

No	Program	Facilitator	Month	Date	Venue
1	From Planning to Successful Execution	Jeremy Lee	Nov	15 - 16	Vistana Hotel, Kuala Lumpur
2	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Nov	27 - 28	Vistana Hotel, Kuala Lumpur
3	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	Nov	29 - 30	Vistana Hotel, Kuala Lumpur
4	Coaching for Optimal Performance	Jeremy Lee	Dec	4 - 5	Vistana Hotel, Kuala Lumpur
5	Effective Business Writing Skills Workshop	Irene Wong	Dec	4 - 5	Vistana Hotel, Kuala Lumpur
6	Creating the WOW Service Experience Workshop	Ken Ng / Jay Kumar	Dec	12 -13	Vistana Hotel, Kuala Lumpur
7	Problem Solving & Decision Making Skills	Jeremy Lee	Dec	12 -13	Vistana Hotel, Kuala Lumpur
8	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Dec	14 -15	Vistana Hotel, Kuala Lumpur
9	Management Skills for PA and Administrative Professionals Workshop	Jay Kumar / Roshini	Dec	14 -15	Vistana Hotel, Kuala Lumpur

**For brochures, group discounts, special rate etc,
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*All programs are subject to change.