Monitoring and Evaluation	3
3	P/G/26 - 27/SDPC/NJ/03	Urustadbir Islam: Maqasid Syariah	5
4	P/G/26 - 27/SDPC/NJ/04	Penerapan Negara Zikir Dalam Perkhidmatan Awam	7
5	P/G/26 - 27/SDPC/NJ/05	Rukun Akhlak dan Etika Kerja Perkhidmatan Awam	9
6	P/G/26 - 27 /SDOC/NJ/06	Public Sector Leadership and Management	10
7	P/G/26 - 27 /SDPEPCOC/NJ/07	Strategic Leadership and Innovation	12
8	P/G/26 - 27 /SDPEPCOC/NJ/08	Memperkasa Kepimpinan Diri	14
9	P/I/26 - 27/SDPCOC/NJ/09	Introduction to Digital Work with Microsoft 365 New	16
10	P/I/26 - 27/SDPEPC/NJ/10	Online Tools for Innovators New	17
11	P/I/26 - 27/SDPEPCOC/NJ/11	Effective Prompting with Generative A.I New	20
12	P/I/26 - 27/SDPC/NJ/12	Artificial Intelligence and Machine Learning Fundamentals	22
13	P/I/26 - 27/SDPC/NJ/13	Data Analytics Using Machine Learning for Public Sector	24
14	P/I/26 - 27/SDPC/NJ/14	Microsoft Power BI - Data Analytics and Visualisations	26
15	P/I/26 - 27/SDPC/NJ/15	Data Analysis and Decision Making	28
16	P/I/26 - 27/SDPCOC/NJ/16	Project Management Essentials	30
17	P/I/26 - 27/SDPC/NJ/17	Mobile Apps Design & Development	32
18	P/I/26 - 27/SDPCOC/NJ/18	Organisational Process Improvement	34
19	P/I/26 - 27/SDPC/NJ/19	Pengenalan Asas IT	36
20	P/I/26 - 27/SDPC/NJ/20	Digital Literacy	38
21	P/I/26 - 27/SDPEPC/NJ/21	Introduction to Microsoft Sharepoint	40
22	P/I/26 - 27/SDPC/NJ/22	Introduction to Basic Programming	42
23	P/I/26 - 27/SDPC/NJ/23	IT Security Awareness for Executives	44
24	P/I/26 - 27/SDPC/NJ/24	IT Security Awareness for End Users	46
25	P/I/26 - 27/SDPEPC/NJ/25	Infographic for Beginners	48
26	P/I/26 - 27/SDPEPC/NJ/26	Video Creation for Beginners	50
27	P/I/26 - 27/SDPEPC/NJ/27	Creating Diagrams with Microsoft Visio	52
28	P/I/26 - 27/SDPC/NJ/28	Microsoft Word (Basic)	54
29	P/I/26 - 27/SDPEPC/NJ/29	Microsoft Powerpoint (Basic)	56
30	P/I/26 - 27/SDPC/NJ/30	Mail Merge menggunakan Microsoft Word (Intermediate)	58
31	P/I/26 - 27/SDPCOC/NJ/31	Microsoft Excel (Basic)	60
32	P/I/26 - 27/SDPC/NJ/32	Microsoft Excel (Intermediate)	62
33	P/I/26 - 27/SDPC/NJ/33	Microsoft Access (Basic)	64
34	P/I/26 - 27/SDPC/NJ/34	Microsoft Access (Intermediate)	66
35	P/I/26 - 27/SDPEPCOC/NJ/35	Design Thinking	68
36	P/I/26 - 27/SDPC/NJ/36	Problem Solving and Decision Making	70
37	P/I/26 - 27/SDPCOC/NJ/37	Kumpulan Inovasi dan Kreatif Perkhidmatan Awam	72
38	P/M/26 - 27/SDPEPC/NJ/38	Crisis Management New	74
39	P/M/26 - 27/SDPEPCOC/NJ/39	Introduction to Risk Management New	76
40	P/M/26 - 27/SDOC/NJ/40	Establishment of Workplace Safety and Health Committee New	78

41	P/M/26 - 27/SDOC/NJ/41	National Health and Safety Induction at Work New	80
42	P/M/26 - 27/SD/NJ/42	Induksi Perkhidmatan Awam	81
43	P/M/26 - 27/SD/NJ/43	Induksi Perkhidmatan Awam (Refresher)	83
44	P/M/26 - 27/SDOC/NJ/44	Persediaan Persaraan	85
45	P/M/26 - 27/SDPEOC/NJ/45	Train the Trainer	87
46	P/M/26 - 27/PEPCOC/NJ/46	Asas Kemahiran Kaunseling	89
47	P/M/26 - 27/SDPC/NJ/47	Detox Minda	91
48	P/M/26 - 27/SDPEPCOC/NJ/48	Kerja Berpasukan	93
49	P/M/26 - 27/SDPCOC/NJ/49	Introduction to Research Methods	95
50	P/M/26 - 27/SDPCOC/NJ/50	Performance Management Using KPI	97
51	P/M/26 - 27/SDPEOC/NJ/51	Strategic Management and Strategic Planning	99
52	P/M/26 - 27/PEPCOC/NJ/52	Kemahiran Kesetiausahaan	101
53	P/M/26 - 27/SDOC/NJ/53	Kemahiran Penyeliaan	103
54	P/M/26 - 27/PC/NJ/54	Pembantu Pejabat Cemerlang	105
55	P/M/26 - 27/SDPCOC/NJ/55	Menangani Perubahan	107
56	P/M/26 - 27/SDPE/NJ/56	Change Management	109
57	P/M/26 - 27/PE/NJ/57	Pemantapan Komunikasi Efektif	111
58	P/M/26 - 27/SDPEPCOC/NJ/58	Menguasai Penyampaian	113
59	P/M/26 - 27/SDPEPCOC/NJ/59	Penyediaan Laporan Dan Kertas Kerja	115
60	P/M/26 - 27/SDPEPCOC/NJ/60	Tatacara Persuratan Rasmi (Klinikal)	117
61	P/M/26 - 27/PEPC/NJ/61	Pengurusan Perkhidmatan Berkesan	119
62	P/M/26 - 27/SDPEPC/NJ/62	Perkhidmatan Pelanggan Profesional	121
63	P/M/26 - 27/SDOC/NJ/63	Rangka Kerja Pembangunan Kapabiliti Perkhidmatan Awam	123
64	C/M/26 - 27/SDPCOC/NJ/01	Defensive Driving	125
65	C/M/26 - 27/SD/NJ/02	NEBOSH International General Certificate in Occupational Health and Safety	127
66		Persijilan Perkeranian:	129
	C/M/26 - 27/SDPE/J/03-1	Bengkel Perkeranian Asas	
	C/M/26 - 27/SDPE/J/03-2	Bengkel Pembangunan Diri	
	C/M/26 - 27/SDPE/J/03-3	Bengkel Penggunaan ICT	
67	F/M/26 - 27/SDPE/NJ/05	Program Jati Diri	131
68	S/G/26 - 27/SDPEPCOC/NJ/01	Ramadhan Talk Series	133
69	S/I/26 - 27/SDPEPCOC/NJ/02	Innovation and ICT Bootcamp	135
70	T/G/26 - 27/SDPEPCOC/NJ/13	Capacity Review Project	
71	T/I/26 - 27/SDPEPCOC/NJ/05	AI - Generative AI / Mastering Prompt Engineering	137
72	T/I/26 - 27/SDPC/NJ/02	Data Analysis and Decision-Making using SPSS	139
73	T/I/26 - 27/SDPC/NJ/01	Data Analysis and Decision-Making using Stata	141
74	T/I/26 - 27/SDPEPCOC/NJ/03	Innovation & Creativity	143
75	T/I/26 - 27/SDPC/NJ/04	Digital Transformation	145
76	T/I/26 - 27/SDPC/NJ/06	Cyber Security and Personal Data Protection	147
77	T/M/26 - 27/SDPE/NJ/07	Conflict Management and Negotiation New	149
78	T/M/26 - 27/SDPEPCOC/NJ/09	Navigate Change with Confidence New	151
79	T/M/26 - 27/SDPEPC/NJ/11	Time Management and Project Effectiveness New	153

80	T/M/26 - 27/SDPEPCOC/NJ/08	Mental Health and Wellbeing in the Workplace New	155
81	T/M/26 - 27/SDPEPCOC/NJ/12	Work Life Balance New	157
82	T/M/26 - 27/SDPEPCOC/NJ/10	Professional Etiquette New	159

POLICY DEVELOPMENT AND ANALYSIS

Module ID	P/G/26 - 27/SD/NJ/01
Introduction	This module focuses on the research, analysis, creation, implementation and maintenance of public policies, including laws and regulations, that address public issues. It is an ongoing process because policies need to be re-evaluated and amended from time to time, depending on costs, resource allocation, impact etc. The ultimate goal of government in introducing any public policy is to improve the quality of life of its people.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ learn and acquire various concepts, theories and methods involved in policy development and analysis in multiple domains across policy-making ▪ practise and guide others to practise ethical methods of operation for faster growth for all ▪ assist organisation to grow by creating and successfully implementing policies that safeguard public interests and adhere to all required standards and benchmarks ▪ derive a sense of satisfaction from contributing to society and public interests.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Policy and governance 2. Types and various levels of policy 3. Distinctive characteristics of policies 4. Steps in policy development and implementation 5. Approaches and factors important during policy analysis 6. Research methods of policy analysis 7. Factors influencing policy implementation 8. Action plans
Duration	3 Days 19.5 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Classroom lectures ▪ Group discussions ▪ Case Study ▪ Practical Activities
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■			
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability



POLICY MONITORING AND EVALUATION

Module ID	P/G/26 - 27/SDPEPCOC/NJ/02
Introduction	Policy monitoring is a process to capture and bolster strategic goals as well as assert the vision of future insights and to develop the means to bring these goals and vision into reality. Excellence in policy deployment can be achieved when it is properly planned and strategically executed. The best practice for the deployment is to model a proper mechanism to align a company's resources to vital tasks for quality policy monitoring or strategy deployment. This workshop is implemented based on the approved resource plans of the Government of His Majesty Sultan of Brunei Darussalam where as a basis, the workshop will provide leaders with necessary knowledge on various frameworks, techniques especially in policy deployment and evaluation to achieve distinction aligned to His Majesty's Titah.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ identify, comprehend, and apply various techniques and strategies for effective policy deployment, ensuring alignment with organisational goals and objectives ▪ review and revise existing policies in preparation for policy evaluation ▪ implement monitoring techniques to evaluate the effectiveness of policies ▪ use appropriate analysis techniques to identify and address emerging issues.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Policy deployment definition and process 2. Key elements of policy deployment 3. The policy deployment steps or process 4. Evaluation / Review 5. Risks and Challenges
Duration	3 Days 19.5 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Case Study ▪ Practical Activity
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



URUSTADBIR ISLAM: MAQASID SYARIAH

Module ID	P/G/26 - 27/SDPC/NJ/03
Introduction	Kursus ini bertujuan untuk memperkenalkan konsep Urustadbir Islam melalui pendekatan Maqasid Syariah. Maqasid Syariah merujuk kepada objektif-objektif undang-undang Islam yang bertujuan untuk meningkatkan kesejahteraan umat manusia dan memastikan keadilan serta kesaksamaan dalam masyarakat. Memahami Maqasid Syariah adalah penting bagi pentadbiran awam dan urustadbir dalam konteks Islam, kerana ia mengintegrasikan dimensi etika dan moral ke dalam proses pembuatan keputusan. Kursus ini akan membekalkan peserta dengan pengetahuan dan kemahiran yang diperlukan untuk mengaplikasikan prinsip-prinsip ini dalam pengurusan dan pentadbiran awam.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat: <ul style="list-style-type: none">▪ memahami konsep dan prinsip asas urustadbir Islam▪ menjelaskan definisi dan kepentingan Maqasid Syariah dalam urustadbir▪ mengaplikasikan pendekatan Maqasid Syariah dalam membuat keputusan dan menyelesaikan isu-isu urustadbir▪ menggunakan pendekatan Fiqh Awlawiyyat (Memahami Keutamaan) dalam menentukan keutamaan dalam pengurusan isu-isu yang berkaitan dengan masyarakat.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Pengenalan dan huraian Maqasid Syariah2. Pelaksanaan Maqasid Syariah dalam dasar dan urus tadbir perkhidmatan awam.
Duration	2 Hari 13 Jam
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2
Pre-Requisite	N/A
Language	Melayu
Methodology	Kursus ini akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan dan Amali▪ Kerja Kumpulan▪ Kajian Kes
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability



PENERAPAN NEGARA ZIKIR DALAM PERKHIDMATAN AWAM

Module ID	P/G/26 - 27/SDPC/NJ/04
Introduction	Dalam usaha membentuk dan menjana warga perkhidmatan awam ke arah kecemerlangan diri dengan menjadikan Negara Brunei Darussalam sebagai sebuah “Negara Zikir” sebagaimana hasrat Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam, warga perkhidmatan awam adalah nadi jentera penggerak yang mendukung hasrat tersebut dengan mengamalkan dan menghayati ciri-ciri zikir sewaktu melaksanakan tugas dan kewajipan di dalam perkhidmatan awam.
Learning Outcomes	<p>Di akhir kursus ini, peserta akan dapat:</p> <ul style="list-style-type: none"> ▪ meningkatkan penghayatan negara zikir ▪ memupuk peningkatan pemahaman terhadap pengajaran Al-Qur’an dalam menguruskan pekerjaan ▪ menyerapkan pengajaran-pengajaran yang diperolehi daripada Al-Qur’an dan sunnah ke dalam pekerjaan seharian ▪ meningkatkan penghayatan itqan dan pemantapan diri dengan aqidah Ahli Sunnah Wal Jama’ah.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> 1. Pengenalan kepada pengurusan Mengikut Al-Qur’an (Ciri-Ciri Zikir Dalam Perkhidmatan Awam) 2. Penghayatan Ahli Sunnah Wal Jama’ah dalam Pengurusan dan Pentadbiran 3. Pengenalan kepada Ummul Kitab dan Klinik Surah Al-Fatihah 4. Memimpin diri dan organisasi dengan lunas-lunas Al-Qur’an serta sunnah (Konsep Adil, Syura dan Menjaga kualiti) 5. Kepentingan Solat Dhuha dan Surah Al-Waqi’ah 6. Pembudayaan Membaca Al-Qur’an (PMQ), Bimbingan Amalan Doa, Zikir dan Selawat-selawat pilihan
Duration	3 Hari 19.5 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Melayu
Methodology	<p>Kursus ini akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> ▪ Tasmiq ▪ Ceramah ▪ Perbincangan dan Amali ▪ Kerja Kumpulan
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■					
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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RUKUN AKHLAK DAN ETIKA KERJA PERKHIDMATAN AWAM

Module ID	P/G/26 - 27/SDPC/NJ/05
Introduction	Rukun Akhlak dan Etika Kerja Perkhidmatan Awam diperkenalkan pada 1996 dan disenaraikan dalam Bab 6: Peraturan Am, 1961. Oleh demikian, pegawai kakitangan perlu menghayati dan mengamalkan etika kerja, nilai dan prinsip yang moral ke arah perkhidmatan awam yang berintegriti dan bertanggungjawab.
Learning Outcomes	<p>Di akhir kursus ini, peserta akan dapat:</p> <ul style="list-style-type: none"> meningkatkan kesedaran akan kepentingan berakhlak mulia dan etika kerja positif dalam melaksanakan tugas dan tanggungjawab harian memahami hubungkait rukun akhlak dan etika kerja dalam pemberian perkhidmatan yang cemerlang mengetahui dan memahami ciri-ciri rukun akhlak dan etika kerja sebagai contoh nilai-nilai seorang pemimpin yang cemerlang, keutamaan ilmu dalam melaksanakan tugas dan sebagainya memberi kesan dan pengetahuan akan kepentingan bekerja secara berpasukan dalam meningkatkan produktiviti Perkhidmatan Awam.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> Pengenalan dan penghayatan kepada 11 ciri Rukun Akhlak dan Etika Kerja Perkhidmatan Awam
Duration	3 Hari 19.5 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Melayu
Methodology	<p>Kursus ini akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> Ceramah Perbincangan dan Amali Kerja Kumpulan
Assessment Methods	N/A

