



M ACADEMY THE PEOPLE BUILDER



M ACADEMY - THE PEOPLE BUILDER

We build Quality People; Quality People build the organization.

M Academy is a learning center that focuses on inspiring people to change for the better. With over 30 years of direct people and organization experience, we have learned that sustainable business growth is truly driven by "Quality People".

M Academy seeks to integrate people and leading-edge professional expertise utilizing this principle, and ultimately help elevate the over-all performance of Thai industry to world-class standards.

Vision

Inspire people to change for the BETTER!

Build People. Build Inspiration. Enhance your business.

Our passion is to help you create the brightest future for your business by developing your **QUALITY PEOPLE**.

Our joy is to provide you with local and world renowned facilitators and deliver a leading-edge learning in a warm and welcoming environment.

Our delight is to help people expand their knowledge base and grow their skill sets more broadly.

Our greatest pleasure is to help people learn and practice outstanding collaboration and highly creative, impactful service and gain world-class standards for excellence.

Our biggest excitement is to bring to you our exclusive People Plus Program, and help you unlock the full potential in your ability to be BETTER! Touching lives, Touching businesses and Touching societies.

Mission

- ▲ Focus on changing attitudes and driving behavioral change through the “People Plus” Program and other learning platforms.
- ▲ Blend local and international talents to maximize and diversify people’s knowledge & practices.
- ▲ Create a people-friendly and highly interactive learning experience, facility and atmosphere.

Why M Academy?

- ▲ M Academy provides a unique, creative and highly impactful learning experience.
- ▲ M Academy builds top-notch organizations and teams by inspiring them to develop from within the right attitudes and behaviors.
- ▲ M Academy gives you direct access to a worldwide network of leading business managers and renowned training experts. They will provide you with best-in-class approaches for immediate reapplication in your business.
- ▲ M Academy is a fun and highly interesting experience. We enable service excellence by utilizing modern and innovative multimedia tools in our learning programs.

M ACADEMY

Learning & Sharing Programs



Signature & International

Inspiring People to Change for the Better

People Plus+

This workshop is a program designed to inspire individuals to continually improve and change for the better. We specialize in training transformational "People Plus" attitude, behaviors and personality. Your ability to make a positive impact on others, including your family, team, organization, customers, clients and suppliers, will be significantly increased!



Key benefits :

- Be inspired to embrace and practice "People Plus" attitudes & behaviors
- Build your inner charm and develop a self-confident personality
- Learn to deliver your customer's best service experience and satisfaction every single day
- Establish the foundation for a happy, healthy and high performance organization

The program helps you completely learn, develop, and refine your thinking & behaviors, mainly required to serve yourself and others in a better way.

Who should attend?

Leaders, Team Members, and Individuals who desire to deliver a step-change improvement in their performance, and obtain greater satisfaction and fulfillment both at work and in their personal lives.

Charismatic Plus

Making a self-transformation today



This workshop will enhance your appearance and character to be more appealing and distinctive while creating a great first impression to the people around you.

Key benefits :

- Better understanding of your natural qualities
- Promote your self-confidence through the Charismatic Plus program
- Introduce MIX & MATCH techniques for your possible best image
- Get personal coaching and inspiration from professionals for your image make-over!
- Step by step practice. Experience completion of the "New You"

This is a unique, high participation workshop with personal coaching from personality experts, fashion gurus and hairstylists. Learn simple and practical MIX & Match concepts to apply easily in real life, both at work and outside work.

Who should attend?

Appropriate for all levels who would like to be charming and appealing both professionally and personally.

Charismatic Talk

Imprinting Professionally



This workshop will help you become a highly impactful speaker, with the ability to engage your audience immediately, get your points across clearly, and make it fun and interesting for people every time you speak. You will learn how to leverage your tone, your body language and appearance to enhance your over-all charisma as a speaker.

Key benefits :

- Understand how your body movement helps in expressing your attitude and thoughts
- Learn the importance of the first Impression in influencing your audience
- Practice your voice, tone and body language
- Create your own script to prepare yourself for critical meetings or social events

This highly interactive program will help growing leaders, managers and everyone to develop strong and effective public speaking skills. Leaders need to have a level of charisma and need to be able to communicate clearly to get their message across, understood and listened to.

Who should attend?

Leaders, Managers and Staff who would like to imprint their professional image for success.

