

No	Program	Facilitator	Fee (RM) (not inclusive 6% GST)	Month	Date	Venue
1	Certified Help Desk Professional (CHDP)	Roshini	2,800	Jul	11 - 12	Vistana Hotel, Kuala Lumpur
2	Certified Professional Trainer (CPT)	Ernie Chen/ Jeremy Lee/ Ken Ng	5,800	Jul	11 - 14	Vistana Hotel, Kuala Lumpur
3	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	2,200	Jul	12 - 13	Vistana Hotel, Kuala Lumpur
4	Effective Communication @ Work Workshop	Ken Ng / Roshini	1,699	Jul	17 - 18	Vistana Hotel, Kuala Lumpur
5	Powerful Presentation Skills Workshop	Jeremy Lee	1,699	Jul	17 - 18	Vistana Hotel, Kuala Lumpur
6	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	1,699	Jul	19 - 20	Vistana Hotel, Kuala Lumpur
7	Certified Contact Centre Manager (CCCM)	Ken Ng	4,800	Jul	19 - 21	Vistana Hotel, Kuala Lumpur
8	Assertiveness and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	2,200	Jul	24 - 25	Vistana Hotel, Kuala Lumpur
9	Presentation and Public Speaking Skills for Business Leader	Ken Ng	1,999	Aug	7 - 8	Vistana Hotel, Kuala Lumpur
10	Contact Centre Inbound Tele Skills (CCITS)	Roshini	1,699	Aug	9 - 10	Vistana Hotel, Kuala Lumpur
11	Managing Generation-Y	Ken Ng	2,200	Aug	10 - 11	Vistana Hotel, Kuala Lumpur
12	Certified Contact Centre Team Leader (CCCTL)	Roshini	3,800	Aug	14 - 15	Vistana Hotel, Kuala Lumpur
13	Effective Business Writing Skills Workshop	Irene Wong	1,699	Aug	21 - 22	Vistana Hotel, Kuala Lumpur
14	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	2,800	Sep	4 – 5	Vistana Hotel, Kuala Lumpur

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D-05-12, RITZE PERDANA BUSINESS CENTRE, JALAN PUJ 8/2, DAMANSARA PERDANA, 47820 PETALING JAYA, SELANGOR DARUL EHSAN, MALAYSIA

To register, contact Tel: +603-7728 2623 Fax: +603-7728 2620 or email to info@atcen.com

*All programs are subject to change.

15	Certified Contact Centre Professional (CCCP)	Roshini	2,800	Sep	18 - 19	Vistana Hotel, Kuala Lumpur
16	Creating the WOW Service Experience Workshop	Ken Ng / Jay Kumar	1,699	Sep	25 - 26	Vistana Hotel, Kuala Lumpur
17	Excellent Communication Through Essential English Grammar Workshop (ECTEEG)	Irene Wong	1,699	Sep	25 - 26	Vistana Hotel, Kuala Lumpur
18	Coaching for Optimal Performance	Jeremy Lee	2,200	Sep	27 - 28	Vistana Hotel, Kuala Lumpur
19	Certified Contact Centre Manager (CCCM)	Ken Ng	4,800	Oct	2 - 4	Vistana Hotel, Kuala Lumpur
20	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	2,200	Oct	5 - 6	Vistana Hotel, Kuala Lumpur
21	Effective Supervisory Skills Workshop [SBL-Khas]	Ken Ng	1,699	Oct	9 - 10	Vistana Hotel, Kuala Lumpur
22	Interviewing The Real Candidate - Behavioral Event Interview (BEI) Technique	ET Khor	1,699	Oct	23 - 24	Vistana Hotel, Kuala Lumpur
23	Assertiveness and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	2,200	Oct	30 - 31	Vistana Hotel, Kuala Lumpur
24	Certified Professional Trainer (CPT)	Ernie Chen/ Jeremy Lee/ Ken Ng	5,800	Nov	6 - 9	Vistana Hotel, Kuala Lumpur
25	Warehouse Operations & Management	Mohan Selvaraju	1,999	Nov	8 - 9	Shah Alam Convention Centre (SACC)
26	Certified Contact Centre Team Leader (CCCTL)	Roshini	3,800	Nov	13 - 14	Vistana Hotel, Kuala Lumpur
27	From Planning to Successful Execution	Jeremy Lee	2,200	Nov	15 - 16	Vistana Hotel, Kuala Lumpur
28	Persuasive Principled Negotiation Skills Workshop	Ken Ng / Jeremy Lee	2,200	Nov	20 - 21	Vistana Hotel, Kuala Lumpur
29	Powerful Presentation Skills Workshop	Ken Ng	1,699	Nov	22 - 23	Vistana Hotel, Kuala Lumpur

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30	Certified Contact Centre Professional (CCCP)	Roshini	2,800	Nov	27 - 28	Vistana Hotel, Kuala Lumpur
31	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	2,800	Nov	27 - 28	Vistana Hotel, Kuala Lumpur
32	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	1,699	Nov	29 - 30	Vistana Hotel, Kuala Lumpur
33	Coaching for Optimal Performance	Jeremy Lee	1,999	Dec	4 - 5	Vistana Hotel, Kuala Lumpur
34	Effective Business Writing Skills Workshop	Irene Wong	1,699	Dec	4 - 5	Vistana Hotel, Kuala Lumpur
35	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Roshini / Ken Ng	3,800	Dec	4 - 6	Vistana Hotel, Kuala Lumpur
36	Creating the WOW Service Experience Workshop	Ken Ng / Jay Kumar	1,699	Dec	12 -13	Vistana Hotel, Kuala Lumpur
37	Problem Solving & Decision Making Skills	Jeremy Lee	1,999	Dec	12 -13	Vistana Hotel, Kuala Lumpur
38	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	2,200	Dec	14 -15	Vistana Hotel, Kuala Lumpur
39	Management Skills for PA and Administrative Professionals Workshop	Jay Kumar / Roshini	1,499	Dec	14 -15	Vistana Hotel, Kuala Lumpur

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