1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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PUBLIC SECTOR LEADERSHIP AND MANAGEMENT

Module ID	P/G/26 - 27/SDOC/NJ/06
Introduction	This course is designed to develop leaders who can effectively manage people, deal with significant changes, manage clients and comprehend the intricacies of their respective markets, industries and businesses.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ recognise the need for leadership in public governance ▪ identify the differences between leadership and management ▪ identify good public sector leadership ▪ perform effective decision making and communication ▪ promote leadership behaviours that help overcome challenges ▪ engage and involve the teams during times of change ▪ apply techniques to manage and implement change effectively ▪ practise the problem-solving skills.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Leadership styles within the public sector 2. Leading and not just managing teams 3. Engaging and empowering teams 4. Strategic management and planning 5. Manage change
Duration	2 Days 13 Hours
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Classroom lectures ▪ Group discussions ▪ Case Study
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change ■	1.3 Business Acumen ■	1.4 Business Development ■	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability



STRATEGIC LEADERSHIP AND INNOVATION

Module ID	P/G/26 - 27/SDPEPCOC/NJ/07
Introduction	The forces of globalisation, modernisation and the rapidly changing business environment have necessitated urgent reforms in the public sector. As citizens increasingly demand quicker, higher-quality and more convenient services, public sector organisations are compelled to adapt. Consequently, there is a growing expectation for leaders to demonstrate strategic thinking and foster innovation.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ explain the fundamental concepts of strategic leadership and innovation ▪ assess both external and internal organisational environments to identify opportunities and challenges ▪ formulate innovative visions and strategies to drive organisational success ▪ lead and manage organisational change and transformation initiatives effectively ▪ foster a culture that encourages innovation and creativity within the organisation ▪ plan and execute innovation projects efficiently, ensuring alignment with organisational goals ▪ measure and evaluate the impact of innovation initiatives on organisational performance ▪ apply strategic leadership and innovation skills to address real-world challenges in their respective organisational contexts.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Concepts of strategic leadership and innovation 2. Strategic thinking 3. Change management 4. Culture of innovation 5. Innovation tools and techniques 6. Challenges in strategic leadership and innovation 7. Current environmental analysis
Duration	3 Days 19.5 Hours
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Case Study ▪ Practical Activities
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



MEMPERKASA KEPIMPINAN DIRI

Module ID	P/G/26 - 27/SDPEPCOC/NJ/08
Introduction	<p>Kepimpinan diri boleh ditakrifkan sebagai "proses" mempengaruhi diri sendiri untuk menetapkan arah dan motivasi diri yang diperlukan untuk berprestasi. Kepimpinan diri merangkumi keupayaan untuk "memimpin diri sendiri" melalui penggunaan teknik tingkah laku dan mental.</p> <p>Ini termasuk pemerhatian diri, penetapan matlamat diri dan pengurusan tingkah laku. Kepercayaan dan anggapan, imaginasi mental, serta kebiasaan berfikir seseorang yang akhirnya membawa kepada kepimpinan sebenarnya iaitu mempengaruhi dengan tindakan bukan jawatan semata-mata.</p>
Learning Outcomes	<p>Pada akhir kursus ini, peserta akan dapat:</p> <ul style="list-style-type: none">▪ memahami nilai dan tingkah laku diri dan individu dalam kepimpinan▪ membolehkan mereka menggunakan teknik kepimpinan diri, mengatur, mengutamakan, dan menggunakan sumber daya secara cekap dalam persekitaran kerja▪ menyumbang kepada keupayaan yang lebih baik dengan kecemerlangan diri dan organisasi di tempat kerja.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Individu sebagai pemimpin2. Keseimbangan peribadi kepimpinan3. Paradigma dalam kepimpinan4. Kepentingan syura dalam kepimpinan
Duration	3 Hari 19.5 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus ini akan disampaikan menggunakan:</p> <ul style="list-style-type: none">• Kuliah• Perbincangan• Kajian Kes• Aktiviti Praktikal
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen ■	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence ■	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability



INTRODUCTION TO DIGITAL WORK WITH MICROSOFT 365 (NEW)

Module ID	P/1/26 - 27/SDPCOC/NJ/09
Introduction	This course is designed to equip participants with the essential digital skills needed to work effectively in a modern, cloud-based environment. This program introduces the core tools and features of Microsoft 365, focusing on communication, collaboration, and productivity. Whether working remotely or in the office, participants will learn how to use Microsoft 365 applications to streamline daily tasks, improve teamwork, and stay organised.
Learning Outcomes	By the end of this program, participant will be able to: <ul style="list-style-type: none">▪ understand the core features and benefits of Microsoft 365 for digital work environments▪ use Outlook for managing professional email communication, calendar scheduling, and task organisation▪ create and edit documents using Microsoft Word, Excel, and PowerPoint with cloud-based accessibility▪ collaborate in real-time using Microsoft Teams, including chat, meetings, file sharing, and team channels▪ store, organise, and share files securely using OneDrive for Business▪ apply digital productivity tools to improve workflow, collaboration, and task management▪ demonstrate basic knowledge of data security and cloud-based work practices within Microsoft 365.
Key Topics	Key topics include: <ol style="list-style-type: none">1. Introduction to Microsoft 3652. Communication and scheduling with Outlook and Teams3. Real-time collaboration with Microsoft Word and OneDrive4. Organising tasks with Microsoft To Do and Planner5. Wrap-up and digital work best practices
Duration	1 Day 6,5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none">▪ Lecture▪ Demonstrations▪ Hand-on Practical
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■	■	



ONLINE TOOLS FOR INNOVATORS (NEW)

Module ID	P/1/26 - 27/SDPEPC/NJ/10
Introduction	<p>Online Tools for Innovators is a practical program designed to help innovators and problem-solvers leverage the power of digital tools in their creative journey.</p> <p>In today's fast-moving world, innovation requires more than just ideas—it requires the right platforms to bring those ideas to life. This program equips participants with hands-on experience in using modern tools for ideation, prototyping, and collaboration. From boosting productivity with AI to organising projects on platforms, participants will learn how to streamline e their workflow and turn concepts into actionable outcomes. Finally, participants will discover how to craft compelling and visually engaging pitches using storytelling and AI-driven presentation tools. By the end of the course, participants will have the confidence and practical skills to transform their ideas into impactful innovations.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ use digital tools to ideate and prototype innovation ideas ▪ apply AI to enhance productivity and innovation planning ▪ collaborate using modern work tools ▪ deliver impactful pitches using visual and AI storytelling tools.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Digital innovation essentials 2. AI for productivity and innovation tools 3. Collaboration and project management tools 4. Prototyping and iteration tools 5. Pitching and storytelling tools
Duration	3 Days 19.5 Hours
Target Audience	<p>Senior Executive Services 3 (SES 3) - Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence ■	2.2 Collaborate and Engage ■	3.1 Outcome-Oriented Result ■	3.2 Continuous Improvement ■	4.1 Organisational Development	4.2 Building Capability



EFFECTIVE PROMPTING WITH GENERATIVE A.I (NEW)

Module ID	P/1/26 - 27/SDPEPCOC/NJ/11
Introduction	The Effective Prompting in Generative A.I. program is a one-day workshop designed to introduce beginners to the practical use of Generative AI for workplace productivity. Participants will learn how to craft clear and effective prompts to improve efficiency in tasks such as writing, brainstorming, data handling, and problem-solving. With hands-on exercises and real-world examples, this program empowers professionals to harness AI tools confidently, saving time and enhancing creativity in daily work.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ understand the basics of AI language models and the importance of effective prompting ▪ identify common challenges with AI responses and apply strategies to overcome them ▪ craft clear, contextual, and well-structured prompts to achieve accurate results ▪ differentiate between weak and strong prompts through hands-on practice ▪ apply advanced prompting techniques, such as role-based and step-by-step prompting ▪ use examples and templates to ensure consistency in AI outputs ▪ apply prompting skills to real workplace tasks like research, content creation, and coding ▪ troubleshoot unhelpful AI responses effectively ▪ recognise ethical considerations and apply best practices for responsible AI use.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to AI and the role of prompting 2. Challenges and limitations of AI responses 3. Elements of an effective prompt: clarity, context, and constraints 4. Weak vs. strong prompts 5. Role-based and step-by-step prompting techniques 6. Practical applications in workplace productivity (research, writing, coding, content creation) 7. Troubleshooting and refining prompts for better results 8. Ethics, bias awareness, and responsible AI usage
Duration	1 Day 6,5 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	Participants should have prior knowledge of: Generative A.I
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Individual exercises ▪ Live demonstration
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■			■



ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING FUNDAMENTALS

Module ID	P/I/26 - 27/SDPC/NJ/12
Introduction	This course is designed to introduce participants to the core principles and practices of Artificial Intelligence (AI) and Machine Learning (ML). AI and ML are technologies that enable machines to learn from data and experience, making decisions and predictions. AI and ML are utilised in various industries, including healthcare and finance, to enhance efficiency and accuracy. This course guides learners through key concepts such as AI, machine learning algorithms, neural networks, and data pre-processing.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ have a strong grasp of the fundamental principles of AI and ML ▪ develop an awareness of the ethical implications and societal impacts of AI and ML ▪ acquire knowledge of the tools and libraries of AI and ML ▪ understand the structure and function of neural networks to construct learning models ▪ recognise the role of an organisation in building an AI-ready culture and mindset ▪ showcase their abilities in applying AI and ML concepts to solve real-world problems.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Definition and foundation of AI and ML 2. Overview of AI applications in various industries 3. AI search algorithms 4. AI decision making and problem solving 5. Types of machine learning 6. Introduction to neural networks and types of neural networks 7. Overview of model evaluation, optimisation and deployment strategies 8. Building culture and mindset with AI and ML 9. Understanding ethical implications of AI and ML 10. The future and emerging trends in AI and ML
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Instructor-Led Training ▪ Group Discussion ▪ Demonstration ▪ Case Study
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



DATA ANALYTICS USING MACHINE LEARNING FOR PUBLIC SECTOR

Module ID	P/1/26 - 27/SDPC/NJ/13
Introduction	This course is designed to equip participants with foundational knowledge and practical skills in applying machine learning (ML) techniques for data analytics. In response to the growing need for evidence-based decision-making and efficient public service delivery, the course introduces core ML concepts, tools, and workflows tailored to government use cases.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ understand the fundamentals of machine learning and its role in data analytics ▪ utilise beginner-friendly ML tools to process and analyse data ▪ apply basic ML models to datasets ▪ interpret ML outputs to support decision-making and policy recommendations ▪ identify ethical considerations, data privacy requirements and limitations of ML.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to Machine Learning 2. Types of Machine Learning 3. Collecting, cleaning and transforming data for analysis 4. Machine Learning models 5. Interpreting and Visualising results 6. Ethics, privacy and governance in ML
Duration	3 Days 19.5 Hours
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Interactive lectures ▪ Case studies ▪ Group discussion ▪ Hands-on practical
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■			



MICROSOFT POWER BI - DATA ANALYTICS AND VISUALISATIONS

Module ID	P/1/26 - 27/SDPC/NJ/14
Introduction	<p>Data analytics and visualisations through Microsoft Power BI can assist organisation in making informed decisions for complex problems (such as on products or services) through data insights produced by the tool. Data insights can be obtained from the data patterns generated through data analysis and visualisation processes. Participants will be able to extract, examine, experiment, and present data attractively with ease and speed.</p> <p>This course is designed to help participants learn how to analyse data and create interactive reports and dashboards using Power BI. It teaches how to gather data from different sources, clean and transform it, and turn it into meaningful visuals that support better decision-making. The course also introduces basic data analysis concepts and gives hands-on experience with tools like Power Query and DAX, making it easier to understand trends and share insights in a simple and clear way.</p>
Learning Outcomes	<p>At the end of the program, participant will be able to:</p> <ul style="list-style-type: none"> ▪ import data to Microsoft Power BI ▪ transform data using Query Editor ▪ manage Table Relationships ▪ utilise Data Analysis Expressions (DAX) ▪ create Data Visualisations.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Setting up the data 2. Design Data Model 3. Use of aggregations 4. Create various charts 5. Maps 6. Scatterplots 7. Interactive dashboards for each project 8. Create histograms
Duration	3 Days 19,5 Hours
Target Audience	<p>Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration ▪ Case-Study
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



DATA ANALYSIS AND DECISION MAKING

Module ID	P/I/26 - 27/SDPC/NJ/15
Introduction	This course is designed to enhance participants' ability to interpret data, derive insights, and apply evidence-based decision-making in the public sector. In today's data-driven environment, the ability to analyse information accurately and translate it into actionable strategies is essential to make informed, transparent and impactful decisions
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ understand key concepts of data analysis and its role in effective decision-making ▪ apply descriptive and basic predictive analysis techniques to real datasets ▪ interpret data visualisations and identify patterns, trends and anomalies ▪ formulate evidence-based recommendations for organisational improvements ▪ communicate data driven findings clearly.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Foundations of Data Analysis 2. Importance, Principles and Role of Data Analysis 3. Data Collection and Preparation 4. Analytical Methods 5. Visualising and Interpreting Results 6. Decision-Making Frameworks
Duration	3 Days 19.5 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Interactive lectures ▪ Hands-on practical ▪ Group discussion ▪ Case studies
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



PROJECT MANAGEMENT ESSENTIALS

Module ID	P/I/26 - 27/SDPCOC/NJ/16
Introduction	This course covers Project Management Concepts and Applications using Microsoft Project. Microsoft Project helps users manage projects more effectively. It enables users to plan, schedule, and allocate resources, collaborate on projects, analyse project information and manage project teams.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ understand the Project Management fundamentals ▪ manage the project resources and the schedule ▪ create reports based on the project ▪ monitor the project ▪ customise the project environment ▪ use Microsoft Project for project management.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. The Project Management Fundamentals 2. Creating A Project 3. Managing Resources 4. Customising Project Environment 5. Team Project Management 6. Use of Microsoft Project
Duration	5 Days 32.5 Hours
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■			■
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■		■	



MOBILE APPS DESIGN & DEVELOPMENT

Module ID	P/I/26 - 27/SDPC/NJ/17
Introduction	<p>Internet usage has increased tremendously and rapidly in the past decade, and so has the usage of webpages and mobile apps. More designers are required to design mobile apps to meet the current demand. Projects of mobile app design would be almost impossible without the right tools; therefore, it is vital to select the right tool depending on the size of the project, team, and preference.</p> <p>In this course, participants will dive into the world of app design and discover how to create a great user experience for the target audience. Understanding how to create a great user experience for the audience is crucial to creating customer satisfaction. This is why learning about User Experience (UX) is a key skill for designers and marketing professionals alike.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ understand mobile design principles▪ identify the types of mobile app development technologies and the need and opportunities in the markets▪ work effectively as part of a team to develop and deliver quality software artifacts▪ evaluate and use appropriate methods and professional standards in computing practice▪ analyse, design, implement and evaluate a computer-based system, process, component or program to meet desired needs.▪ produce basic mobile app.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Introduction to Mobile Apps Design2. Types of Mobile App Development Technologies3. Essential Mobile App Design Elements4. Developing the App
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	<p>Participants should have prior knowledge of:</p> <ul style="list-style-type: none">▪ Computer literacy▪ Programming skills▪ HTML
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Instructor-Led Training▪ Hands-On Laboratory▪ Demonstration▪ Case-Study▪ Group Discussion

Assessment Methods	Pre-Test & Post-Test Program Evaluation
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Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



