

SARAWAK BANK EMPLOYEES' UNION

MANAGEMENT HANDBOOK

28TH EDITION 2025/2026

EDUCATION & TRAINING

1. SBEU continue to put emphasis on Training & Education. The SBEU Education & Training Programme was reviewed and consists of:
 - **"Sales & Services & Job Empowerment" (SBEU/SCBA)**
 - **Exchange Program with Spore B E U ****
 - **Enhancing Sales & Services Performance**
 - **Stress/Mental Health/Work-Life Balance**
 - **Performance Appraisal and Grievance Procedure**
 - **Online Sharing (CA and Know your Rights and Benefits)**
 - **Team Building**
 - **External Courses conducted by MTUC, UNI, LLRC, MOHR & Training Providers.**
2. In line with the 4th Industrial Revolution, we need to equip our Members to adapt to the changing working environment and Performance Pay.
3. Having a succession plan is crucial for the organization as leaders come and go. In line with this, we will empower our Officials to lead the trainings programs that will be held at the Regions. This will build and developed leadership qualities in all Officials. We need to improve the competency of our trainers and will continue to use external trainers where feasible.
4. We will continue to collaborate with SCBA and Banks to enhance our training programme, Sales & Services & Job Empowerment. This will enable Members participants to be remained relevant and skilled in changing banking work environment.
5. We will need to train/have awareness on mental health and work place balances.

The relevant forms are included in the CD ROM to assist Branches to conduct the courses. They are **Course Proposal, Budget Sheet, and Account Sheet & Course Report Form.**