A High-Energy Service Workshop

The Secret of Superior Service!™

This high-content workshop enables leaders and organizations to quickly and dramatically upgrade service performance and secure sustainable advantage by building an Uplifting Service Culture.

Key benefits :

- Exceed your customers' rising expectations
- Stand out with excellent service mindset
- Climb the stairs to Unbelievable! levels of service
- Manage your customers' expectations
- Appreciate the value of customer complaints
- Shift from blame and shame to taking personal responsibility
- Bounce Back! with effective service recovery
- See the world from customers' point of view

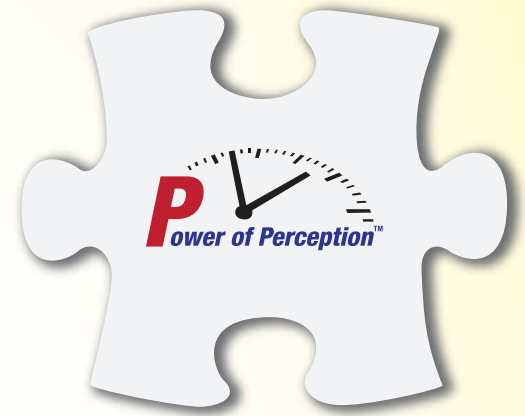


Powerful benefits for you and your team to understand eight key principles that will lead you to Superior Service.

Who should attend?

Appropriate for all levels and who would like to upgrade service skills and uplift the spirit for service serving external customers or internal colleagues.

This program allows you to cut out all the distractions and funnel your thoughts until you drill down to the core concerns or issues that you are dealing with. You will learn how to use 10 simple tools to sharpen your perception and focus your thinking in a more comprehensive, effective, and efficient way.



Key benefits :

- Sharpen your decision making
- Enhance the quality of your critical thinking
- Improve your time management
- Develop confidence in decision making

Thinking guru Edward de Bono developed a system to help you define situations, make better decisions, take charge and take action. As a result, you will see possibilities where others see difficulties, target thinking where others drift, and managed thinking where others get confused.

Who should attend?

Leaders and Managers who would like to enhance their quality of decision making.

Edward de Bono's **SIX THINKING HATS®**

*The Quality of Your Thinking
The Quality of Your Future*



This is a quality thinking management tool to harness the intelligence potential of your organization.

Key benefits :

- Maximize and organize the individual's thoughts and ideas
- Get to the right solution quickly and gain more commitment and support
- Hold critical meetings without emotions or egos on the decision making process
- Increase productivity in terms of the quality of thinking

The program enhances parallel thinking in personal decisions or to gain new insights. It's also used as a facilitation tool in meetings where groups must generate or evaluate ideas, make difficult decisions or negotiate outcomes.

Who should attend?

Leaders, Managers, Supervisors or who would like to increase thinking performance.

The “Effective You”

Knowing and strengthening yourself



This unique program provides you with a powerful tool to help you understand and assess individual profiles, and build a complete self-development roadmap to deliver future success for you and your entire team.

Key benefits :

- Gain deep insight into your personal strengths and development areas
- Create a Personal Development Roadmap for immediate use on the job
- Get the key skills needed for better coaching and support for your team

The “Effective You” Program gives 20 critical reports specific to your personality and behavior. Intensive personal coaching will be provided by a world class master trainer during the program.

Who should attend?

Appropriate for all levels who would like to develop yourself for future success today.

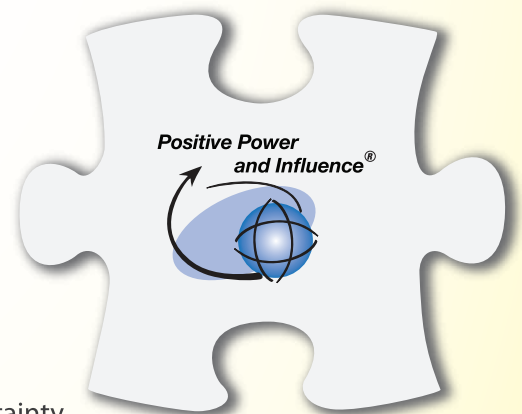
POSITIVE POWER & INFLUENCE[®]

Mastering Influence and Leveraging Power for Your Great Success

This is an essential skill for effective leadership and communication ability. Leaders must learn how to effectively influence others and make a positive impact to enable delivery of objectives. This includes direct reports, colleagues, managers, clients, and suppliers. You will learn how to be more effective by using different Influence Approaches.