ORGANISATIONAL PROCESS IMPROVEMENT

Module ID	P/I/26 - 27/SDPCOC/NJ/18
Introduction	An introductory course on organisational process improvement equips individuals with the foundational knowledge and skills to enhance efficiency, reduce costs, and improve quality within their organisation. These courses typically cover methodologies, tools, and techniques for analysing, redesigning, and improving business processes. They also emphasise the importance of continuous improvement and provide practical strategies for implementing successful process improvement initiatives.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ improve the effectiveness of service delivery and challenge the status quo ▪ focus on the analysis and design of workflows and business processes within an organisation ▪ help to restructure the organisation by focusing on the ground-up design of their business processes.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Business Process Reengineering (BPR), Business Process Management (BPM), and Business Process Improvement (BPI) 2. Redesign process 3. Change management and implementation 4. Action Plan
Duration	3 Days 19,5 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> • Lecture • Discussion • Case-Study
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■	■	



PENGENALAN ASAS IT

Module ID	P/I/26 - 27/SDPC/NJ/19
Introduction	Dalam perkembangan dan revolusi IT yang semakin canggih, keupayaan untuk mengetahui dan memahami IT di peringkat asas adalah sangat penting. Perubahan teknologi memberikan cabaran besar terhadap semua pekerjaan di perkhidmatan awam. Penjawat awam perlu bersedia meningkatkan pengetahuan dan kemahiran dalam bidang IT yang dapat membantu melancarkan pekerjaan seharian.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat : <ul style="list-style-type: none">• menggunakan teknologi asas komputer• mengetahui alat komputer asas dan fungsinya• menggunakan aplikasi asas bagi penyediaan bahan seperti Microsoft Word, Excel dan Powerpoint• memahami konsep rangkaian komputer (computer networks)• menyelesaikan masalah teknikal asas berkaitan komputer <i>hardware</i> dan <i>software</i>• mengembangkan kemahiran asas menggunakan komputer.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Persekitaran digital2. Peranti digital (digital device)3. Konsep <i>software</i> dan <i>hardware</i>4. Konsep <i>operating systems</i> dan <i>computer networks</i>5. Dokumen asas dan pembentangan (presentation)
Duration	1 Hari 6.5 Jam
Target Audience	Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus ini akan disampaikan melalui : <ul style="list-style-type: none">▪ Ceramah▪ Demonstrasi▪ Latihan Praktikal
Assessment Methods	Pre-Test & Post-Test Penilaian program

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



DIGITAL LITERACY

Module ID	P/1/26 - 27/SDPC/NJ/20
Introduction	This course is designed to strengthen participants' ability to navigate, evaluate, and create information using a range of digital tools and platforms. In response to the accelerating pace of technological change, the program aims to build essential skills for safe, effective, and responsible digital engagement in the public sector.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none">▪ understand the current landscape of digital technology▪ use digital tools and information ethically and safely▪ access information on the internet safely▪ manage digital identity effectively.
Key Topics	Key topics include: <ol style="list-style-type: none">1. Digital Economy Masterplan2. Artificial Intelligence Governance and Ethics3. Digital Citizenship4. Information Security5. Digital Etiquette Standard
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV
Pre-Requisite	N/A
Language	Bahasa Melayu & English
Methodology	The course will be delivered using: <ul style="list-style-type: none">▪ Interactive Lectures▪ Group Discussions▪ Demonstrations▪ Case Studies
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



INTRODUCTION TO MICROSOFT SHAREPOINT

Module ID	P/I/26 - 27/SDPEPC/NJ/21
Introduction	This course is designed to help participants understand and use Microsoft SharePoint for storing, sharing, and working on files together. In response to the need for better teamwork and file management, this course supports users in using SharePoint with Microsoft Office. This course enables participants to navigate SharePoint, use file libraries, and work with team sites. Aligned with national commitments such as improving digital skills and collaboration, this course builds confidence in using modern workplace tools.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ know the basic fundamental features of Microsoft SharePoint ▪ learn how to utilise Microsoft SharePoint file storage, sharing and collaboration ▪ create team sites with various features.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. SharePoint Fundamentals 2. Using Documents in Libraries 3. Integrating SharePoint and Office 4. Social Features
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Demonstrations ▪ Hands-On Practical
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage ■	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability



INTRODUCTION TO BASIC PROGRAMMING

Module ID	P/I/26 - 27/SDPC/NJ/22
Introduction	This course is designed to introduce participants to the fundamental concepts of programming. The course enables participants to grasp the logic and structure of basic programming, write simple code, and apply problem-solving skills to create small-scale programs.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ demonstrate understanding of fundamental programming concepts such as variables, data types and control structures ▪ learn about software and tools used by developers ▪ apply basic coding to create simple programs.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Programming 2. Fundamentals of Basic Syntax and Data Handling 3. Decision Making using Control Structures
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu & English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lectures for concept delivery ▪ Guided coding demonstrations ▪ Hands-on exercises
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



IT SECURITY AWARENESS FOR EXECUTIVES

Module ID	P/I/26 - 27/SDPC/NJ/23
Introduction	This course is designed to focus management's attention on security. Enables an organisation to improve its security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security-conscious behaviour. They need to know the 'why security' to make a good management choice, as they are ultimately responsible for the security of their ministry/department. They are also responsible for daily decision-making and the infusion of values and culture throughout the organisation through their actions. The organisation must be able to quickly detect and respond to security incidents should they occur.
Learning Outcomes	At the end of the program, participant will be able to: <ul style="list-style-type: none"> ▪ learn fundamentals of Information Security, ensure secure emails and safe Internet Surfing ▪ stay ahead of today's cyber threats ▪ mitigate and manage risk as a result of security threats ▪ protect the Information Asset ▪ respond to Incidents ▪ tackle various legal issues related to IT Security.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Information Security Basics 2. Online Security Threats and their countermeasures 3. Incident Handling 4. General Information Security 5. Introduction to ISO 27001/27002 6. General Security Threats and their countermeasures
Duration	1 Day 6,5 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Demonstration
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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IT SECURITY AWARENESS FOR END USERS

Module ID	P/I/26 - 27/SDPC/NJ/24
Introduction	This course is designed to enable an organisation to improve its security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security-conscious behaviour. Any supporting staff must be aware and literate in the core component of the Information Security Strategy.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ learn fundamentals of Information Security, ensure secure emails and safe Internet Surfing ▪ stay ahead of today's cyber threats ▪ learn how to protect your computer and your account by Password Construction and Management ▪ understand Digital Rights Management (DRM) including piracy ▪ differentiate what exactly computer viruses and worms are. ▪ identify a phisher, hacker, shoulder surfer, and dumpster diver ▪ know what you to do when a security incident happens.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Information Security Basics 2. Online Security Threats and their countermeasures 3. General Security Threats and their countermeasures 4. Incident Handling
Duration	1 Day 6.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Demonstration ▪ Case Study ▪ Hands-On Practical
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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INFOGRAPHIC FOR BEGINNERS

Module ID	P/I/26 - 27/SDPEPC/NJ/25
Introduction	This course is designed to introduce participants to the principles, tools, and techniques for creating clear, engaging and informative infographics that can be easily digested by the audience/viewer. People learn and remember more effectively through the use of text and visuals than through text alone.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ demonstrate understanding of basic design principles such as layout, typography, colour theory and visual hierarchy ▪ understand the purpose and use of infographics ▪ apply design best practices to communicate information effectively ▪ learn the concept of good and bad infographic designs.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Infographics 2. Infographic Design Concepts 3. Design Elements of Infographics 4. Tools for Infographics
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu and English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Interactive lectures ▪ Guided demonstrations ▪ Peer review activities for constructive feedback
Assessment Methods	The course will use Kahoot as a pre-assessment and post-assessment tool. Participants will also be given an infographic project based on a selected topic.

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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VIDEO CREATION FOR BEGINNERS

Module ID	P/I/26 - 27/SDPEPC/NJ/26
Introduction	This course is designed to cover all the creative aspects of planning, shooting, and editing an incredible video. For beginners, video making can quickly become overwhelming to learn, considering the availability of various types of video-creating software and hundreds of video editing tools to use. With the latest video application tools including AI, video making for those with no prior experience can finally be a thing that can be achieved, and its friendly interface, which uses easy drag and drop features, can help aspiring video makers produce quality and useful videos whether to be used for work or inspiring others with meaningful messages through a well-made video.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ create and design a video ▪ understand the designs for creating an engaging and impactful video ▪ create a storyboard for video creation ▪ utilise the most important features/tools in the video editor application to produce an effective video.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to video creation 2. Video editor application planning and brainstorm 3. Storyboarding 4. Video creation
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV
Pre-Requisite	Participants should: <ul style="list-style-type: none"> ▪ Have basic computer literacy skills
Language	Bahasa Melayu and English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-on activities ▪ Demonstration ▪ Practical exercises and activity
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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CREATING DIAGRAMS WITH MICROSOFT VISIO

Module ID	P/I/26 - 27/SDPEPC/NJ/27
Introduction	This course enables participants to create a variety of diagrams, including flowcharts, organisational charts, network diagrams, and floor plans. It provides a range of templates and shapes for visualising processes, structures, and systems, making it useful for both business and technical documentation. This course will use Visio's tools to visualise complex processes to transform abstract concepts into actionable visuals, making work more impactful and easier to understand.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ demonstrate proficiency in using Microsoft Visio's tools, menus, and features to create, modify, and manage diagrams ▪ design and produce a variety of diagrams, including flowcharts, organisational charts, network diagrams, and floor plans, using appropriate templates and stencils ▪ apply advanced formatting techniques, themes, styles, and layers to enhance the visual appeal and clarity of diagrams.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Microsoft Visio 2. Basic Diagramming Techniques 3. Advanced Diagram Types 4. Customising Diagrams
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
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2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
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MICROSOFT WORD (BASIC)

Module ID	P/I/26 - 27/SDPC/NJ/28
Introduction	Microsoft (MS) Word is the most common Word Processing software used in organisation to make professional-quality documents such as letters, memorandums, and reports. MS Word has features that allow users to format and save it to view or edit later in the best possible way. In addition, MS Word also allows users to share documents among colleagues and make changes and comments asynchronously. This course will provide participants with the knowledge to utilise functions in MS Word to make documents more organised and structured.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none">▪ apply basic functions in Microsoft Word▪ structure documents using tables, lists, paragraphs and columns▪ insert graphics into a document.
Key Topics	Key topics include: <ol style="list-style-type: none">1. Introduction to Microsoft Word2. Basic functions and layout3. Basic formatting4. Graphics element
Duration	2 Days 13 Hours
Target Audience	Non- Executive Services (Non-ES) – Bahagian IV dan V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	The course will be delivered using: <ul style="list-style-type: none">▪ Instructor-Led Training▪ Hands-on laboratory▪ Demonstration▪ Case-study
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result ■	3.2 Continuous Improvement ■	4.1 Organisational Development	4.2 Building Capability



MICROSOFT POWERPOINT (BASIC)

Module ID	P/I/26 - 27/SDPEPC/NJ/29
Introduction	<p>Presentation quality or an interesting method of communication via electronic media is indispensable for any organisation or individual who serves as an academic, presenter of information, communication or training operators or operation of the project.</p> <p>Microsoft PowerPoint is a complete presentation graphics package. It provides all the necessities for producing professional performances. Through this foundation course, the show will be formed by producing the first slide to the last slide to reveal additional features performances such as background format, drawing, colour, transitions and animations, drawing tools and the characteristics of the control, which makes it easier to become a professional presentation operator.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ create suitable and effective presentations ▪ use Microsoft PowerPoint features to customise slides ▪ manage and control the slides and presentations
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to slides 2. Managing slides 3. Inserting elements into slides 4. Applying transitions and animations 5. Slide designs
Duration	2 Days 13 Hours
Target Audience	<p>Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Demonstration ▪ Practical ▪ Case study
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
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2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
☐		☐	☐		



MAIL MERGE MENGGUNAKAN MICROSOFT WORD (INTERMEDIATE)

Module ID	P/1/26 - 27/SDPC/NJ/30
Introduction	Melalui kursus ini, peserta akan mengetahui perbezaan di antara data dengan maklumat dan pengolahannya untuk digunakan secara jangka panjang. Selain itu, peserta akan mempelajari satu kaedah praktikal yang dipanggil 'Mail Merge' yang terdapat dalam perisian Microsoft Word. Kaedah ini memberi kemudahan cara yang paling efisien untuk mengendalikan persuratan.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat: <ul style="list-style-type: none">▪ menguasai ciri-ciri Pangkalan Data dalam Mail Merge▪ menghasilkan pelbagai jenis maklumat melalui pangkalan data bagi tujuan perkongsian maklumat▪ meningkatkan pengetahuan yang terbit dari data dan maklumat▪ meningkatkan mutu kerja secara amnya.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Pengenalan Data, Maklumat dan Pengetahuan2. Penyimpanan dan Pelaksanaan Data dan Maklumat3. Konsep dan Langkah-langkah Mail Merge di dalam Microsoft Word4. Proses pengubahsuaian sumber data dan dokumen data
Duration	2 Hari 13 Jam
Target Audience	Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV dan V
Pre-Requisite	Kemahiran asas komputer dan Microsoft Word
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Latihan Praktikal▪ Kajian Kes
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



MICROSOFT EXCEL (BASIC)

Module ID	P/I/26 - 27/SDPCOC/NJ/31
Introduction	This course is designed to introduce participants to the basic functions and features of Microsoft Excel, a powerful spreadsheet tool used for recording, organising, calculating, and analysing numerical and statistical data. In response to the growing need for digital competency in data handling and reporting, this course supports individuals—particularly those with no prior experience—with foundational Excel skills for both professional and personal use.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ utilise spreadsheet software in a day-to-day business environment effectively ▪ indicate the names and functions of the Excel interface components ▪ enter, edit, and format data and cells ▪ construct formulas, including the use of built-in functions, and relative and absolute references ▪ create and modify charts ▪ preview and print worksheets.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Exploring Spreadsheet 2. Basic Excel Features 3. Modifying Cells and Data 4. Cell Formatting 5. Enhancing a Worksheet's appearance 6. Working with Charts 7. Printing the Workbook
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration ▪ Step-By-Step Guides
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability



MICROSOFT EXCEL (INTERMEDIATE)

Module ID	P/I/26 - 27/SDPC/NJ/32
Introduction	<p>This course is designed to enhance the skills of individuals with basic Excel knowledge, focusing on composing and applying formulas to efficiently manipulate and analyse data. In response to the growing need for advanced data management and decision-support capabilities in the workplace, this course provides practical training on auditing and correcting formulas, utilising essential Excel functions—including date and time, text, statistical, and lookup functions and managing complex worksheets.</p> <p>This course supports the development of data literacy and analytical proficiency, enabling participants to handle large datasets, import data from other software, analyse data tables, and create PivotTables for effective data summarisation. This course enables participants to harness the full potential of Microsoft Excel as a powerful analytical tool that aids decision-makers in deriving informed and strategic outcomes.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> • create formulas and correct formula errors • apply advanced Excel Functions such as Conditional Formatting • create effective spreadsheets • create more advanced charts and pivot table • use an electronic spreadsheet to make useful alternatives to support in making decisions • interpret raw data into useful data for decision-makers.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Creating and auditing formulas 2. Creating a formula using the named range 3. Functions use 4. Formatting data in excel 5. Working with many and large worksheets 6. Charts and pivot table
Duration	2 Days 13 Hours
Target Audience	<p>Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	<p>Participants should have prior knowledge of:</p> <ul style="list-style-type: none"> ▪ Microsoft Excel Basic
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration ▪ Step-By-Step Guides
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



MICROSOFT ACCESS (BASIC)

