



INSTITUTE OF LEADERSHIP AND DEVELOPMENT
UNIVERSITI TEKNOLOGI MARA

ILD e-Bulletin

The Heart of Talent Development



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From
the Staff of
Institute of Leadership and Development (ILD) UiTM



Congratulations

YBHG. PROFESSOR DATUK DR. MIZAN HITAM

on your new appointment as
the Assistant Vice Chancellor
of
Institute of Leadership & Development (ILD) UiTM

Effective on
15 April 2020

Welcome Aboard





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From
The staff of
Institute of Leadership and Development (ILD) UiTM



Thank You

For Your Services

PROFESSOR DR. FAUZIAH NORDIN

ASSISTANT VICE CHANCELLOR ILD UiTM
15 APRIL 2018 - 14 APRIL 2020





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Sekapur Sireh



All praises and gratitude be to Allah SWT...

Dear esteemed comrades of ILD,

This would be my first address as the new Assistant Vice Chancellor of ILD since reporting for duty.

14 APRIL 2020 marked the day that I first set foot in ILD. Despite the COVID-19 pandemic, it was a warm welcome and I was received with open arms and open heart. Thank you also for the initial briefing on 15 April 2020.

My utmost gratitude goes to the Vice Chancellor of UiTM, YBhg. Emeritus Professor Datuk Ir. Dr. Mohd. Azraai Kassim, for placing his trust and confidence in my ability to helm this prestigious training centre which we fondly refer to as ILD. It is a significant commitment and an honour and privilege for me to accept it wholeheartedly.

I am deeply blessed and appreciative towards my predecessor, my good friend, Professor Dr. Fauziah Noordin, for the strong governance inherited from her which has eased the task for me to continue the excellent practices at ILD. Being surrounded with an abundance of positive energy has alleviated my new responsibility and made the transition easier.

Dear all,

Where goals define what, strategies define how.

With the launch of UiTM2025 Strategic Plan – Unleashing Potentials, Shaping the Future, the ILD2025 Strategic Plan is now ready to take its course. As a strong narrative of change for the purpose of impact enhancement, ILD2025 Strategic Plan focuses on value-based performance, which is one of the three strategic thrusts of UiTM2025 Strategic Plan. Based on shared values of excellence, synergy and integrity (ESI), ILD2025 Strategic Plan is centred on positive impacts and outcomes to ensure the realisation of UiTM as one of the world's leading universities.

ILD2025 Strategic Plan aims to enhance skills and competencies of lecturers and administrative staff of the university via talent development that in due course enhances talent excellence. The strategies are structured and promising a more transparent university succession plan, which concentrates on the Competency-Based Talent Management (CBTM) facet.

At present, we are now witnessing a paradigm shift towards an agile institution. Hence, this transformational journey demands for new norms in ILD operations and embraces changes to propel numerous results-driven employee training and development programmes.

To form and lead an agile transformation successfully, this aspiration should be shared and worked out collectively in a T.E.A.M – **T**ogether **E**veryone **A**chieves **M**ore. A team produces **synergy** generates **excellent** result that are greater than the simple sum of its individual members, and a sense of integrity is imperative for a team in accomplishing challenging goals. Pairing these with good leadership, “ESI for TEAM” we shall prevail!

With the long-term goal of world class excellence by 2025, ILD hopes to model and uphold both the TEAM spirit and ESI values.

Typically, this is achieved by saying “Yes” to changes. Together, we must change our way of thinking to arrive at a better tomorrow and seize the shared values of UiTM, break free from habits that hold us back.

As Allah says in the Holy Quran:

“...Indeed, Allah does not change the condition of a people until they change their own condition...”
(Surah Ar Ra'd : Verse 11)

ILD - the heart of talent management

PROFESSOR DATUK DR. MIZAN BIN HITAM

Assistant Vice Chancellor

Institute of Leadership and Development

A FAREWELL NOTE...

WITH GREAT CHALLENGES, COME GREAT OPPORTUNITIES!

