
Trainer's Profile

Haji Muhammad Rafiq

- ◆ MBA majoring in Management from Cambridge International University, USA
- ◆ Diploma in HRM from University of Leicester, UK .
- ◆ Advance Manufacturing Management Course , Asian Institute of Management, Manila
- ◆ Certification in Training - Train the Trainer – PSMB TTT/ 0246
- ◆ DISC Professional Facilitator



Muhammad Rafiq, is a management consultant and experienced trainer for more than 20 years. He has more than 18 years professional experience as a Senior Production Manager with a multi-national organization (Bata Shoe Organization). He has attended various projects, consultation, production management seminars and trainings abroad in countries like France, England, S. Korea, Taiwan, India, Philippines, Bangladesh, Indonesia and Thailand. Some of the major courses he has attended include and “*Step Ahead*” *People Management* from Neuvic, France , *Advance Manufacturing, Management* from Asian Institute of Management, Philippines and *Business Booster Boot Camp* by ACTION International.

Muhammad Rafiq specializes in Leadership, Management Development Programs and Teambuilding He has designed, developed and delivered programs on personal developments and organizational effectiveness for managers and executives on : Leadership, Leadership Strategies, Managing Change, Project Management, Strategic Planning, Effective Time Management, Stress Management, Negotiation Skills , Human Resource Management, Customer Service Excellence, Coaching & Mentoring for Success, Management Development Programs, Executive Development Program, Middle Management Programs, Train The Trainer, Future Leaders Program, Certified Professional Manager Program, Effective Presentation Skills, Problem Solving & Decision Making, Strategic Analysis & Decision Making, Personal Effectiveness & EQ , Resilience and Moving Forward Motivation for Success, Teambuilding, Team Retreat , KPI Alignment to Dept Units, , KPI & Performance Management, Team Motivation, Innovative Intelligence, Lean Manufacturing, Safety Awareness, Bonding to Success & High Performance Teams

He is very familiar with various behavioural assessments like Personality Plus , DISC and Strengths Finder. He also has good knowledge on Blue Ocean Strategy, SWOT and NLP. Concepts are translated into applicable and practical techniques because he believes that people not only need to know what to do but more importantly, how to do it by being motivated. He is a training consultant who speaks through experience by relating real life experiences in order to strengthen the level of understanding by participants.

Muhammad is an energetic and versatile trainer who is able to conduct programs in both the English and Malay language Muhammad gives his very best in every training session filled interactive lectures, mini case studies, role plays and stimulation activities. Theories are translated into practical applications because he believes that people not only need to know what to do, but more importantly how to do it. His training enhances participants’ performance and effectiveness allowing them to contribute positively to their organizations.

His skills and experience made him a valued trainer for organization such as ALPS Electric, AIG, Agro Ain Medicare, Bank, Bank Islam, Bank Muamalat, Bank Simpanan Nasional, CIMB ,Kuwait Finance House, Columbia Asia Hospital, PDRM, Dewan Bahasa dan Pustaka, Goodyear Malaysia, KL Airport Services, Malaysian National Insurance, IBM Malaysia ,National Panasonic , FREESCALE, Malaysian Palm Oil Board, Institut Kesihatan Malaysia, Kementerian Pelajaran Tinggi, KUB, Lembaga Getah Malaysia, NORTHPORT, Sabah Cement Industries, TNB Generation , TNB Distribution, NAZA, NEC Computers, SONY, Perwaja Steel, SAAG Oil & Gas, Safeguards G4S, Tanjung Rhu Resort, STAR Media Group, MARA, Kinabalu Ria, Tabung Haji Plantations , SIRIM, UMW, Kokuyo , Uchida MK Sdn Bhd, Mazumi Industries, Malaysian Truck & Bus, Oriental Summit, MIYAZU, Rinnai Corporation ,

KLAS, Texas Instruments, Johnson Controls , HieTech Padu, and The Coffee Bean & Tea Leaf, Multi Media University. Grand Sessions Hotel, PM Care, Prasarana Malaysia, Pelabuhan Tanjung Pelepas, Red One, On Semi Conductor , KONE Elevators, IRIS Corporation Berhad many others.

(Summary of some of the Training Conducted)

No.	Topic	Clients
1	Management Development Program	Safeguard G4S
2	Management Development Program	Tabung Haji Travel & Services Sdn Bhd
3	Management Development Program	Columbia Asia Puchong
4	Executive Development Program	SME Bank
5	Executive Development Program	AgroBank
6	Executive Development Program	UZMA Engineering Sdn Bhd
7	Management Development Program	Tabung Haji Travel & Services Sdn Bhd
8	Leadership Strategies	PM Care Sdn Bhd
9	Leadership for Managers	Columbia Asia Nusajaya
10	Leadership & Teamwork	SIRIM
11	Strategic Analysis & Decision Making	Prasarana Malaysia Berhad
12	Strategic Negotiation & Deal Making Skills	Technology Depository Agency Berhad
13	Biz Management for SME	SEDC, Sarawak
14	Succession Planning	Maju Holdings Sdn Bhd
15	Negotiation Skills	Jabatan Kerja Raya -JKR
16	Living Organizational Value Effectively	IRIS Corporation Berhad
17	Goal Setting & Time Management	Multimedia University , Melaka
18	Problem Solving	Texas Instruments Malaysia Sdn Bhd
19	Salas Advisor Training	Red One
20	Customer Service Excellence	Swift Integrated Logistics
21	Train The Trainer	Mission Food
22	KPI Alignment	QL Fishmeal
23	Performance Management & KPI	Putra Specialist Hospital
24	Poka Yoke	SHIN-ETSU POLYMER
25	The Power of Team Synergy	Texas Instruments Malaysia Sdn Bhd
26	Project Management	Freescale Semiconductor, Bank Islam& Northport
27	Team Retreat for Managers	Kone Elevators
28	Innovative Intelligence	APL Logistic
29	Stress Management	Grand Sessions Hotel
30	Effective Administrative Skills	CIMB
31	Execution Excellence	Antah Schindler sdn Bhd
32	Total Productive Maintenance	DIC (M) Sdn Bhd
33	Kaizen for Healthcare	Mawar Hospital, Seremban
34	Negotiation Skills	Jabatan Kerja Raya
35	Supervisory Management Skills	Hitachi Malaysia
36	Kemahiran Penyeliaan Berkesan	Kossan Rubber