Module ID	P/1/26 - 27/SDPC/NJ/33
Introduction	<p>Data stored in a database transforms into structured and meaningful information to fit users' needs. Using a database makes it easier to share information and provide access to data according to specific requirements and needs at any time. Microsoft (MS) Access is a well-known database management system that enables users to manage data and analyse massive amounts of information efficiently. MS Access provides a combination of database functionality and programming capabilities for creating easy-to-navigate forms.</p> <p>In addition, MS Access is simple to install and easy to understand with the help of its graphical user interface (GUI). It lets users create tables, forms, queries, and reports and connect with the aid of Macros.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ apply basic knowledge of using functions in Microsoft Access▪ structure data and information using tables▪ make a simple query and create a form▪ generate a simple report.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Introduction to Microsoft Access2. Databases3. Introduction to Queries4. Forms and Reports5. Basic Data Analysis and Calculations6. Basic Database Maintenance and Backup
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Instructor-Led Training▪ Hands-On Laboratory▪ Demonstration▪ Case-Study
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



MICROSOFT ACCESS (INTERMEDIATE)

Module ID	P/I/26 - 27/SDPC/NJ/34
Introduction	This course is designed for users who have a basic understanding of Microsoft Access and wish to deepen their knowledge and skills in database management. This course delves into more advanced features and functionalities, including complex query creation, advanced form design, and sophisticated report generation. Participants will learn how to efficiently manage and analyse large datasets, implement relational database principles, and automate tasks with macros. Through hands-on exercises and real-world scenarios, participants will gain the expertise needed to build robust databases, streamline data processes, and enhance data-driven decision-making capabilities in their professional environments.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ create and optimise complex queries using advanced techniques ▪ design and customise advanced forms and reports. ▪ implement and manage complex relational database structures ▪ develop and utilise macros to automate repetitive tasks, streamline workflows, and create user-friendly interfaces that improve productivity and consistency in database operations ▪ employ advanced data management techniques and performing backup and recovery operations to ensure data protection and reliability.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Advanced Query Technique 2. Working with Data Relationships 3. Advanced Form Design 4. Reports 5. Macros and Automation 6. Advanced Data Validation and Integrity 7. Database Optimisation and Performance 8. Security and User Management
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	Participants should have prior knowledge of: <ul style="list-style-type: none"> ▪ Microsoft Access Basic
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



DESIGN THINKING

Module ID	P/1/26 - 27/SDPEPCOC/NJ/35
Introduction	Focus on listening, empathy, whole-brain thinking, collaboration, and experimentation, design thinking can be applied in any field - from architecture and design to healthcare and product development to urban planning and beyond. As participants put knowledge to work in several design challenges, participants will learn how to harness the power of design thinking to create a path to innovation, unveil new possibilities and make a greater contribution to the organisation's future success.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ solve complex challenges through the process of structured design thinking ▪ drive better results by combining design thinking with analytical decision making ▪ establish a framework for building an environment that fosters creativity ▪ develop new ways to collaborate across all functions of the organisation.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Design Thinking 2. Design Thinking Mindset and Principles 3. The Five Phases of Design Thinking
Duration	3 Days 19,5 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Interactive Activity ▪ Team Activity ▪ Group Discussion
Assessment Methods	Pre-Test & Post-Test Individual Mini Project Group Project Group Presentation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■	■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■	■	■	■	



PROBLEM SOLVING AND DECISION MAKING

Module ID	P/1/26 - 27/SDPC/NJ/36
Introduction	This course is designed to develop participants' problem-solving and decision-making skills through a structured approach that leads to better, more consistent outcomes. In response to the lack of formal training in these essential skills, this course supports individuals in becoming more effective and confident in tackling challenges in the workplace. This course enables participants to think critically, evaluate options logically, and make informed decisions using practical tools and proven strategies.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ dismantle complex problems ▪ apply the techniques of critical thinking in problem-solving and decision making ▪ develop positions and arrive at decisions that are logical and explicable to others ▪ approach a problem systematically ▪ identify alternate solutions to problems at work ▪ generate a wider variety of quality solutions ▪ recognise and avoid common pitfalls.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to Decision Making 2. Barriers to Brilliant Decisions 3. Critical Thinking 4. Problem Analysis Guidelines
Duration	2 Days 13 Hours
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Instructor-Led Training ▪ Group Discussion
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■			■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



KUMPULAN INOVASI DAN KREATIF PERKHIDMATAN AWAM

Module ID	P/I/26 - 27/SDPCOC/NJ/37
Introduction	Kursus ini akan mengetengahkan beberapa kaedah inovasi dan kreatif yang boleh digunakan untuk membantu apa jua bentuk pembaharuan dan penambahbaikan di tempat kerja.
Learning Outcomes	<p>Di akhir kursus ini, peserta akan dapat :</p> <ul style="list-style-type: none"> ▪ melaksanakan tugas-tugas secara berkumpulan menggunakan konsep, struktur dan prinsip-prinsip inovasi dan kreatif ▪ memupuk sikap bekerja secara kumpulan dan juga memahami serta mempelajari alat-alat dan teknik-teknik menyelesaikan masalah ▪ membudayakan inovasi di tempat kerja dengan membuat pembaharuan dan penambahbaikan.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> 1. Asas Inovasi & Kreatif 2. Putaran Rancang-Laksana-Semak-Tindak (RLST) dalam penyelesaian masalah 3. Analisis Proses Kerja 4. Pengumpulan Data Analisis 5. Penyediaan Pelan Tindakan
Duration	4 Hari 26 Jam
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	Penyertaan terdiri daripada satu kumpulan yang merancang untuk melaksanakan projek inovasi & kreatif
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> ▪ Ceramah ▪ Perbincangan ▪ Demonstrasi ▪ Kajian Kes
Assessment Methods	<p>Pre-Test & Post-Test Penilaian Program</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■	■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■	■	



CRISIS MANAGEMENT (NEW)

Module ID	P/M/26 - 27/SDPEPC/NJ/38
Introduction	This workshop addresses the growing importance of crisis management in an unpredictable and hazardous world. It covers the strategic process of anticipating, preparing for, responding to, and recovering from crises, especially natural disasters. Participants will gain knowledge of crisis dynamics, human stress responses, and practical crisis intervention techniques using a holistic model such as the Critical Incident Stress Management (CISM) system. The course promotes readiness to mitigate crisis impact, manage communication, and support individuals and organisations throughout crisis situations.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ recognise common human emotional and psychological reactions during disaster and crisis situations, differentiating between normal and pathological responses▪ apply individual and group crisis intervention techniques to effectively de-escalate crises and provide psychological first aid▪ demonstrate good crisis communication skills with stakeholders including the media.▪ utilise the CISM model for coordinated crisis/disaster management▪ analyse risks, coping ability, and select appropriate intervention and disaster response plans▪ build resilient organisations and individuals equipped to handle crises.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Introduction to Crisis and Crisis Management2. Disaster Response and Recovery3. Critical Incident Stress Management (CISM) System4. Crisis Communication5. Crisis Intervention Techniques and Psychological First Aid
Duration	4 Days 26 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Classroom Lectures▪ Role Plays and Simulations▪ Training Videos▪ Group Discussions▪ Case Studies▪ Self-paced Independent Study
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■	■			



INTRODUCTION TO RISK MANAGEMENT (NEW)

Module ID	P/M/26 - 27/SDPEPCOC/NJ/39
Introduction	This awareness training provides practical guidance to supplement and assist workplaces prior to start of critical activity to ensure risk is reduced to levels that are <i>As Low as Reasonably Practicable (ALARP)</i> .
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ understand the Workplace Safety and Health (Risk Management) Regulations, 2014▪ form a Risk Assessment Team in their workplace with expected duties and responsibilities▪ conduct risk assessment prior to work activities▪ support and materialise the Nations aspiration of <i>Brunei is a Safe place to work and live</i>
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Purpose of Risk Assessment2. Preparation, implementation and record keeping of Risk Assessment
Duration	0.5 Day 4 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	<p>Participant should have prior knowledge of:</p> <ul style="list-style-type: none">▪ National Health & Safety Induction <p><i>Pre-read: 2022/IGN/04 Guide to Risk Management</i></p>
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Lecture▪ Discussion▪ Group activities
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



ESTABLISHMENT OF WORKPLACE SAFETY & HEALTH COMMITTEE (NEW)

Module ID	P/M/26 - 27/SDOC/NJ/40
Introduction	<p>This awareness training provides an overview of how to establish a Workplace Safety and Health Committee. It covers the formation, function, roles and responsibilities of the committee and its power to exercise legal duties at their workplace.</p> <p><i>This awareness training is <u>only suited</u> for a workplace with a total of 50 or more people <u>excluding</u> people who carry out any work which is of a temporary nature and is not ordinarily carried out in the workplace.</i></p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ understand the Workplace Safety and Health (Workplace Safety and Health Committees) Regulations▪ form a WSH committee in their workplace with expected duties and role as the WSH member▪ convey to respective management the importance of building safety culture in Brunei Darussalam▪ support and materialise the Nations aspiration of Brunei is a <i>Safe place to work and live</i>
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Purpose and formation of WSH committee2. Roles and responsibilities, function and power3. Conduct a meeting (with minutes of meeting)
Duration	0.5 Day 4 Hours
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	<p>Participant should have prior knowledge of:</p> <ul style="list-style-type: none">▪ National Health & Safety Induction <p><i>Pre-read: 2023/IGN/02 Guidance on Establishment of Workplace Safety and Health Committee in a Workplace</i></p>
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Lecture▪ Discussion▪ Group activities
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability	
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NATIONAL HEALTH & SAFETY INDUCTION AT WORK (NEW)

Module ID	P/M/26 - 27/SDOC/NJ/41
Introduction	This awareness training provides a broad but basic safety and health awareness at the workplace.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> understand legal duties at the workplace understand hazard and risk promote the importance of building safety culture in Negara Brunei Darussalam, complimenting elements in <i>Maqasid Syariah</i> support and materialise the Nations aspiration of Brunei is a <i>Safe place to work and live</i>
Key Topics	Key topics include: <ol style="list-style-type: none"> Why Safety is important? Introduction of hazard and risk Culture of Intervention Before start of job Prioritise your wellness at the workplace Emergency protocol Additional information – other safety reminders and offences / penalties / fines Why do you need to follow safety rules and instruction
Duration	0.5 Day 4 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> Lecture Discussions Group activities
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability

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INDUKSI PERKHIDMATAN AWAM

Module ID	P/M/26 - 27/SD/NJ/42
Introduction	Program ini akan mengenalkan pegawai dan kakitangan yang baru berkhidmat dengan Kerajaan kepada keperluan jawatan serta <i>standard</i> prestasi dan tingkah laku yang diharapkan selaku penjawat awam. Kursus akan membiasakan (familiarise) serta membantu penjawat awam baharu mengenali Kerajaan di dalam pelbagai aspek.
Learning Outcomes	Di akhir kursus, peserta akan dapat: <ul style="list-style-type: none">▪ mengukuhkan pengetahuan tentang struktur, pentadbiran, dasar, peraturan serta undang-undang berkaitan perkhidmatan awam▪ memahami peranan dan tanggungjawab sebagai warga Perkhidmatan Awam yang berintegriti, beretika, serta mematuhi etika kerja dan rukun akhlak▪ mengaplikasikan prosedur, tatatertib, dan peraturan kerajaan termasuk Akta Suruhanjaya Perkhidmatan Awam serta aspek keselamatan, kerahsiaan, dan pengurusan risiko dalam tugas harian▪ menyedari tanggungjawab sebagai ejen reformasi dalam membina perkhidmatan awam yang cemerlang, selari dengan wawasan Brunei Darussalam 2035 dan perkembangan terkini di era abad ke-21
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. <i>Introduction & Group Synergy</i>2. Prosedur & Peraturan Kerajaan3. Membina Perkhidmatan Awam yang Cemerlang4. Etika & Integriti5. Mengurus Kewangan Dengan Bijak
Duration	5 Hari 32.5 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V <i>Nota: Peserta yang belum pernah mengikuti program Induksi Perkhidmatan Awam anjuran Institut Perkhidmatan Awam (IPA)</i>
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Demonstrasi▪ Aktiviti Latihan▪ Perbincangan
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values		1.2 Drive Change		1.3 Business Acumen	
■				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability



INDUKSI PERKHIDMATAN AWAM (REFRESHER)

Module ID	P/M/26 - 27/SD/NJ/43
Introduction	Pengetahuan dan kemahiran yang sedia ada perlu diberi penyegaran dan program ini bakal membawa peserta kembali kepada asas agar dapat menyemak semula konsep pentadbiran, pengurusan, dasar, peraturan dan undang-undang yang relevan. Kursus juga akan meningkatkan kemahiran dan maklumat baharu yang mungkin belum diketahui.
Learning Outcomes	Di akhir program, peserta akan dapat mengukuhkan / mengimbas semula pengetahuan penting dan kemahiran serta mempelajari tentang perkembangan baharu yang berkaitan dengan: <ul style="list-style-type: none">▪ struktur dan hal ehwal pentadbiran, dasar-dasar, peraturan-peraturan dan undang-undang Kerajaan▪ peranan selaku warga Perkhidmatan Awam yang berintegriti dan beretika▪ tanggungjawab warga Perkhidmatan Awam selaku ejen reformasi.
Key Topics	Tajuk utama termasuk: <ol style="list-style-type: none">1. Pengenalan & Group Synergy2. Prosedur & Peraturan Kerajaan3. Membina Perkhidmatan Awam yang Cemerlang4. Etika & Integriti
Duration	2 Hari 13 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V <i>Nota: Belum pernah mengikuti program Induksi Perkhidmatan Awam anjuran Institut Perkhidmatan Awam (IPA) dan telah berkhidmat dengan Kerajaan melebihi 10 tahun</i>
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability



PERSEDIAAN PERSARAAN

Module ID	P/M/26 - 27/SDOC/NJ/44
Introduction	<p>Program ini bertujuan untuk menyediakan individu menghadapi perubahan besar dalam kehidupan apabila memasuki alam persaraan. Program ini memberi pendedahan tentang persiapan psikologi, fizikal, emosi, dan kewangan agar mereka dapat menyesuaikan diri dengan fasa persaraan secara lebih berkesan dan bermakna.</p> <p>Kursus ini membantu bakal pesara menyesuaikan diri dengan perubahan hidup supaya persaraan bukan hanya menjadi titik akhir kerja, tetapi juga permulaan baru yang bermakna dan produktif.</p> <p>Secara ringkas, kursus ini memberi panduan komprehensif dalam persediaan menghadapi alam persaraan dari sudut psikologi, kewangan, kesihatan dan perancangan masa depan, dengan harapan peserta akan melalui fasa persaraan dengan lebih yakin dan terkawal.</p>
Learning Outcomes	<p>Di akhir kursus, peserta akan memperolehi pengetahuan dan kemahiran mengenai:</p> <ul style="list-style-type: none">▪ persediaan diri dari segi mental, fizikal dan rohani▪ perancangan persaraan▪ peluang-peluang penyertaan dalam bidang perniagaan/ keusahawanan, kemasyarakatan, keagamaan dan sosial▪ pengurusan perniagaan dan keusahawanan▪ pengurusan kewangan.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Persediaan dan perancangan persaraan2. Wasiat3. Pemantapan Kerohanian4. Peranan agensi-agensi kerajaan dan swasta yang berkaitan kepada persediaan persaraan5. Penjagaan kesihatan6. Penglibatan dalam sosio kemasyarakatan7. Kesedaran Jenayah Siber: Penipuan dalam talian8. Peluang-peluang keusahawanan dan perniagaan9. Peluang - peluang pelaburan di Negara Brunei Darussalam.
Duration	6 Hari 39 Jam
Target Audience	<p>Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p> <p><i>Nota: Pegawai dan kakitangan dari semua bahagian (I – V) yang bakal bersara sebelum 10 - 15 tahun persaraan perkhidmatan 50/55 atau 60 tahun</i></p>
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah / Taklimat▪ Perbincangan▪ Demonstrasi▪ Lawatan Sambil Belajar

Assessment Methods	N/A
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Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
					■