ILD UiTM continues to step up its role as a training and development institution and is determined to become a top-notch leadership training institution in the country even during the MCO period. Since 18th March 2020, or the start of MCO, ILD UiTM management has continuously been carrying out their respective duties with the support of a strong, multi-background staff. During the trying times, the officers were proactively carrying out the functions of ILD UiTM, which primarily is the development of UiTM staff competency via various platforms.

This is what is meant by “with great challenges, come great opportunities”. Via partnerships with other UiTM departments such as ICEPS and external organisations such as INTAN, USM and private training providers, ILD UiTM has successfully offered online courses and produced a catalogue of training links which have since been distributed to all UiTM staff on 27th March 2020. Strategies for online training were developed and ILD UiTM has managed to organise several online trainings right away for the academic and administrative staff working from home (WFH).

ILD UiTM remains as a source of reference to faculties and other departments for online trainings. The institute has proactively submitted a working paper to UiTM Executive Management (MEU) proposing the use of honorary rates for speakers conducting online training. Alhamdulillah, it has been approved by the MEU on 13th April 2020. Suitable online training topics were instantaneously identified for ILD staff and other administrative staff groups for training programmes via a variety of online platforms.

Virtual management meetings, such as *Mesyuarat Pengurusan Dalaman* (MPD), became a normal routine – for urgent and fast decisions to be reached on important operational matters of ILD. With limited resources and movement, MCO has never impeded ILD to continue to be resourceful and maneuver plans as well as effectively provide services.

I pray to Allah SWT that the creative, proactive, and committed staff of ILD UiTM are blessed and given a steady stream of sustenance to continue serving UiTM. Aamiin.

PROFESSOR DR. FAUZIAH NORDIN

Former Assistant Vice Chancellor
ILD UiTM
14 April 2019 - 13 April 2020

Editor-in-Chief Column

REPURPOSING E-COMMUNICATION : E-LEADERSHIP & TEAM COMMUNICATION

By. Dr. Faizah Eliza Abdul Talib

Leaders come and go. There are good leaders and then there are bad leaders. Staff feel belong and connected when their boss “knows” them, thus, this calls for leaders to be introspective at every level. It is the key to effective leadership.

Busy routine administrative and management affairs are the common avenues for leaders to engage in direct interaction with the staff members. And what more with the extended MCO, it is high time for the academic leaders to repurpose e-communication.

In performing leadership functions, online interaction via mobile technology may contribute positively to team communication. At the peak of the COVID-19 pandemic, with MCO and WFH extended, leaders can enculturate the staff to achieve goals by being tech savvy and utilizing smartphones and tablets in daily operations. In other words, leaders themselves must make use of gadgets and technology for mediating tasks and creating a task-oriented, decision making and problem-solving subordinates. This new virtual role not only facilitates the completion of tasks and duties but also enhances job satisfaction among the staff.

Academic leaders in Malaysia HEI consists of VC, AVCs, Rectors, Deans, and Head of Departments. During the MCO, leaders are compelled to operate as e-leaders. Performing online meetings, interviews, file sharing, and planner sharing may create and re-create a more positive workplace environment at home, and in turn, enhances team communication.

“Leadership by example”. Even in a virtual setting, leadership conducts can contribute to effective communication in the organisation. Leaders who embrace technology in implementing their duties are successful managers of the effects of COVID-19 pandemic on the organisation. Through technology, leaders and staff can still communicate effectively, at any place and time. They can give out instructions and share information with the staff. Clearly, this could bring about positive changes in organizational communication and directly increase job satisfaction.

Leaders need to hone the IT skills in order to maximise technology in leadership. Therefore, it is worthwhile to attend trainings to improve skills. Existing applications such as Free Web, Zoom Meetings, Skype, FreeConference, Google Meet, Cisco Webex Meetings, GoToMeeting, CyberLink U Meeting, Bluejeans, and Lifesize are some but a few platforms to begin with.