Key benefits :

- Influence others without the use of positional authority
- Mobilize resources to get things done
- Lead others or manage stakeholders through rapid change and uncertainty
- Improve cross-functional, supplier and client relationships



The program gives participants the influence style flexibility they need to influence effectively across a wide range of situations. This program is delivered in over 40 countries in more than 25 languages.

Who should attend?

Leaders and Managers who need to do a lot of influencing to lead change.

This is an interactive workshop where Stephen Krempel will share and let you practice specific skills and techniques that will help you come across more confidently as a global leader.

Key benefits :

- Stand out on a regional or global stage
- Work on par with global leaders
- Unlock your limitations and maximize your capability
- Connect and speak up confidently in almost any situation



Stephen Krempel is the president of Krempel Communications International. He is a former executive for Starbucks, Motorola, PepsiCo and Yum Brands. He is a renowned global speaker and has focused his time on developing leaders in more than 25 countries around the world over the last two decades.

Who should attend?

Leaders, Managers, Supervisors or who would like to stand out as a global leader.

Coaching for Coaches

Leaving a legacy



This program will equip and empower managers, leaders, and executives to be better coaches, mentors and counselors. It will provide focused training on real "on-the-job" situations, and significantly improve your coaching skills.

Key benefits :

- Leverage your personality type for more powerful and highly impactful coaching
- Build your own personalized Coaching Plan and Strategies
- Positively impact the lives and careers of people in your team and organization

This highly interactive program is facilitated by master trainers with more than twenty years of experience in people development and coaching arena.

Who should attend?

Supervisors and above who would like to build next generation leaders.

Panel

M Academy provides another excellent learning experience through our Panel Discussion. This is an interactive forum where we promote an open and active exchange of ideas. We will examine important topics and issues that are relevant to you, including market trend updates and best practice sharing.

You will benefit greatly from hearing our expert panelists, and learn from their diverse stories, experiences and perspectives.

Come and attend one of our Panel Discussions to get energized, stimulate your own learning with new ideas, and enhance your network!

Who should attend?

Business Executives, Professionals and Individuals



Consultation

M Academy provides a special Executive Coaching Program to help you transform your organization into a more efficient and effective team. Our specialty areas include assessing your team culture, values and behavioral norms and benchmarking it with the hallmarks of High Performance Teams.

We will guide you on how to lead and drive organization change towards a stronger and more potent organization that delivers top-notch growth and results on a sustainable basis.



Eventually, an innovatively inspiring venue for MICE and inventive happenings in the heart of Bangkok.



M Academy and its facilities are located within the central business district. This cutting-edge setting offers over 1,300 sqm. with ability to accommodate up to 400 delegates.



Features

M Lobby

Floor area	97 sqm. / 15 x 6.5 m.
Ceiling height	4 meters

Ballroom L1-L3

Floor area	387 sqm. / 30 x 15 m.
Ceiling height	5 meters

Breakout M6-M8

Floor area	each 47 sqm. / 7.5 x 6.5 m.
Ceiling height	3.5 meters

VIP1&VIP2

Floor area	each 47 sqm. / 10 x 5 m.
Ceiling height	3.5 meters

Floor type	Concrete with carpet tile
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Additional facilities

- Free flow soft drinks and coffee
- Simultaneous interpreter rooms and equipments
- Fully equipped sound system with LCD
- Business center with printing and copying services
- Learning and knowledge zone

Car Parking

- 500 Covered spaces

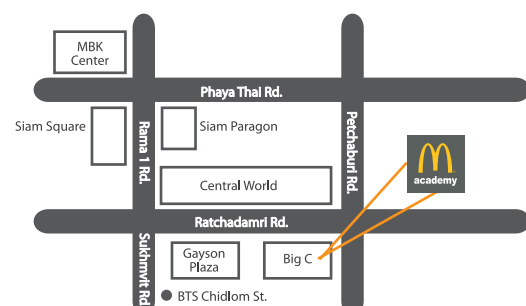
MAP

Location

- 30 mins from Suvarnabhumi International Airport
- Crosswise Central World, the life style shopping experience of Bangkok
- 5 mins from BTS sky-train station : Chidlom

Open Hours:
08.00 – 18.00 hours
Monday – Sunday (except public holidays)

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