TRAIN THE TRAINER

Module ID	P/M/26 - 27/SDPEOC/NJ/45
Introduction	<p>Training adults effectively requires a thorough understanding of their unique learning needs, as outlined by Malcolm Knowles' Theory of Adult Learning, which emphasises self-direction, relevance, and internal motivation. The ADDIE Model provides a structured framework for designing and delivering training, involving five key phases: Analysis, Design, Development, Implementation, and Evaluation.</p> <p>Throughout this process, trainers set clear learning objectives, craft detailed lesson plans, develop engaging training materials, and use diverse methodologies—including interactive activities and effective presentation techniques—to create a positive learning environment. Continuous evaluation ensures training effectiveness and supports ongoing improvement. This approach equips trainers with the knowledge and skills to deliver impactful, learner-centered training programs in professional settings.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ impart the knowledge, skills and behaviour transmitting knowledge by training ▪ facilitate individual and group learning processes ▪ design educational programmes ▪ use effective instructional methods to train people
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Theory of Adult Learning 2. The ADDIE Model 3. Learning Needs Analysis 4. Design training programme 5. Setting learning objectives 6. Lesson plan 7. Design and developing training materials 8. Learner engagement & positive environment 9. Training methodology and training aids 10. Evaluation Method 11. Training Needs Analysis 12. Effective Presentation Skills
Duration	5 Days 32.5 Hours
Target Audience	<p>Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Group Discussion ▪ Presentation ▪ Demonstration ▪ Games / Quiz ▪ Activity

Assessment Methods

N/A

Competency Focus

This course focuses on developing the PSCDF core competencies:

1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values		1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital
					■
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■				■



ASAS KEMAHIRAN KAUNSELING

Module ID	P/M/26 - 27/PEPCOC/NJ/46
Introduction	<p>Kaunseling di tempat kerja memainkan peranan penting di dalam meningkatkan kualiti pekerja. Program ini menekankan tentang impak kaunseling pada peringkat individu, pasukan dan organisasi. Di peringkat individu, mereka akan dapat memahami diri yang lebih jelas, membangunkan pemikiran kritis, dan dapat merangka pelan tindakan untuk pembangunan peribadi dan kerjaya warga dalam perkhidmatan awam. Selain itu juga, individu dapat menggunakan pendekatan kaunseling di dalam menangani permasalahan atau cabaran pekerja. Di peringkat pasukan, kaunseling dapat membantu membina daya tahan emosi pasukan dalam menguruskan konflik dan tekanan secara bersama. Manakala di peringkat organisasi, dengan adanya kemahiran kaunseling, organisasi akan mendapatkan manfaat melalui peningkatan kesejahteraan pekerja yang membawa kepada produktiviti lebih tinggi, memupuk budaya kerja yang sihat dan mewujudkan tenaga kerja yang lebih tahan lasak dan mudah menyesuaikan diri dengan cabaran dalam organisasi.</p>
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none">▪ mengenal pasti isu dan permasalahan pekerja yang memberi kesan kepada prestasi kerja serta pencapaian organisasi▪ menyokong perkembangan individu dalam persekitaran pembelajaran dan kerja▪ melaksanakan teknik asas kaunseling untuk membantu individu bagi meningkatkan kualiti dan produktiviti kerja serta kehidupan.
Key Topics	<p>Topik utama termasuk:</p> <ul style="list-style-type: none">▪ Pengenalan kaunseling▪ Kemahiran asas kaunseling▪ Strategi kaunseling di tempat kerja
Duration	2 Hari 13 Jam
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Aktiviti▪ Praktikal
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■	■	■	



DETOX MINDA

Module ID	P/M/26 - 27/SDPC/NJ/47
Introduction	Setiap tekanan atau stres yang berlaku merupakan rahmat dari Allah SWT dan boleh membawa kesan positif atau negatif. Jika stres tidak dapat ditangani dengan baik, ianya akan menjatuhkan semangat, prestasi dan produktiviti seseorang individu dan memberi impak negatif kepada organisasi. Kursus ini boleh membantu melengkapkan individu dengan kemahiran menangani stres dengan berkesan. Kursus juga akan membantu menangani konflik dan memperkenalkan kemahiran untuk mengurangkan dan mengurus konflik dengan kemahiran interpersonal yang baik semasa berkomunikasi dengan pelbagai lapisan perkhidmatan awam.
Learning Outcomes	Di akhir kursus, peserta akan dapat: <ul style="list-style-type: none">▪ mengenal pasti dan melepaskan beban pemikiran negatif, tekanan, dan kebimbangan yang menghalang mereka daripada berfikir dengan jelas▪ membina sikap positif dan tenang dalam kehidupan seharian▪ membantu mencipta minda yang lebih sihat dan seimbang▪ mempraktikkan kemahiran mengawal stres▪ mengetahui cara-cara bekerja dengan orang yang sukar dalam situasi yang sukar.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Pengenalan detox minda2. Bebanan mental dan kognitif3. Ketahanan mental4. Teknik dan amalan detox minda
Duration	3 Days 19.5 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Latihan Amali▪ Demonstrasi
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



KERJA BERPASUKAN

Module ID	P/M/26 - 27/SDPEPCOC/NJ/48
Introduction	Organisasi di tempat kerja terus berkembang. Justeru para pemimpin organisasi sedar bahawa peranan pasukan dalam organisasi masing-masing menjadi begitu penting. Penggabungan tenaga, idea, kemahiran dan pengetahuan secara kolektif diperlukan untuk menangani sebarang masalah organisasi oleh pemimpin. Pasukan memainkan peranan penting di dalam setiap organisasi. Ini adalah kerana pasukan mempunyai banyak kelebihan daripada individu secara perseorangan. Kelebihan begitu ketara dari segi pengalaman, kemahiran, perolehan maklumat, pembahagian kerja dan pengembelengan tenaga.
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none">▪ membangunkan pelan tindakan diri untuk memastikan satu pasukan kerja yang berkesan dapat diwujudkan▪ mengenal pasti dan mengaplikasi kerja berpasukan yang bersesuaian▪ mengenal pasti kebolehan setiap individu di dalam kerja berpasukan bagi meningkatkan keberkesanan dalam pelaksanaan kerja▪ mempengaruhi kelakuan/ sikap individu dalam pasukan dan mengatasi konflik di dalam kerja berpasukan▪ berkomunikasi dengan berkesan untuk mendapat kesepakatan dalam mencapai objektif kumpulan▪ menghasilkan pelan tindakan bagi meningkatkan prestasi kerja berkumpulan▪ melaksanakan teknik kepimpinan dalam memotivasi dan membimbing ahli pasukan ke arah pencapaian matlamat bersama.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Asas pasukan dan kerja berpasukan2. Teknik berkomunikasi dan menghadapi konflik3. Kepimpinan dalam kerja berpasukan dan membentuk kumpulan dinamik4. Pelan Tindakan Pembangunan Diri (Personal Development Action Plan (PDAP))
Duration	3 Hari 19.5 Jam
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Kerja Kumpulan
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■			■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■			■



INTRODUCTION TO RESEARCH METHODS

Module ID	P/M/26 - 27/SDPCOC/NJ/49
Introduction	This course is designed to equip participant with essential skills and knowledge for conducting effective research across various fields. By exploring both qualitative and quantitative research methodologies, participant will gain a comprehensive understanding of how to gather, analyse, and interpret data to inform decision-making processes.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ explain the importance of research methods at work ▪ apply quantitative and qualitative research methods and data ▪ collect relevant data ▪ differentiate type of data sources ▪ utilise data for informed decision-making processes
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Research design principles 2. Research methodologies 3. Data collection strategies 4. Importance of statistics 5. Sampling techniques and strategies 6. Analysis of data 7. Ethics in research
Duration	4 Days 26 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Discussions ▪ Lecture ▪ Case Study ▪ Group Exercise
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collab orate and Engag e	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■		■	■



PERFORMANCE MANAGEMENT USING KPI

Module ID	P/M/26 - 27/SDPCOC/NJ/50
Introduction	Performance management is a critical driver of organisational success. It establishes clear objectives, systematically monitors progress, and facilitates continuous improvement. When effectively implemented, it ensures that every individual's efforts are aligned with the organisation's strategic goals. This process clarifies expectations, emphasises the significance of each employee's contribution, and fosters a culture of regular feedback and accountability. Consequently, it enables employees to perform at their highest level, adapt swiftly to evolving demands, and collectively support the achievement of outstanding business outcomes. While tools such as Key Performance Indicators (KPIs) aid in this process, the foundation lies in a robust and well-structured performance management system.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ define measures, metrics and KPIs and the role they play in measuring organisational and individual performance ▪ differentiate between objectives and KPIs ▪ apply best practice techniques to KPI selection ▪ document KPIs in a standardised template ▪ align KPIs to organisational strategy and cascading objectives
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Performance management 2. Measures, Metrics and KPIs 3. Smart KPIs 4. Data Collection Methods 5. Performance feedback through KPIs 6. Cascade KPIs down within organisations
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Discussion ▪ Lecture ▪ Demonstration ▪ Role Play ▪ Case Study ▪ Group Exercise
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■			■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collab orate and Engag e	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■		■	



STRATEGIC MANAGEMENT AND STRATEGIC PLANNING

Module ID	P/M/26 - 27/SDPEOC/NJ/51
Introduction	The program is designed to equip participant with a deep understanding of how organisations can effectively define their long-term objectives, allocate resources, and measure performance to achieve sustainable success. Key focus areas include mastering the use of Key Performance Indicators (KPIs), integrating performance metrics across departments, and leveraging modern management tools like balanced scorecards and dashboards. These tools help organisations continuously monitor and adjust their strategic initiatives to stay aligned with goals.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ gain key insights to strategic management and planning ▪ identify measures of importance to the department ▪ evaluate overall performance of the department ▪ integrate measures across departments ▪ highlight measures that are truly important which contribute to overall strategic performance.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Overview of strategic management 2. Strategy and performance 3. Strategic objectives and Measurement 4. Key Performance Indicators 5. Balanced scorecards and dashboards
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	This course will be delivered using: <ul style="list-style-type: none"> ▪ Lecture ▪ Discussion ▪ Demonstration ▪ Case study ▪ Team Activities
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■			■	



KEMAHIRAN KESETIAUSAHAAN

Module ID	P/M/26 - 27/PEPCOC/NJ/52
Introduction	Dalam era digital yang semakin berkembang, kemahiran seperti pengurusan dokumen, komunikasi berkesan, dan penggunaan teknologi maklumat menjadi semakin penting bagi seorang setiausaha. Melalui kursus ini, peserta akan mempelajari teknik-teknik praktikal dan teori yang akan membantu mereka menjadi profesional yang kompeten dan berdaya saing dalam dunia pekerjaan.
Learning Outcomes	<p>Pada akhir kursus ini, peserta akan dapat:</p> <ol style="list-style-type: none">1. meningkatkan kemahiran mereka ke arah peranan yang berubah dan mencabar2. meningkatkan kerja berpasukan dalam persekitaran kerja yang mencabar3. mengendalikan situasi sukar dengan menggunakan pelan tindakan4. mempraktikkan 'tips' pekerjaan untuk meningkatkan produktiviti dan keberkesanan5. menyelesaikan situasi sukar yang berkaitan komunikasi6. menggunakan kemahiran komunikasi7. mempraktikkan tatacara penggunaan terasul dalam catatan atau persuratan8. menampilkan imej profesional.
Key Topics	<p>Topik utama termasuk:</p> <ul style="list-style-type: none">▪ Peranan setiausaha▪ Berurusan dengan ketua▪ Seni komunikasi▪ Teknologi dan aplikasi▪ Imej dan keterampilan profesional▪ Penyelesaian masalah kreatif
Duration	4 Days 26 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Kajian Kes▪ Role Play▪ Kerja Kumpulan
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■		



KEMAHIRAN PENYELIAAN

Module ID	P/M/26 - 27/SDOC/NJ/53
Introduction	Penyelia merupakan golongan yang amat penting dalam sesebuah organisasi. Mereka adalah penggerak utama perancangan dan jentera operasi organisasi dan mereka juga adalah penghubung di antara pekerja dengan pengurusan. Kegagalan para penyelia dalam memainkan peranan dan fungsi mereka yang sebenar boleh menjejaskan kelancaran perjalanan organisasi.
Learning Outcomes	Di akhir kursus, peserta akan dapat: <ul style="list-style-type: none">▪ menghubungkan tugas dan tanggungjawab kerja dengan matlamat organisasi▪ mengurus proses-proses dan sumber-sumber lain di bawah tanggungjawab mereka▪ menyusun dan membahagikan kerja-kerja operasi secara lebih efektif dan produktif▪ melaksanakan strategi menangani cabaran perubahan.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Pengenalan kepada penyeliaan2. Kemahiran komunikasi berkesan3. Motivasi dan kepimpinan dalam penyeliaan4. Pengurusan konflik dan penyelesaian masalah5. Pengurusan masa dan keutamaan kerja6. Pembangunan pasukan (team building)
Duration	2 Hari 13 Jam
Target Audience	Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Kajian Kes
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collab orate and Engag e	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
					■



PEMBANTU PEJABAT CEMERLANG

Module ID	P/M/26 - 27/PC/NJ/54
Introduction	Setiap warga perkhidmatan awam mempunyai tanggungjawab dan peranan masing-masing mengikut peringkat jawatan. Tugas sebagai pembantu pejabat adalah nadi bagi sesebuah organisasi atau jabatan. Dengan adanya kursus ini dapat mendedahkan serta memberi kefahaman yang luas tentang peranan penting seorang pembantu pejabat.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat: <ul style="list-style-type: none">▪ meningkatkan etika dan integriti dalam menjalankan tugas▪ mengaplikasikan cara-cara memotivasikan diri dalam bekerja▪ mempraktikkan komunikasi dengan efektif▪ menggunakan sistem <i>despatch</i> dengan lebih teratur dan cekap▪ mempraktikkan asas pengurusan sistem fail dan rekod
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Peranan dan tanggungjawab Pembantu Pejabat2. Etika dan integriti dalam menjalankan tugas3. Motivasi diri dan kerja4. Asas komunikasi5. Sistem <i>despatch</i>6. Sistem rekod dan fail
Duration	2 Days 13 Hours
Target Audience	Non-Executive Services (Non-ES) – Bahagian V <i>Nota: Memegang jawatan sebagai Pembantu Pejabat dan sebanding dengannya</i>
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Kajian Kes
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■		



MENANGANI PERUBAHAN

Module ID	P/M/26 - 27/SDPCOC/NJ/55
Introduction	<p>Menangani perubahan adalah penting supaya individu dan organisasi dapat menyesuaikan diri dengan persekitaran yang sentiasa berubah. Ia membantu meningkatkan daya tahan emosi dan fizikal, mengurangkan tekanan, serta memastikan organisasi terus berkembang dan berdaya saing.</p> <p>Kursus ini memberikan peserta pemahaman tentang konsep perubahan dan faktor-faktor yang mempengaruhinya. Dengan pendekatan praktikal dan nilai Islam, peserta akan dapat meningkatkan daya tahan emosi, fizikal, dan mental untuk menghadapi perubahan secara efektif.</p>
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none">▪ menangani perubahan dengan baik▪ mengenal pasti jenis-jenis perubahan yang terancang dan tidak terancang▪ mengesan faktor-faktor yang mengakibatkan perubahan.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Pengenalan mengenai perubahan2. Perubahan dari segi faktor politik, ekonomi, sosio, teknologi, undang-undang dan persekitaran (PESTLE)3. Persediaan menangani perubahan4. Jenis-jenis perubahan terancang dan tidak terancang5. Islam dan perubahan6. Anjakan paradigma: transformasi minda7. Menangani konflik dalam perubahan
Duration	3 Hari 19.5 Jam
Target Audience	Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan kumpulan▪ Kes kajian▪ Aktiviti
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■		
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■			■