ILD UiTM For Frontliners COVID19 (#ILD4Frontliners)

By: Ts. Mohd Rafizi bin Rahmad

After China was badly hit by the Corona virus, the Malaysian government has brought back home the first group of Malaysians from Wuhan. They were placed in AKEPT, the first identified quarantine center. Being the next-door neighbour, ILD UiTM was honored to house the quarantine center staff from the National Agency for Disaster Management (NADMA) and the Malaysian Civil Defense Agency (APM). It was an impactful collaboration between ILD UiTM and NADMA in such trying time.

Malaysia has effectively taken measures to protect her citizens. The Movement Control Order (MCO) is in accordance with Section 3 of the Prevention and Control of Infectious Diseases (Act 342) and the Police Act 1967. Other countries might have called it differently - *Shelter in Place* in the United States, *Lockdown* in Italy and Spain and *Curfew* as in China.

With the enforcement of MCO, citizens were asked to stay at home with their families. All work-related activities and premises were suspended from 18 March 2020 onwards. Once again, ILD UiTM cooperated with NADMA on 2 April 2020 by becoming the Home-Surveillance Center (HSC). Besides NADMA, other agencies involved were the Fire and Rescue Department of Malaysia (JBPM), the Ministry of Health Malaysia, the Malaysian Civil Defense Agency (APM), the Department of Public Welfare and the Royal Malaysian Police (PDRM).

As front liners, their main task was to arrange the quarantine of Malaysians returning from overseas via air travel for a period of 14 days until the situation is announced as being completely free from COVID19. ILD UiTM was the perfect choice as it is near the two major airports, KLIA and KLIA2.

Throughout their stay, ILD UiTM has ensured that the officers' welfare was well taken care of. They were provided with 3 in 1 drinks, and free snacks by the concessionaires and philanthropic companies too. The concessionaires have also provided a special sweepstakes offered for their uniforms.

Though it was a small gesture, it was one way of showing our support and solidarity to the front liners. At the same time, it is putting ILD in their good books and will potentially become their training center destination one day.

1st in Malaysia for Public Sector @ Bandar Enstek



By Profesor Ir. Dr. Zuhaina Haji Zakaria

The first module of UiTM Certified Human Resource Manager (Public Sector) programme which is in collaboration with Malaysia Institute of Human Resources (MIHRM) was held on 7th to 8th March in ILD Bandar Enstek. In this session, 20 participants from UiTM and public universities (UTHM, UMS and UMT) were briefed by the course coordinator, Mr. Leslie Lim, on the overall running of the 6-module course. All six modules would take place during weekends over a period of 3 months and followed by a project paper. Upon successful completion of all modules, assignments and project paper, participants would be conferred the rights to use the title of Certified Human Resource Professional.

The speaker for Module 1 entitled "HRM in the Public Sector" was Dr. Siti Rohani Md. Yusof who has extensive industry, academic and research experiences. In the 2-day module, participants were given an overview of Malaysia's public sector scene, starting from early independence to the 21st century. Participants were engaged in interactive lectures, group discussions and presentations to enhance their understanding of the module.





MEDIA & COMMUNICATION STRATEGIES FOR LEADERS

By Dr Norlaila Md Zin

On 2nd and 3rd March 2020 (Monday-Tuesday), a seminar on MEDIA & COMMUNICATION STRATEGIES FOR LEADERS was successfully held at Sarana 1, ILD Bandar Enstek. This seminar offered middle managers (identified as prospective leaders) with the knowledge and techniques for building communicational capacity. The seminar started at 8:30 am with an opening by YBhg. Professor Dr Zuraidah Sanusi, the Director of Strategic Leadership Centre, ILD. She shared UiTM's mission and aspiration of becoming a globally renowned university with the participants. The opening also set the tone of the whole seminar – sending out the message of a crucial need for a pool of competent leaders.

In the seminar, the participants were exposed to skills and methods on how to build communicational capacity by first learning the importance of media relations, press releases and press conferences. A mock press conference with fictitious events and parties were also staged to allow for participants to act out situations and experiences from the scenario-based simulations. The mock press conference was expected to enhance their communication skills and improve self-confidence.

True enough with effective leadership communication, a leader can create an impact which subsequently translated into improved performance. It is hoped that the seminar has equipped the participants with the tools for generating impact on others and becoming proficient communicators.

"All leaders share a common, underlying trait when it comes to verbal communication: they are willing to do it"
- Pat Croce



MOTORCYCLE hand-over ceremony

By INSP. Ahmad Ab Ghani

March 03, 2020 witnessed the handover ceremony of a motorcycle for the ILD Auxiliary Police graced by YBhg. Professor Dr Fauziah binti Noordin, Assistant Vice Chancellor of the Institute of Leadership & Development (ILD), Bandar Enstek. The motorcycle was presented to the Head of the Auxiliary Police Unit, INSP. Ahmad Abd Ghani in a low key but memorable ceremony at the ILD lobby. Among those present were Siti Zalipah Ibrahim (Assistant Registrar), Norhaida Awang (Bursary), and Hatta bin Udin (Sales & Marketing).

The new motorcycle would be used by the ILD UiTM Auxiliary Police to patrol and safeguard the premises of ILD. The new addition motorcycle works as an immediate response unit in emergencies. At other times, it serves as an escort vehicle to welcome the VVIP guests upon arrival at ILD. The motorcycle would also assist the team in monitoring activities of rules enforcement as well. Certainly, the ownership of this motorcycle would be another pay-off investment for ILD as it enhances the existing security features of the institute. Without proper security, any activities are subjected to certain risks. And for this reason, ILD should be the topmost choice and the best location for training.



FRAMING HIGHER EDUCATION FOR ACADEMIC EXCELLENCE



By Dr Nurazilah Zainal

Senior academics play a vital role in ensuring the university's success by playing their part in the broader leadership community across the university. Two pivotal shifts occur when academics are appointed as senior lecturers: transition oneself into the more formal leadership roles, or at the professoriate level, assume larger portfolios of responsibility.

The Framing Higher Education for Academic Excellence course was held from 12th to 13th March 2020 which is designed for senior leaders. This 2-day course was conducted by a prominent guest speaker from abroad, Professor Dr. Shelda Jane Debowski. This significant course was initiated by the Vice Chancellor of UiTM, Emeritus Professor Datuk Ir. Dr. Mohd. Azraai Kassim. The initial focus was about exploring different leadership approaches and styles among senior lecturers.

The key takeaway from this course is for participants to identify ways in which leaders enact their leadership through roles and portfolios. Applying the skills learnt, participants were able to map their leadership attributes and qualities. Real life situations were exemplified to show them how they might influence and guide others to support the broader institutional goals and directions. Over and above that, participants have also managed to explore the benefits and potential pitfalls in their leadership styles and to evaluate impact and outcomes of their leadership.

As a whole, the course has acted as a platform for participants to exchange opinions on how leadership skills can be effective in improving subordinates and team performance.



IMPROVING LEADERSHIP PERFORMANCE THROUGH LEADERSHIP COACHING

By Prof Madya Dr Abdul Kadir

Superior leadership determines the organisation outstanding performance. The opposite is true if leaders are not competent enough to lead the organisation moving towards the intended future. Realising the importance of institutional leadership role, the Institute of Leadership and Development (ILD) in collaboration with Akademi Kepimpinan Pendidikan Tinggi (AKEPT) initiated a development program for UiTM leaders, specifically for the Deans, Deputy Deans, Rectors and Deputy Rectors over a five months duration, starting from September 2019 and ending in February 2020.

The Leadership Coaching involved 27 participants who are the Deans and Deputy Deans of various faculties in UiTM. The programme calls for meeting with their coach once a month to discuss the five preassigned leadership topics. The coaches have great experience in coaching and leadership as they were the leaders in their respective organisations. There were nine coaches involved in this programme where each was assigned to three coachees for programme effectiveness. Each meeting would last approximately 30 minutes.