CHANGE MANAGEMENT

Module ID	P/M/26 - 27/SDPE/NJ/56
Introduction	Change management is a vital discipline that focuses on guiding the human and organisational aspects of business transformation. Successful change does not occur spontaneously; it requires deliberate, cohesive, and proactive management to navigate the complexities of transitioning from the current “as-is” state to an evolving future state. This process involves integrating people, processes, and technology while actively engaging employees and leadership at all levels of the organisation. Effective change management minimises resistance, strengthens commitment, and aligns efforts to achieve project goals and sustainable organisational success. It serves as the critical factor in ensuring transformation efforts deliver lasting value and adaptability in an ever-changing business environment.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ analyse the necessity for change within an organisation and comprehend typical human responses to change ▪ develop and apply strategies to enhance strategic thinking and foster a proactive mindset in managing change ▪ design and implement structured procedures that support informed and timely decision-making during change initiatives ▪ execute change initiatives effectively by leading people through transitions while managing resistance and securing stakeholder buy-in ▪ align change efforts with organisational objectives
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Fundamentals of change management 2. Types and nature of organisational change 3. Key drivers and forces behind organisational change 4. Impact of change on business functions and processes 5. Effective change management
Duration	2 Days 13 Hours
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>This course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Group Discussion ▪ Presentation ▪ Demonstration
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■	■	■			
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collab orate and Engag e	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■					



PEMANTAPAN KOMUNIKASI EFEKTIF

Module ID	P/M/26 - 27/PE/NJ/57
Introduction	Komunikasi merupakan asas kepada perhubungan interpersonal iaitu perhubungan antara seseorang dengan seseorang yang lain. Apabila komunikasi berlaku, ia boleh memberi impak yang besar terhadap perhubungan interpersonal dan begitu juga sebaliknya. Maka untuk mempunyai kemahiran interpersonal yang berkesan memerlukan pengetahuan dan pemahaman beberapa elemen-elemen yang boleh mempengaruhi proses komunikasi.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat: <ul style="list-style-type: none">▪ mengenal proses komunikasi dan implikasi terhadap keberkesanan pengurusan▪ mempraktikkan teknik berkomunikasi di peringkat individu dan kumpulan dengan berkesan▪ menangani kesukaran dalam berkomunikasi▪ menyesuaikan komunikasi dalam meningkatkan hubungan kerja.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Komunikasi dalam pengurusan organisasi2. Kemahiran interpersonal di kalangan kakitangan3. Asas komunikasi4. Strategi dalam berkomunikasi5. Kaedah komunikasi kreatif6. Halangan-halangan dalam komunikasi7. Etika mengenai kritikan
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Kajian Kes▪ Role play
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■	■		



MENGUASAI PENYAMPAIAN

Module ID	P/M/26 - 27/SDPEPCOC/NJ/58
Introduction	<p>Ramai yang beranggapan kemahiran berucap merupakan bakat semula jadi. Walau bagaimanapun, sebenarnya ia adalah satu kemahiran yang boleh dipelajari dan dipertingkatkan melalui latihan berterusan, pendedahan yang konsisten serta bimbingan yang tepat. Dengan pendekatan yang terancang dan latihan yang berterusan, sesiapa sahaja berpotensi menjadi penyampai yang efektif.</p> <p>Kemahiran penyampaian yang cemerlang sangat penting dalam persekitaran pekerjaan. Ia bukan sahaja memudahkan penyampaian maklumat secara jelas dan teratur, malah turut meningkatkan keyakinan diri, memberikan impak yang meyakinkan serta memperkukuh imej profesional seseorang. Komunikasi yang berkesan juga membantu dalam merealisasikan matlamat organisasi dan membina hubungan kerja yang positif serta produktif.</p>
Learning Outcomes	<p>Di akhir kursus ini, peserta akan dapat:</p> <ul style="list-style-type: none">▪ meningkatkan kemahiran dan keyakinan diri semasa memberi penyampaian▪ mengukuhkan kemahiran penyampaian dengan menggunakan media.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Komunikasi di khalayak ramai2. Penyampaian berkesan di dalam organisasi3. Penggunaan alat bantu pandang dengar (Audio Visual) yang betul dan aplikasi secara berkesan4. Cabaran di dalam penyampaian
Duration	3 Days 19.5 Hours
Target Audience	Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Latihan Amali▪ Demonstrasi▪ Kajian Kes
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



PENYEDIAAN LAPORAN DAN KERTAS KERJA

Module ID	P/M/26 - 27/SDPEPCOC/NJ/59
Introduction	Penyediaan laporan dan kertas kerja adalah aspek penting dalam pengurusan yang membantu pihak atasan membuat keputusan tepat. Penyampaian maklumat secara lisan dan bertulis memastikan fakta dan analisis disampaikan dengan jelas. Kertas kerja cadangan dan dasar menyokong penubuhan dasar serta perancangan strategik yang menyumbang kepada urus tadbir yang baik. Kursus ini bertujuan meningkatkan kemahiran peserta dalam menyediakan laporan dan kertas kerja secara berkesan untuk mencapai objektif organisasi.
Learning Outcomes	Di akhir kursus ini, peserta akan dapat: <ul style="list-style-type: none">▪ mengenal pasti format dan struktur laporan serta kertas kerja yang tepat dan sesuai▪ menyediakan pelbagai jenis laporan dan kertas kerja secara jelas dan profesional▪ mengaplikasikan teknik penyusunan maklumat yang mudah difahami dan berkesan▪ menghasilkan kertas kerja cadangan dan dasar yang menyokong pembuatan keputusan dan perancangan strategik.
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Pengenalan mengenai laporan dan kertas kerja2. Keperluan laporan dan kertas kerja dalam pengurusan3. Cabaran dalam menulis dan membaca laporan4. Teknik penyediaan laporan dan kertas kerja5. Persediaan awal menulis laporan6. Analisis dan pengumpulan data7. Format laporan dan kertas kerja
Duration	4 Hari 26 Jam
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Latihan Amali▪ Kajian Kes
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen ■	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence ■	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability



TATACARA PERSURATAN RASMI (KLINIKAL)

Module ID	P/M/26 - 27/SDPEPCOC/NJ/60
Introduction	<p>Surat-menyurat merupakan proses yang lumrah dalam pengurusan dan pentadbiran seharian perkhidmatan awam kerana persuratan adalah salah satu alat perhubungan utama di antara sebuah Jabatan / Kementerian dengan Jabatan / Kementerian lain; Jabatan / Kementerian dengan orang ramai (awam) dan orang ramai dengan Jabatan / Kementerian. Penggunaan jenis-jenis persuratan yang betul perlu diselaraskan dan sentiasa diikuti mengikut panduan Tatacara Perhubungan Persuratan Dalam Sistem Berkementerian yang telah ditetapkan melalui Surat-Surat Keliling Jabatan Perdana Menteri Bil. 4/1985 dan Bil. 15/1987.</p> <p>Demikian juga kekeliruan dalam penyediaan beberapa bentuk borang surat rasmi dan kesalahan-kesalahan umum dalam format penulisan termasuk dari segi penggunaan kata-kata dan ungkapan-ungkapan bahasa yang sesuai perlu diatasi. Kesilapan dan kesalahan yang sering dilakukan dalam penulisan surat rasmi boleh menjejaskan imej sesebuah Kementerian atau Jabatan.</p>
Learning Outcomes	<p>Di akhir bengkel ini, peserta akan dapat:</p> <ul style="list-style-type: none">▪ mengaplikasikan format surat rasmi yang digunakan di dalam perkhidmatan awam▪ menggunakan jenis-jenis surat rasmi yang betul▪ memperbaiki beberapa kesilapan umum semasa menulis surat rasmi.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Pengenalan Persuratan Rasmi Kerajaan2. Ciri-Ciri dalam Format Surat Rasmi3. Penggunaan ungkapan khusus dalam Surat Rasmi4. Teknik / Kaedah Penulisan5. Kesalahan-kesalahan umum6. Tatacara Perhubungan Persuratan dalam Sistem Berkementerian7. Gaya dan Tatabahasa yang betul8. Terasul (Bahasa Pengganti Diri)
Duration	0.5 Hari 4 Jam
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Klinikal
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen ■	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence ■	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability



PENGURUSAN PERKHIDMATAN BERKESAN

Module ID	P/M/26 - 27/PEPC/NJ/61
Introduction	Memahami dan memenuhi keperluan pelanggan adalah kemahiran yang penting untuk semua pegawai dan kakitangan di dalam organisasi. Anda dan kakitangan anda perlu berfikir seperti pelanggan, bertindak balas terhadap keperluan mereka dan menepati janji. Kursus ini akan membantu mengembangkan kemahiran komunikasi antara orang yang menjadi teras dalam penjagaan pelanggan yang berkualiti. Peserta juga akan dapat mewujudkan pertemuan perkhidmatan yang mempesonakan dan menunjukkan tingkah laku perkhidmatan yang memuaskan pelanggan. Ia juga akan membantu peserta untuk mengembangkan minda dan sifat perkhidmatan yang memberi impak kepuasan pelanggan yang lebih baik.
Learning Outcomes	Di akhir kursus, peserta akan dapat: <ul style="list-style-type: none">▪ mempraktikkan kaedah untuk menggembirakan pelanggan dan berkomunikasi dengan pelanggan dengan berkesan▪ mengenal pasti masalah yang timbul dalam rangkaian pelanggan dalaman organisasi▪ mengenal pasti cara-cara bekerjasama lebih baik dengan rakan sekerja▪ membudayakan khidmat pelanggan dalam organisasi▪ membangunkan perkhidmatan pelanggan yang berfokuskan pelanggan▪ mengukur dan memberi ganjaran kepada perkhidmatan pelanggan yang hebat
Key Topics	Topik utama termasuk: <ol style="list-style-type: none">1. Asas perkhidmatan pelanggan2. Kesetiaan pelanggan3. Komunikasi berkesan dengan pelanggan4. Mengubah aduan menjadi peluang5. Pengukuran perkhidmatan pelanggan
Duration	3 Days 19,5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	Kursus akan disampaikan menggunakan: <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Kerja Kumpulan▪ Role Play
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■		



PERKHIDMATAN PELANGGAN PROFESIONAL

Module ID	P/M/26 - 27/SDPEPC/NJ/62
Introduction	Setiap organisasi perlu berpegang teguh kepada prinsip mengutamakan pelanggan dalam semua aspek pengurusannya. Adalah menjadi tanggungjawab kita semua dalam sama-sama meningkatkan imej organisasi dan keterampilan diri masing-masing. Setiap pekerja mestilah sentiasa sensitif kepada kehendak pelanggan dengan membuat perubahan kepada proses, kerja, peraturan, sistem dan prosedur di dalam memberi perkhidmatan.
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none"> ▪ meningkatkan pengetahuan, kemahiran dan membentuk budaya serta sikap yang betul di dalam memberikan perkhidmatan kaunter yang berkualiti ▪ mengamalkan kaedah-kaedah dan cara-cara perkhidmatan kaunter mengikut piawaian minima perkhidmatan awam di samping mengekalkan imej yang profesional ▪ meningkatkan kemahiran komunikasi di samping mengamalkan etika penggunaan telefon yang berkualiti semasa menjalankan tugas ▪ membentuk budaya perhubungan pelanggan yang berkualiti dengan menangani setiap aduan pelanggan secara profesional ▪ mengamalkan beberapa teknik mengendalikan aduan dan pelanggan bermasalah.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> 1. Konsep perkhidmatan pelanggan berkualiti 2. Keterampilan interpersonal 3. Kecerdasan emosi 4. Teknik pengendalian panggilan telefon 5. Pengendalian aduan
Duration	3 Days 19,5 Hours
Target Audience	Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> ▪ Ceramah ▪ Perbincangan ▪ Latihan ▪ Demonstrasi ▪ Role Play ▪ Kajian Kes ▪ Video ▪ Perkongsian ▪ Refleksi diri
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■		



RANGKA KERJA PEMBANGUNAN KAPABILITI PERKHIDMATAN AWAM

Module ID	P/M/26 - 27/SDOC/NJ/63
Introduction	<p>Rangka kerja kompetensi adalah satu struktur yang jelas yang menggambarkan pengetahuan, kemahiran, dan kepakaran sama ada asas, teknikal atau profesional yang diperlukan dalam memainkan peranan dan tugas dalam organisasi dengan berkesan. Ia memberikan panduan kepada individu dan organisasi mengenai apa yang diharapkan dalam mendokong prestasi dan perkembangan peranan dalam pekerjaan. Rangka kerja ini digunakan untuk meningkatkan pembangunan, penilaian prestasi, dan perancangan kerjaya dan pengurusan sumber manusia keseluruhannya.</p> <p>Kursus ini memberi pengenalan dan kefahaman kepada konsep, penilaian, pengurusan dan laporan pembangunan kompetensi asas dalam konteks Perkhidmatan Awam dengan memberikan fokus kepada Rangka Kerja Kapabiliti Perkhidmatan Awam (Public Service Capability Development Framework – PSCDF) sebagai kaedah menilai keupayaan individu bagi mendokong pembangunan individu dan organisasi dan pengurusan sumber manusia yang lebih efektif dan berkesan.</p> <p>Kompetensi adalah kebolehan, pengetahuan, kemahiran, dan sikap yang diperlukan untuk melaksanakan tugas atau pekerjaan dengan berkesan dan cekap. Ia melibatkan gabungan faktor pengetahuan (pemahaman tentang sesuatu bidang atau tugas), kemahiran (keupayaan untuk melaksanakan sesuatu tugas dengan baik) dan tingkah laku (tabiat atau sikap yang menunjukkan sikap positif dan profesional dalam menjalankan tugas).</p>
Learning Outcomes	<p>Di akhir kursus ini, peserta akan dapat:</p> <ul style="list-style-type: none"> ▪ memahami konsep pembangunan kapabiliti dalam perkhidmatan awam ▪ mengenalpasti Rangka Kerja Pembangunan Kapabiliti Perkhidmatan Awam (PSCDF) ▪ memahami pengurusan, pelaksanaan dan tatacara penilaian.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> 1. Pengenalan 2. Latarbelakang Rangka Kerja Pembangunan Kapabiliti 3. Pengurusan keupayaan dan kompetensi 4. Penilaian keupayaan 5. Laporan Pembangunan Kapabiliti Perkhidmatan Awam
Duration	0.5 Hari 4 Jam
Target Audience	<ul style="list-style-type: none"> ▪ Bahagian I (ES1) ▪ Bahagian II (ES2) ▪ Bahagian III (ES3)
Pre-Requisite	<ul style="list-style-type: none"> • Mengetuai Jabatan / Bahagian / Seksyen / Unit; atau • Bertugas di dalam unit pengurusan / pembangunan sumber manusia
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> ▪ Ceramah ▪ Demonstrasi ▪ Kajian Kes ▪ Perbincangan
Assessment Methods	N/A

Comment

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	▪
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collab orate and Engag e	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
				▪	▪



DEFENSIVE DRIVING

Module ID	C/M/26 - 27/SDPCOC/NJ/01
Introduction	The course aims to provide participant with the knowledge and skills necessary to undertake driving duties in safe, courteous and responsible manner. Participants who successfully complete this certification course will be awarded a certificate with a three-year long-life validity.
Learning Outcomes	<p>At the end of the course, participants will be able to:</p> <ul style="list-style-type: none"> ▪ explain the current trend in road traffic accident statistics within Brunei over the past few years ▪ list the primary principles of Journey Management including fitness to drive ▪ state the correct use and limitations of safety equipment within a car and principle elements of correct driving position ▪ state the principle element of basic first aid (DRSABCD) ▪ demonstrate knowledge of Brunei road traffic regulations and highway signs and a correct driving position ▪ apply safe stopping distance for a vehicle under different conditions ▪ identify the primary hazards resulting from driver, passengers, vehicles, 3rd parties and environment ▪ demonstrate the ability to drive using a recognised “System of Vehicle Control”, comply with the Brunei Road Traffic Code and apply suitable Defensive Driving Techniques.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to Road safety 2. Journey Management / Driving Fitness / Road Fatalities 3. Vehicle Safety & Recovery System 4. Pre-drive Check and Tyre Safety 5. Basic First Aid / Road Traffic Regulations and Signs 6. Speed Awareness / Stopping Distance / Braking Systems 7. System of Vehicle Control 8. Defensive Driving
Duration	2 Days 13 Hours
Target Audience	<p>Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	Holding a valid Class 3 Driving License
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ PowerPoint presentation ▪ Video ▪ Worksheet ▪ Practical exercise ▪ Written assessment and Practical (Initial and Final Drive) assessment
Assessment Methods	RoSPA