The topics identified for the leadership coaching were determined from the earlier qualitative research done earlier involving 13 top management of UiTM. Next, the use

of quantitative research involved leaders of faculties, campuses and departments for the first cycle, and all UiTM staff for the second cycle of the research. These two types of research. These two types of research have successfully identified the leadership coaching topics such as establishing networks, communicating, planning and analysing, solving problems and achieving results. Leaders were also coached in improving themselves in areas of change, value, human and tasks orientations in this course.

The closing of leadership coaching programme was marked by an award giving ceremony held on 25th February 2020. All coaches and coachees were presented with a certificate of appreciation signifying the completion of the program. This ceremony also indicated that all coachees were ready to coach their subordinates in their respective faculties, campuses and departments.

This is a pioneering project of ILD and it is expected that the subsequent projects will involve greater number of institutional leaders of UiTM to facilitate the university to achieve its vision and mission to become a renowned university in the region.

“A mentor is someone who sees more talent and ability within you, than you see in yourself, and helps bring it out of you.”

- Bob Proctor



By Dr Norlaila Md Zin

The Strategic Leadership Centre of ILD Bandar Enstek organised a 2-day seminar on “DEVELOPING EXECUTIVE LEADERSHIP: COACHING SKILLS” on 11-12 February 2020 for the executive members of faculties in UiTM. The main objective was to facilitate managers to become more effective leaders. This course is designed to delve into the fundamentals of managing oneself, leading teams, and motivating others to accomplish organisational goals. The course participants included former and current Deputy Rectors, Deputy Deans, Head of Departments/Units and Coordinators. They are academicians who would hold senior leadership positions within the university one day.

The participants were placed into groups comprising of diverse faculties and were introduced to the meaning of coaching. The facilitator, Tuan Haji Sazali from Lighthouse Training, asserted that coaching skills involved the collection of information by a person (coach) gathered through a special dialogue as well as inquiry. Anyone can be a coach for his or her spouse/ children, friends, colleague, subordinates or even to a stranger. The coaching process can happen anywhere - either at workplace or at one’s home.

Being a coach means to effectively lead and manage by asking and listening. In other words, effective coaching involves building a relationship based on trust, motivation, and accountability. The course has also provided participants with a fundamental view of how they can improve their subordinates’ performance through effective coaching.





SUSTAINING AND CHAMPION ACADEMICS AND THEIR DEVELOPMENT

By Dr. Nurazilah

Roles of the academician is complex and ever changing as universities respond to the pressures and demands of a volatile higher education system. There are increasing expectations on academics to grow, adapt and improve capabilities and portfolios to suit the demands of their institutions and their personal career ambitions. However, this capacity building requires a concerted efforts by leaders, supportive subordinates, and the academics themselves for it succeed.

The Sustaining and Championing Academics and Self Development course was held on 10th March 2020 which was designed for the university's top management. This 1-day course was conducted by the guest speaker Professor Dr. Shelda Jane Debowski. The main objective of the course was to develop a deeper understanding of the way academics build their capabilities across teaching, research, governance, and engagement. This course also aims to identify the types of challenges that many academics encounter in developing their careers.

This course has successfully equipped participants with concrete ideas relating to their role and motivated in creating the environment and infrastructure for academic success. Besides that, participants also have managed to ponder more on innovative approaches to build capacity on an integrated support structure and on institutional approaches to academic development. Overall, this course has enhanced the capabilities among the leaders and enabled them implement the skills in problem solving in the future.

“BEING ORGANISED, BEING IN CONTROL” - DISPOSAL OF LINEN ITEMS



By Norhaida Awang

ILD Enstek was officiated by former Malaysian Minister of Higher Education, YB Dato' Seri Idris Jusoh, on 23rd August 2016. Since then, its operation has always placed priority on quality services, in training as well as accommodation. On 5 March 2020, the disposal of linen items project was launched at 3pm.



The project commenced with the submission of an application UiTM Disposal to **Unit Penginapan** ILD Enstek. Eight staff from **Unit Kewangan Zon** 25, and **Unit Penginapan** and one **Pembantu Operasi** (PO) participated in this sorting out session. The full-scale operation began full swing at Level 4, in the Chambermaid Room, ILD Enstek. Over 500 linen items were identified for disposal, which includes towels, bedsheets, floor mat, duvet covers, pillowcases and hand towels. Then, the damaged linen items were separated and counted accordingly. The discarded linens were marked as “*LUPUS*” and placed at one corner.