Comment

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement ■	4.1 Organisational Development	4.2 Building Capability



NEBOSH INTERNATIONAL GENERAL CERTIFICATE IN OCCUPATIONAL HEALTH & SAFETY

Module ID	C/M/26 - 27/SD/NJ/02
Introduction	<p>The NEBOSH International General Certificate in Occupational Health and Safety (NEBOSH IGC) is the most trusted health and safety qualification of its kind in the world. It is designed to reflect the needs of today's employers giving employees everything they need to know and do to make their workplace safer.</p> <p>NEBOSH has updated the IGC where the new syllabus has been streamlined to allow core skills and competencies to be considered in greater depth. It covers methods to effectively manage health and safety, and how to identify, reduce and control the key hazards in every kind of workplace. Risk assessment is central to the IGC qualification, making sure it reflects the real-life roles people perform. Moreover, the certificate will give learners invaluable knowledge and skills and a globally-respected qualification that supports their current role and long-term career development and advancement.</p> <p><i>Participants who successfully complete this certification course will be awarded a lifetime-valid certificate, recognising enduring competency without the need for renewal.</i></p>
Learning Outcomes	<p>At the end of the course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ justify health and safety improvements using moral, financial and legal arguments ▪ advise on the main duties for health and safety in the workplace and help their organisation manage contractors ▪ work within a health and safety culture and behaviour to improve performance in their organisation ▪ do a general risk assessment in their own workplace – profiling and prioritising risks, inspecting the workplace, recognising a range of common hazards, evaluating risks (taking account of current controls), recommending further control measures, planning actions ▪ recognise workplace changes that have significant health and safety impacts and effective ways to minimise those impacts ▪ develop basic safe systems of work (including taking account of typical emergencies) and knowing when to use permit-to-work systems for special risks ▪ take part in incident investigations ▪ help their employer to check their management system effectiveness – through monitoring, audits and reviews.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Management of International Health & Safety 2. Control of International Workplace Hazards
Duration	10 Days 65 Hours
Target Audience	<p>Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	Level 6.0 or higher under the International English Language Testing System (IELTS) (roughly equivalent to GCSE / O-Level Grade C in English)
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ PowerPoint presentation ▪ Video

Comment

Assessment Methods	<ul style="list-style-type: none"> ▪ Worksheet ▪ Practical exercise
	1-day online examination

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■		■



PENSIJILAN PERKERANIAN

Module ID	C/M/26 - 27/SDPE/J/03
Introduction	Program Perkeranian yang dinaiktaraf kepada program pensijilan bertujuan untuk memantapkan lagi mutu perkhidmatan perkeranian di samping menambah ciri-ciri dan nilai murni dan kesan positif terhadap kerja yang akan dilaksanakan. Memandangkan kerani yang baru berkhidmat menurut Skim Perkhidmatan dikehendaki mengikuti kursus induksi, profesional dan pembinaan diri, mereka perlu melalui dua fasa iaitu Perkeranian Asas dan Perkeranian Lanjutan. Selesai menghadiri semua modul di dalam fasa Perkeranian Asas, mereka akan dinilai bagi memastikan mereka layak untuk ke fasa seterusnya iaitu Perkeranian Lanjutan.
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none"> ▪ meningkatkan pengetahuan bidang perkeranian dan memahami tugas dan tanggungjawab sebagai seorang kerani ▪ memahami pengurusan dan keselamatan rekod kerajaan ▪ mempelajari tatacara persuratan rasmi yang betul ▪ mempelajari asas rekod dan sistem fail
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none"> 1. P/M/26 - 27/SD/NJ/42 Induksi Perkhidmatan Awam (rujuk Isi Kandungan Induksi) 2. C/M/26 - 27/SDPE/J/03-1 Bengkel Perkeranian Asas <ul style="list-style-type: none"> • Asas Rekod dan Sistem Fail • Keselamatan Rekod-Rekod Kerajaan • Tatacara Persuratan Rasmi • Komunikasi Bersama Pelanggan • <i>Basic English at the Workplace</i> 3. C/M/26 - 27/SDPE/J/03-3 Bengkel Penggunaan ICT <ul style="list-style-type: none"> • <i>Microsoft Word</i> • Penyediaan 'Template' Persuratan Rasmi Melalui Elektronik • Penyediaan Dokuman melalui <i>Mailmerge</i> • <i>Email Outlook</i> • <i>Microsoft Excel</i> 4. C/M/26 - 27/SDPE/J/03-2 Bengkel Pembangunan Diri <ul style="list-style-type: none"> • Pengurusan Stres • Pengurusan Masa • Asas Komunikasi
Duration	18 Hari 117 Jam termasuk ujian penilaian
Target Audience	Non- Executive Services (Non-ES) – Bahagian IV
Pre-Requisite	Memegang jawatan sebagai Kerani yang berkhidmat di bawah dua tahun
Language	Bahasa Melayu / English
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none"> • Ceramah • Perbincangan • Praktikal • Penilaian
Assessment Methods	Ujian Bertulis

Comment

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■				



PROGRAM JATI DIRI

Module ID	F/M/26 - 27/SDPE/NJ/05
Introduction	<p>Program Jati Diri dan Kepimpinan Diri merupakan satu inisiatif di bawah Institut Perkhidmatan Awam (IPA) bersama Outward Bound Brunei Darussalam (OBBD) dalam mendukung titah Kebawah Duli Yang Maha Mulia Baginda Sultan dan Yang Dipertuan Negara Brunei Darussalam pada Upacara Perbarisan Tamat Latihan Program Khidmat Bakti Negara (PKBN) yang telah diadakan pada Khamis, 23 Sya'ban 1444 / 16 Mac 2023.</p> <p><i>Program ini menghendaki calon terpilih menjalani ujian medical fitness sebelum mengikuti program.</i></p>
Learning Outcomes	<p>Di akhir kursus, peserta akan dapat:</p> <ul style="list-style-type: none">▪ membina keyakinan diri secara berpasukan▪ meningkatkan kepimpinan diri dalam kerja berpasukan▪ menangani tekanan melalui perancangan yang rapi dan pengendalian yang terurus▪ meningkatkan komunikasi yang efektif bagi membantu dalam penyelesaian masalah▪ melatih diri di dalam pengurusan masa serta keupayaan untuk menangani perubahan▪ mengaplikasikan kaedah dan teknik berfikir kreatif untuk menjana idea dalam memperbaiki tugas.
Key Topics	<p>Topik utama termasuk:</p> <ol style="list-style-type: none">1. Pembinaan Amanah2. Bina Pasukan dan Inisiatif
Duration	4 Hari 63.5 Jam: 1 Hari di IPA (6.5 Jam) dan 3 Hari 2 Malam di OBBD, Batang Duri (57 Jam)
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Kursus akan disampaikan menggunakan:</p> <ul style="list-style-type: none">▪ Ceramah▪ Perbincangan▪ Demonstrasi▪ Latihan Amali▪ Aktiviti Berpasukan▪ Pembentangan projek
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen		1.4 Business Development	1.5 Knowledge Capital
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■	■			■



RAMADHAN TALK SERIES

Module ID	S/G/26 - 27/SDPEPCOC/NJ/01
Introduction	<p>Ramadan Talk Series / Siri Bicara Ramadan merupakan program signature untuk memberi impak positif kepada penjawat awam melalui sesi ceramah dan forum mengenai tajuk-tajuk semasa dan relevan kepada perkhidmatan awam.</p> <p>Di samping bertujuan untuk menyemarakkan bulan Ramadan, matlamat program adalah untuk memberi ruang pembelajaran dalam meningkatkan kesedaran dan kefahaman pegawai dan kakitangan kementerian serta jabatan kerajaan melalui pengisian ilmu yang relevan.</p> <p>Di akhir program, peserta akan dapat:</p> <ul style="list-style-type: none"> ▪ meningkatkan kefahaman dan penghayatan nilai-nilai Ramadan dalam konteks kehidupan peribadi dan profesional ▪ mengaplikasikan nilai-nilai murni seperti integriti, disiplin dan empati dalam pelaksanaan tugas harian ▪ memperkukuh kesedaran rohani dan etika kerja selaras dengan prinsip perkhidmatan awam ▪ menghubungkan pengisian ilmu dengan peranan individu dalam menyokong aspirasi Wawasan Brunei 2035 ▪ meningkatkan komitmen terhadap pembelajaran berterusan dan pembangunan diri secara holistik.
Learning Outcomes	
Key Topics	Mengikut tema berlainan setiap tahun
Duration	0.5 Hari 3 Jam
Target Audience	<p>Executive Services 2 (ES 2) – Bahagian II: B3 B2</p> <p>Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p> <p>Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	N/A
Language	Bahasa Melayu
Methodology	<p>Program disampaikan menggunakan:</p> <ul style="list-style-type: none"> ▪ Ceramah ▪ Perbincangan
Assessment Methods	N/A

Comment

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■	■	■



INNOVATION AND ICT BOOTCAMP

Module ID	S/I/26 - 27/SDPEPCOC/NJ/02
Introduction	<p>The program is designed to equip participants with the mindset, tools, and practical skills needed to leverage Information and Communication Technology (ICT) to drive innovation within their organisations.</p> <p>In today's rapidly evolving digital landscape, organisations must continuously explore new ways to improve services, enhance operational efficiency, and create value through technology. This bootcamp introduces participants to innovation concepts, emerging digital technologies, and structured problem-solving approaches that enable them to develop creative and technology-driven solutions.</p> <p>Through interactive workshops, collaborative activities, and real-world case studies, participants will explore how ICT can be used to address organisational challenges, improve service delivery, and support digital transformation initiatives.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ understand the fundamentals of innovation and its importance in the digital era ▪ identify opportunities to apply ICT solutions to solve organisational challenges ▪ apply innovation frameworks such as design thinking and digital problem-solving ▪ explore emerging technologies that support innovation and digital transformation ▪ develop and present innovative ICT-based solutions through collaborative teamwork ▪ foster a culture of creativity, experimentation, and continuous improvement in the workplace.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Innovation in the Digital Era 2. Design Thinking for ICT Innovation 3. Emerging ICT Technologies for Innovation 4. Digital Problem Solving and Idea Development 5. Rapid Prototyping and Innovation Development 6. Innovation Pitching and Presentation
Duration	3 Days 19.5 Hours
Target Audience	<p>Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Interactive Lectures ▪ Hands-on Workshops ▪ Group Activities and Collaboration ▪ Case Studies ▪ Innovation Challenge / Mini Hackathon ▪ Idea Pitching Session
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■	■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■	■	■	■	



AI – GENERATIVE AI/ MASTERING PROMPT ENGINEERING

Module ID	T/I/26 - 27/SDPEPCOC/NJ/05
Introduction	This course will guide learners through the exciting world of Generative AI, help learn how to effectively create, innovate, and address real-world challenges. Learners will gain the skills to design powerful prompts that steer AI models to produce high-quality text, images, and other outputs. Whether beginner to AI or looking to enhance expertise, this program offers practical techniques, tools, and knowledge to master prompt engineering and maximise the capabilities of Generative AI.
Learning Outcomes	<p>By the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> ▪ describe the key principles of generative AI models and the role of effective prompting in guiding AI performance ▪ interact with AI tools confidently, understand model behaviour, and adjust inputs to get reliable, high-quality outputs ▪ construct engaging and thought-provoking prompts tailored to diverse AI applications and project objectives ▪ assess the effectiveness of prompts in facilitating AI-assisted content generation and identify areas for improvement ▪ combine various prompt engineering techniques to create innovative prompts that enhance AI model performance and inspire creativity ▪ critique and refine the quality of prompts in real-life scenarios, ensuring optimal outcomes in AI-driven projects ▪ recognise biases, ensure accuracy, and apply responsible AI principles in real-world scenarios.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to Generative AI 2. Basics of Prompt Engineering 3. Working with Language Models 4. Advanced Prompt Techniques 5. Real-world Uses 6. Tools and Platforms 7. Future of Generative AI
Duration	2 Days 13 Hours
Target Audience	<p>Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Instructor-led training ▪ Group discussion ▪ Hands-on exercises
Assessment Methods	Pre-Test & Post-Test

Competency Focus

This course focuses on developing the PSCDF core competencies:

1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■			■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
	■	■	■		■



DATA ANALYSIS AND DECISION-MAKING USING SPSS

Module ID	T/I/26 - 27/SDPC/NJ/02
Introduction	SPSS is a leading statistical software used to solve a variety of research problems. It provides a range of techniques including ad-hoc analysis, hypothesis testing, and reporting making it easier to manage data, select and perform analyses and share results. It is a fast, powerful statistical package designed for researchers of all disciplines. SPSS makes it easy to conduct data cleaning and management, distinctly styled graphs, and descriptive and advanced analysis.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none"> ▪ utilise raw data collected in the settings, clean, summarise and analyse data to take appropriate actions ▪ achieve an understanding of descriptive statistics and bi-variate inferential statistics ▪ critically review research reports and papers ▪ use SPSS in practical professional work to produce neat and reproducible analysis outputs.
Key Topics	Key topics include: <ol style="list-style-type: none"> 1. Introduction to Statistics 2. Basic SPSS features 3. Data Analysis: Descriptive Statistics and Subgroup Analysis 4. Hypothesis Testing and Inferential Statistics 5. Cross-tabulation and chi-square test 6. Risk factor analysis 7. Multivariate Regression: Theory and Introduction to Practice
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	The course will be delivered using: <ul style="list-style-type: none"> ▪ Instructor-Led Training ▪ Hands-On Laboratory ▪ Demonstration ▪ Case-Study
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement ■	4.1 Organisational Development	4.2 Building Capability



DATA ANALYSIS AND DECISION-MAKING USING STATA

Module ID	T/1/26 - 27/SDPC/NJ/01
Introduction	<p>This course is designed to introduce participants to the knowledge and practical skills to analyse data and support decision-making using STATA. It will also help participants to be able to manage, interpret, and present data effectively for planning, policy development, performance monitoring and operational improvement.</p> <p>Through this course, participants will be introduced to the fundamentals of data analysis, including data management, data cleaning, descriptive analysis, basic inferential analysis, and interpretation of findings using STATA. The course also emphasises how data can be translated into meaningful insights to support sound and strategic decision-making within organisational and public sector contexts.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ navigate and use STATA for data entry, management and analysis ▪ clean, organise and prepare datasets for analysis ▪ perform descriptive statistical analysis using STATA ▪ apply basic inferential statistical techniques to support decision making ▪ interpret and present data findings clearly and meaningfully.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to data analysis and decision making 2. Overview of STATA and its interface 3. Descriptive statistics and data summarisation 4. Data visualisation using tables and graph 5. Correlation and regression analysis 6. Interpreting outputs for decision making 7. Communicating findings and developing actionable insights 8. Practical applications of STATA in the public service.
Duration	3 Days 19,5 Hours
Target Audience	<p>Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Instructor-Led Training ▪ Hands on practical ▪ Group Discussion ▪ Demonstration ▪ Case Study
Assessment Methods	<p>Pre-Test & Post-Test Program Evaluation</p>

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
			■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■	■		