There are many “lessons learned” from this pioneering joint venture effort. The disposal exercise was necessary as the first things that were noticed by the in-house guests and visitors whenever they are in the room would be the linen, i.e. bed sheets and pillows to the bathroom towels.

With a good and effective cooperation and TEAMWORK, the session has progressed smoothly and was completed in less than 2 hours. *Alhamdulillah.*



By Dr Norlaila Md Zin

On 18-19 February 2020, ILD organised a 2-day program called LEADING ORGANISATION: (In Basket). The program was held in UiTM Seri Iskandar, Perak. The objective was to provide opportunities to evaluators in assessing and identifying participants' readiness according to leadership demands, both internal and external, by way of group discussions of the given contexts, settings, and scenarios. The speaker was Coach Hazri Hood of Winning Minds and participants were the prospective leaders selected from UiTM talent pool.

The candidates were briefed on the context setting and the VUCA session objectives to align these with their personal achievement, organisational responsibility, leading changes, and leadership courage.

There were 3 breakout sessions:

- Breakout Session 1: Preliminary thoughts on VUCA
- Breakout Session 2: Research in university
- Breakout Session 3: Graduate employability and Leadership Competency & closing

The sessions were facilitated by Dr. Faizah Eliza, Associate Professor Dr. Khasimah and Associate Professor Dr. Ismail. In the breakout sessions, Coach Hazri further elaborated and deliberated on each topic. Among the activities included a sharing session with the participants on the demands of a VUCA environment which requires fast and active actions from leaders to be in line with the rapid changes in the working environment. The results of the assessment were compiled and forwarded to ILD future reference management for identifying potential leaders.

JKSMUA @UTM Skudai

By Ts. Mohd Rafizi bin Rahmad

A *Jawatankuasa Sumber Manusia Universiti Awam Malaysia* (JKSMUA) meeting was held at Universiti Teknologi Malaysia (UTM) Skudai, Johor, on 2nd March 2020 which was also attended by Professor Dr. Fauziah Noordin, the Assistant Vice Chancellor of ILD UiTM. UTM Johor hosted the meeting which saw the congregating of representatives of Human Resource Management personnel from the HR development component of all public universities and teaching hospitals. UiTM representatives who also attended the meeting were Ts. Mohd Rafizi bin Rahmad (Senior Deputy Registrar) and Tuan Haji Muhammad Nizam Nordin (Chief Deputy Registrar). Several papers and reports were presented during the meeting and UiTM presented the following three reports:

1. Laporan Taskforce Bakat & Kepimpinan – ILD UiTM
2. Laporan Jawatankuasa Kerja Jaringan Dalam dan Luar – ILD UiTM
3. Laporan Taskforce Penilaian Prestasi – JPSM UiTM

Earlier in the evening, all attendees were treated to a dinner at Medan Ikan Bakar, Tanjung Piai, which was sponsored by UTM. The next JKSMUA meeting is expected to be held in June 2020 and will be chaired by Universiti Malaysia Terengganu (UMT). JKSMUA meetings are held bimonthly, however, there is a possibility of the scheduled meeting in April to be postponed to make way for the holy month of Ramadhan.

Let's BARBEQUE @ILD!



By Ts. Mohd Rafizi bin Rahmad

ILD UiTM Bandar Enstek is appreciative of recently being sponsored a set of barbecue pit by BMES *Sendirian Berhad*. This set would be available for use by ILD course participants should they need to organize a barbecue dinner during the training sessions. The pit comes in a set complete with a wakaf, water source, proper lighting and power source.



It was officially handed over by the concession chairman, YBhg. Datin Salmah binti Kassim, to Professor Dr Fauziah Noordin, the Assistant Vice Chancellor of ILD UiTM on 20 February 2020. The date 20022020 was significantly chosen to mark this special occasion. At the hand over event, a barbecue was also held for all staff of ILD and BMES concessionaire which was organised by *Kelab Sukan dan Kebajikan*, ILD, UiTM Bandar Enstek (KSK).



In her speech, Professor Dr. Fauziah expressed her utmost gratitude to BMES concessionaire for sponsoring the barbecue pit set. She highlighted the point that it is a valuable addition to ILD training facilities and will create additional valuable experiences to participants coming to ILD. On the same note, BMES Sdn. Bhd. hopes that the newly added facility would be put to good use and at the same time participants need to be mindful of cleanliness of ILD barbecue area and its surrounding.

TAHLIL AND YASIN RECITATION



By Mohd Hatta Udin

Literally, *Tahlil* carries a straightforward meaning meaning of reciting *la ilaha illa-l-Lah* (There is no God but Allah).

The *Tahlil* and *Yasin* recitation was held on Friday, 7th February 2020, at Anjung Sendayan, ILD Enstek, led by En Hatta. The essence of *Tahlil* is for remembering the dearly departed among us. May Allah shower His mercy upon them and place them among His faithful servants, aamiin.

A Tahlil and Yasin recitation is an important practice for it is also a way of strengthening the social relations among muslims - the *ukhuwwah* – particularly among the staff of ILD. It is also a time to offer prayers to the dearly departed, ones much loved and missed. May this good

Death is not the opposite of life, but a part of it
- Haruki Murakami



BENCHMARKING FOR SUPERIOR PERFORMANCE



By Hanisah Ghazali

There are two common types of benchmarking - internal and external. It is said that no one type is the best so why do benchmarking? The answer lies in the need to identify internal opportunities for improvement gathered from learning from doing things better, faster, and cheaper. The dimensions typically measured are quality, time, and cost.

ILD Enstek has conducted 2 benchmarking visits so far:

- Benchmarking Visit 1 - February 25, 2020 : I-KPKT Bukit Tinggi, Pahang

The ILD delegation was welcomed by Puan Nor Azah Binti Abdul Aziz, Head of Academic Centre KPKT. The visit has paved the way for a fruitful exchange of ideas and advanced discussion between ILD and KPKT. Relevant inputs especially in operations management and administration was gathered from this visit.





- Benchmarking Visit 2 - February 28, 2020 : Movenpick Hotel & Convention Centre KLIA, Sepang

The 11 representatives from ILD were received with a warm welcome by Mr Hairul Maharis, the General Manager of Movenpick Hotel & Convention Centre, KLIA, Sepang. The visit was crucial to obtain relevant inputs specifically on the hotel management and the counter services strategy.

It is established that any benchmarking calls for the management commitment, good organisational communication and employee participation to improve knowledge, practices, and processes. From these two benchmarking visits a lot was learned - the efficiency/ effectiveness of Performance can turn resources and inputs into outputs and outcomes, and to learn from the best.

"Best practices" are to be learned from - not mimicked
– Tim Kastelle



ILD Strategic Planning Workshop @ KUALA TERENGGANU



By Siti Zalipah Ibrahim

Strategic planning is crucial for an organisation to move forward to achieve its vision and mission. ILD has taken proactive steps by organizing a strategic planning workshop aimed at bringing ideas holistically and creating synergies in producing outputs and outcomes aligned with UiTM's strategic goals.



From 13 - 16 March 2020 (Friday - Monday), at the Grand Continental Hotel, Kuala Terengganu, the AVC ILD, Directors of Centre, Head of Department/Units gathered to set strategic goals and objectives for ILD for a 5-year duration (2020 to 2025) and develop plans to achieve those objectives. In addition, this workshop also aimed at ensuring ILD operations are aligned with the university's strategic objectives and goals.



At the end of the workshop, all information related to UiTM and ILD strategic planning was delivered to the staff present. It is important for everyone to know and understand the plan so all will operate in the same direction. The activities carried out in groups were hoped to strengthen the *ukhuwah* among the staff and contributed to the increase of staff's Happiness Index.