INNOVATION & CREATIVITY

Module ID	T/I/26 - 27/SDPEPCOC/NJ/03
Introduction	<p>This course is designed to focus on listening, empathy, whole-brain thinking, collaboration, and experimentation design. This course is designed to introduce participants to the core principles and practices of innovation and creativity in the workplace. In today's fast-evolving business landscape, creativity and innovation are essential for organisations seeking to remain competitive, agile, and forward-thinking.</p> <p>This course guides learners through creative thinking and practical innovation techniques to solve workplace challenges. It covers Design Thinking, Creative Problem-Solving, and Business Model Innovation, turning ideas into actionable outcomes that fuel growth and continuous improvement.</p>
Learning Outcomes	<p>By the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> ▪ identify and overcome barriers to creative thinking and innovation ▪ apply structured tools and techniques to generate and evaluate new ideas ▪ utilise frameworks such as Design Thinking to develop innovative solutions ▪ communicate and present innovative ideas effectively ▪ contribute to fostering a culture of creativity and continuous improvement within the organisation.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Fundamentals of creativity and innovation 2. The creative thinking process and stages of innovation 3. Creative thinking tools and techniques (Brainstorming, SCAMPER, Mind Mapping, Lateral Thinking) 4. Design Thinking and Business Model Innovation 5. From ideas to implementation: prototyping and testing 6. Building an innovative organisational culture 7. Leadership and collaboration for innovation 8. Future trends and sustaining innovation
Duration	3 Days 19,5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Instructor-led training ▪ Group discussion ▪ Hands-on exercises ▪ Case study analysis ▪ Design Thinking workshop
Assessment Methods	Pre-Test & Post-Test Program Evaluation

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■	■	■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
		■	■	■	



DIGITAL TRANSFORMATION

Module ID	T/I/26 - 27/SDPC/NJ/04
Introduction	<p>This training module is designed to equip civil servants of Brunei Darussalam with the foundational knowledge, practical skills, and strategic mindset required to lead and support digital transformation initiatives within the public sector. The programme aligns with Brunei's Digital Economy Masterplan 2025, which establishes the vision of "Smart Nation through Digital Transformation" and identifies Government Digitalisation as one of four strategic thrusts.</p> <p>The module responds to the mandate to upgrade the skills and competency of civil servants in information technology, management science, and work ethics to meet evolving public service delivery expectations. It addresses the documented need for enhanced digital literacy among civil servants, recognising that technology adoption alone is insufficient without corresponding capacity building. Participants will explore how digital tools, data governance, and citizen-centric design can improve service delivery, operational efficiency, and transparency in line with Wawasan Brunei 2035.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ understand the relevance of the Brunei's Digital Economy Masterplan 2025 to public sector transformation ▪ identify key digital government initiatives and ecosystem in Brunei ▪ apply principles of citizen-centric service design to evaluate and improve digital public services ▪ demonstrate awareness of legal and ethical requirements for data handling under the Personal Data Protection Order 2025 and Cybersecurity Act ▪ utilise basic digital collaboration and productivity tools endorsed for government use ▪ analyse case studies of digital transformation in Brunei's public sector to extract lessons for application in their own ministries/departments ▪ develop a preliminary action plan for a digital improvement initiative within their area of responsibility.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Brunei's Digital Transformation Landscape 2. Digital Government Foundation 3. Citizen-Centric Digital Services 4. Data Governance and Digital Ethics 5. Digital Tools for Public Servants 6. Change Management for Digital Adoption 7. Monitoring and Evaluation
Duration	3 Days 19.5 Hours
Target Audience	<p>Senior Executive Services 1 (SES 1) – Grade A1 A2 Senior Executive Services 2 (SES 2) – Superscale Special Senior Executive Services 3 (SES 3) – Superscale A B C Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1</p>
Pre-Requisite	N/A

Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Lecture ▪ Interactive Activity ▪ Team Activity ▪ Group Discussion ▪ Guest Speakers ▪ Action Learning Project
Assessment Methods	<p>Pre-Test & Post-Test Individual Mini Project Group Project Group Presentation</p>

Competency Focus	This course focuses on developing the PSCDF core competencies:					
1 – STRATEGIC DIRECTION						
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital		
■	■		■			
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY		
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability	
		■	■	■		



CYBER SECURITY AND PERSONAL DATA PROTECTION

Module ID	T/1/26 - 27/SDPC/NJ/06
Introduction	<p>This program equips all levels of officers with the knowledge and skills needed to safeguard organisational systems, maintain digital security, and uphold personal data protection principles.</p> <p>Through interactive learning, participants will understand common cyber threats, adopt secure digital practices, and ensure compliance with data protection policies through engaging simulations and real-world examples.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ demonstrate awareness of cybersecurity threats and safe online behaviour ▪ apply proper techniques to secure devices, accounts, and information ▪ manage personal and organisational data responsibly and lawfully ▪ respond appropriately to cybersecurity incidents or data breaches ▪ encourage and model a culture of cybersecurity and data protection in their workplace.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Introduction to Cybersecurity in the Workplace 2. Understanding Common Cyber Threats 3. Safe Digital Practices for Employees 4. Cyber Incident Response for Employees 5. Fundamentals of Personal Data Protection 6. Data Protection Principles and Policies 7. Handling Personal Data Securely 8. Data Breaches and Legal/Organisational Implications
Duration	2 Days 13 Hours
Target Audience	<p>Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V</p>
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Classroom lectures ▪ Group discussions ▪ Case Study ▪ Practical Activities
Assessment Methods	N/A

Comment

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
	■	■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
			■		



CONFLICT MANAGEMENT AND NEGOTIATIONS

Module ID	T/M/26 - 27/SDPE/NJ/07
Introduction	This programme emphasises the importance of negotiation as a type of conflict resolution. It motivates individuals to control and focus their emotions towards achieving the most beneficial outcomes. Using teaching and learning techniques based on the latest educational psychology principles for adult learning, each session is designed to be challenging and highly effective.
Learning Outcomes	By the end of this course, participant will be able to: <ul style="list-style-type: none">▪ apply conflict management skills in various situations▪ demonstrate negotiation skills▪ apply techniques for resolving conflicts▪ identify strategies to achieve win-win outcomes in negotiation activities.
Key Topics	Key topics include: <ol style="list-style-type: none">1. Definition of conflict management2. Workplace conflict3. Conflict resolution4. Conflict management strategies5. Negotiation fundamentals
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	The course will be delivered using: <ul style="list-style-type: none">• Discussions• Lecture• Case Study• Group Exercise
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	■
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■				



NAVIGATE CHANGE WITH CONFIDENCE

Module ID	T/M/26 - 27/SDPEPCOC/NJ/09
Introduction	<p>In the evolving landscape of the public sector, employees face continuous changes from policy reforms and organisational restructuring to retirement planning and career transitions. The "Navigate Change with Confidence" program is designed to empower public sector employees to embrace these changes proactively. This program focuses on developing a resilient mindset, enhancing adaptive skills, and expanding relevant knowledge to confidently manage personal and professional transitions.</p> <p>With Brunei's public service undergoing significant transformation, including shifts in retirement schemes from traditional pensions to provident fund savings, it is crucial for public servants to prepare holistically for the future. Preparing mentally and practically for career culmination, whether through retirement or new career pathways, will ensure sustainable well-being and continued contribution to society.</p> <p>Participant will be guided to cultivate a positive behavioural change, readying themselves for new realities with confidence and clarity. They will gain insight into financial planning for retirement, skill enhancement for alternative employment opportunities post-retirement, and strategies to maintain emotional and social well-being during transitions.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ explain the context of change and its significance for public sector transformation▪ demonstrate confident and transparent communication skills during periods of change and disruption▪ apply human-centred design principles to develop an inclusive and effective working environment▪ describe methods to measure the success of digital transformation efforts and maintain momentum through feedback and recognition.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Understanding change and its importance in the public sector2. Developing a resilient mindset to navigate change3. Clear communication and messaging4. Leadership commitment and role modeling5. Planning and implementing change initiatives6. Managing resistance and building buy-in7. Emotional and social well-being during transition8. Managing stress and building personal resilience
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Lecture▪ Discussion▪ Practical Activities

Assessment Methods	N/A
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Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



TIME MANAGEMENT AND PROJECT EFFECTIVENESS

Module ID	T/M/26 - 27/SDPEPC/NJ/11
Introduction	Effective time management is crucial not only for individual productivity but also for the successful delivery of projects within an organisation. Managing time efficiently ensures that project tasks are completed on schedule, resources are utilised optimally, and project goals are achieved within the set deadlines. This program provides participant with a comprehensive understanding of time management principles specifically applied to project environments. It enables participant to evaluate their current project workflows, identify time-related challenges, and implement strategies to enhance project efficiency and effectiveness. The focus is on managing one's own time and coordinating with project teams to ensure timely completion of project milestones and deliverables.
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ demonstrate effective personal time management within project-related tasks ▪ explain and apply key time management principles in project planning and execution ▪ describe methods to improve project scheduling, prioritisation, and resource allocation using appropriate tools ▪ discuss strategies to manage project deadlines and competing demands proactively ▪ illustrate ways to collaborate and communicate effectively within project teams to enhance time coordination ▪ develop an action plan aimed at improving overall project performance and timely delivery.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Dimensions of Time Management and Personal Effectiveness 2. Ten principles of effective time management 3. Principles of Critical Path Analysis and implications for priority setting 4. Personal Planning Systems relevant to project deadlines and deliverables 5. Handling interruptions 6. Managing stress in self and others during project delivery 7. Dealing with change
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Discussions ▪ Lecture ▪ Case Study ▪ Group Exercise
Assessment Methods	N/A

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
				■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome- Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■			



MENTAL HEALTH AND WELLBEING IN THE WORKPLACE

Module ID	T/M/26 - 27/SDPEPCOC/NJ/08
Introduction	<p>This course equips public sector professionals with the knowledge, tools, and confidence to support mental health and wellbeing in their organisations. Designed to address real-world challenges in government workplaces, the course focuses on building psychologically safe environments, managing stress and burnout, and embedding wellbeing into HR practices and leadership responsibilities.</p> <p>Participant will gain both strategic insight and practical skills to lead, implement, and sustain meaningful wellbeing initiatives that improve morale, productivity, and overall workforce health.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none"> ▪ recognise common signs of stress, burnout, and emotional distress among employees ▪ describe and apply strategies to foster psychologically safe and inclusive work environments ▪ design practical wellbeing programs tailored to the workplace ▪ integrate wellbeing considerations into HR policies, procedures, and leadership practices ▪ develop action plans that promote wellbeing at personal, team, and organisational levels ▪ utilise tools to measure and evaluate the impact of wellbeing initiatives effectively.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none"> 1. Foundations and Awareness <ul style="list-style-type: none"> ▪ <i>Understanding Mental Health in the Workplace</i> ▪ <i>Creating Psychologically Safe Workplaces</i> ▪ <i>Stress & Burnout Management</i> 2. Strategy and Action <ul style="list-style-type: none"> ▪ <i>Designing Employee Wellbeing Programs</i> ▪ <i>HR and Leadership Responsibilities</i> ▪ <i>Evaluating and Sustaining Wellbeing</i>
Duration	2 Days 13 Hours
Target Audience	Executive Services 1 (ES 1) – Bahagian I: Kumpulan 1 2 3 Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none"> ▪ Case Study ▪ Group discussion ▪ Lecture
Assessment Methods	N/A

Competency Focus		This course focuses on developing the PSCDF core competencies:			
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values		1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital
■		■	■	■	■
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Colla bora te and Enga ge	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■	■	■	■	■	■



WORK LIFE BALANCE

Module ID	T/M/26 - 27/SDPEPCOC/NJ/12
Introduction	<p>Work-life balance is essential for individuals, particularly public servants, to maintain personal well-being while fulfilling professional responsibilities. In a demanding service environment, imbalance can lead to stress, burnout, reduced performance, and weakened family relationships.</p> <p>Grounded in Islamic principles and Brunei's national philosophy of <i>Melayu Islam Beraja (MIB)</i>, achieving balance is not merely a personal goal—it is a shared responsibility. Islam encourages moderation, discipline, and care for one's health and family as part of a faithful and purposeful life.</p> <p>A well-balanced public servant is more focused, productive, grounded, and better equipped to serve the nation with integrity and compassion. By supporting work-life harmony, we build a stronger, healthier, and more resilient public sector.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ explain the importance of work-life balance from Islamic and Melayu Islam Beraja (MIB) perspectives▪ describe practical tools to manage time, stress, and responsibilities in daily life▪ discuss ways to strengthen personal values and relationships in alignment with faith and culture▪ develop a personal action plan to improve work-life balance at work and at home.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Understanding Balance in Life and Faith<ul style="list-style-type: none">▪ What is work-life balance?▪ Islamic values in daily life▪ MIB and the Bruneian way of life▪ Reflection2. Practical Steps for a More Balanced Life<ul style="list-style-type: none">▪ Time and energy management▪ Managing stress in Islam▪ Building boundaries and support▪ My Balance Action Plan
Duration	2 Days 13 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1 Non- Executive Services (Non-ES) – Bahagian IV V
Pre-Requisite	NA
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Discussions▪ Case Studies▪ Group work and presentations▪ Personal action planning

Assessment Methods	NA
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Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values	1.2 Drive Change	1.3 Business Acumen	1.4 Business Development	1.5 Knowledge Capital	
■		■		■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence	2.2 Collaborate and Engage	3.1 Outcome-Oriented Result	3.2 Continuous Improvement	4.1 Organisational Development	4.2 Building Capability
■		■		■	



PROFESSIONAL ETIQUETTE

Module ID	T/M/26 - 27/SDPEPCOC/NJ/10
Introduction	<p>Professional etiquette is a set of guidelines that shapes respectful and effective behavior in the workplace. It encompasses how individuals present themselves, communicate, and collaborate, reflecting both personal integrity and organisational values.</p> <p>Practicing professional etiquette creates a positive work environment by encouraging respect, courtesy, and cultural awareness among colleagues, clients, and stakeholders. Key aspects include clear communication, customer relations, appropriate appearance and adaptability to diverse cultures and situations.</p> <p>In today's dynamic workplaces, integrating emotional intelligence with etiquette is vital. Understanding and managing one's own emotions, while empathising with others, enhances teamwork, conflict resolution, and customer service.</p> <p>Developing strong professional etiquette enhances personal credibility, supports career advancement, and contributes to a productive and reputable organisation. It is essential for building meaningful, long-lasting workplace relationships growth but also strengthens organizational reputation and productivity.</p>
Learning Outcomes	<p>By the end of this course, participant will be able to:</p> <ul style="list-style-type: none">▪ demonstrate key professional etiquette in communication and behavior▪ build positive relationships based on respect and cultural awareness▪ apply emotional intelligence to manage relationships and workplace challenges▪ enhance workplace professionalism to improve teamwork and service delivery.
Key Topics	<p>Key topics include:</p> <ol style="list-style-type: none">1. Foundations of Professional Etiquette and Self-Awareness2. Workplace Etiquette and Cultural Awareness3. Enhancing Professional Relationships and Service Excellence
Duration	3 Days 19.5 Hours
Target Audience	Executive Services 2 (ES 2) – Bahagian II: B3 B2 Executive Services 3 (ES 3) – Bahagian III: C3 C2 C1
Pre-Requisite	N/A
Language	Bahasa Melayu / English
Methodology	<p>The course will be delivered using:</p> <ul style="list-style-type: none">▪ Interactions▪ Group discussions▪ Case studies▪ Personal reflections
Assessment Methods	Assessment will measure

Competency Focus	This course focuses on developing the PSCDF core competencies:				
1 – STRATEGIC DIRECTION					
1.1 Champion Vision & Values ■	1.2 Drive Change	1.3 Business Acumen ■	1.4 Business Development	1.5 Knowledge Capital ■	
2 – PEOPLE ENGAGEMENT		3 – PERFORMANCE CULTURE		4 – ORGANISATIONAL CAPABILITY	
2.1 Communicate with Influence ■	2.2 Colla bora te and Eng age	3.1 Outcome- Oriented Result ■	3.2 Continuous Improvement	4.1 Organisational Development ■	4.2 Building Capability