"Strategic planning will help you fully uncover your available options, set priorities for them, and define the methods to achieve them."

- Robert J. Mckain

MCODiaries : A WFH day in the life of...



Ts Dr Nurul Fariha Lokman

Head of Infrastructure and Infostructure Division

I'm self-isolating while working at home. Since MCO started, I'm normally out of the bed in my huge shirt. I try to be productive by monitoring the whole ILD's facilities via my cell phone. Lunch would either be "served" by my butler a.k.a Food Panda, or "cooked" by my chef, Texas Chicken. I believe that MCO is the perfect time to bond, pray and encourage one another. Let's cooperate and heed the frontliners' request - "I stay at work for you, you stay at home for us". #kitajagakita



Hanisah Ghazali

Head of Accommodation Unit

I'm a working mom. WFH meaning that "working" with my 4-year old girl and 1-year old boy clinging around me too. I must juggle between taking care of them while still getting my work done. The pressure helps to keep me focused though. I go into super-productive work mode whenever they are asleep...managing my time effectively. No doubt that there is so much flexibility to work from home and the fun fact that it allows me to set my own hours. I work anywhere, wear anything and play whenever! As G.K Nielson has put it...Successful people are not gifted; they just work hard, then succeed on purpose.



Mohd Hatta Haji Udin

Head of Sales and Marketing Unit

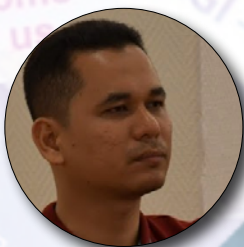
My day would normally start off with a light breakfast and a cup of coffee while checking on my emails. What I like most about WFH is to be able to eat healthier food. I enjoy the chance of eating a healthy meal at home every day - even of trying out easy recipes of delicious home-cooked meals! Day in, day out, I try my best to strike a healthy work-life balance. Being a family man, getting to settle all my work with the family before my eyes, is indeed a bonus. But whatever it is, I do hope that this MCO will end soon as I am starting to miss WFO - Work from Office.



YM Raja Haswati Raja Mohd Alwi

Executive Officer

I'm trying my best to cope with the demands of work from home and at the same time taking care of my family. I stay connected with my colleague and bosses through socmed. We often have online meetings and discussions. Overall, MCO and WFH is not bad at all, I can be with my family and do my office job concurrently. However, I hope that this situation will get better very soon.

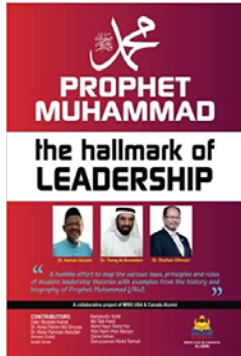


INSP. Ahmad Ab Ghani

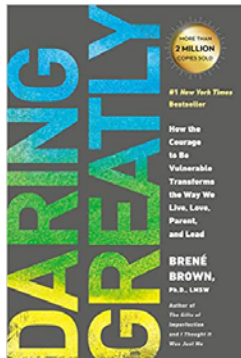
Head of Auxiliary Police Unit

When I work from home, I fulfil my duty as a servant of God to establish morning prayers. Starting the day with a breakfast at home is like heaven...more enjoyable than having breakfast at the office. After that, I will start doing my office work in a very relaxing home environment. I hope the opportunity to work from home will not go to waste as it is an exceptional thing you will only experience once in a lifetime. And I, for one, am sure to make the most out of it!

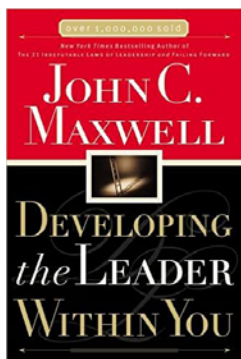
MUST READ



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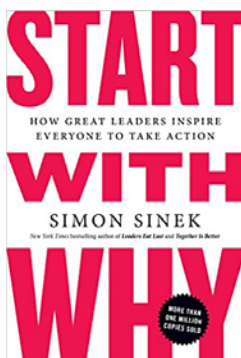
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