

### Leadership and Management Development

No	Program	Facilitator	Month	Date	Venue
1	Presentation and Public Speaking for Business Leader	Ken Ng	Jan	22 - 23	Vistana Hotel, Kuala Lumpur
2	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Jan	22 - 23	Vistana Hotel, Kuala Lumpur
3	Effective Supervisory Skills Workshop [SBL-Khas]	Jeremy Lee	Jan	24 - 25	Vistana Hotel, Kuala Lumpur
4	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
5	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Feb	26 - 27	Vistana Hotel, Kuala Lumpur
6	High Impact Presentation Skills for CEOs, Directors & General Managers	Ernie Chen	Mar	13	Vistana Hotel, Kuala Lumpur
7	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Mar	19 - 20	Vistana Hotel, Kuala Lumpur
8	Managing Generation-Y	Ken Ng / Roshini	Mar	28 - 29	Vistana Hotel, Kuala Lumpur
9	Coaching for High Performance	Jeremy Lee	Apr	16 - 17	Vistana Hotel, Kuala Lumpur
10	Effective Supervisory Skills Workshop [SBL-Khas]	Jeremy Lee / Jay Kumar	Apr	18 - 19	Vistana Hotel, Kuala Lumpur
11	Presentation and Public Speaking for Business Leader	Ken Ng	Apr	18 - 19	Vistana Hotel, Kuala Lumpur
12	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
13	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Apr	25 - 26	Vistana Hotel, Kuala Lumpur
14	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	May	7 - 8	Vistana Hotel, Kuala Lumpur
15	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	May	14 - 15	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

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\*All programs are subject to change.

16	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Jun	11 - 12	Vistana Hotel, Kuala Lumpur
17	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Jun	27 -28	Vistana Hotel, Kuala Lumpur
18	Managing Generation-Y	Ken Ng / Roshini	Jun	27 - 28	Vistana Hotel, Kuala Lumpur

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## Customer Experience Management

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1	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Roshini	Jan	17 - 19	Vistana Hotel, Kuala Lumpur
2	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	Jan	24 - 25	Vistana Hotel, Kuala Lumpur
3	Certified Help Desk Professional (CHDP)	Roshini	Jan	29 - 30	Vistana Hotel, Kuala Lumpur
4	Creating the WOW Service Experience	Ken Ng / Jay Kumar	Feb	7 - 8	Vistana Hotel, Kuala Lumpur
5	Contact Centre Inbound Tele Skills (CCITS)	Roshini	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
6	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Feb	14 - 15	Vistana Hotel, Kuala Lumpur
7	Certified Contact Centre Manager (CCCM)	Ken Ng	Feb	26 - 28	Vistana Hotel, Kuala Lumpur
8	Certified Contact Center Professional (CCCP)	Roshini	Mar	14 - 15	Vistana Hotel, Kuala Lumpur
9	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	Apr	9 - 10	Vistana Hotel, Kuala Lumpur
10	Certified Contact Center Team Leader Workshop (CCCTL)	Roshini	May	7 - 8	Vistana Hotel, Kuala Lumpur
11	Contact Centre Inbound Tele Skills (CCITS)	Roshini	Jun	6 - 7	Vistana Hotel, Kuala Lumpur
12	Creating the WOW Service Experience	Ken Ng / Jay Kumar	Jun	6 - 7	Vistana Hotel, Kuala Lumpur
13	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Jun	12 - 13	Vistana Hotel, Kuala Lumpur
14	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Roshini	Jun	25 - 27	Vistana Hotel, Kuala Lumpur

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### Others

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1	Management Skills for PA and Administrative Professionals Workshop	Jay Kumar / Roshini	Jan	10 - 11	Vistana Hotel, Kuala Lumpur
2	Effective Communication @ Work	Jay Kumar / Roshini	Jan	17 - 18	Vistana Hotel, Kuala Lumpur
3	Powerful Presentation Skills Workshop	Ken Ng	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
4	Interviewing The Real Candidate - Behavioral Event Interview (BEI) Technique	ET Khor	Feb	26 - 27	Vistana Hotel, Kuala Lumpur
5	Effective Business Writing Skills Workshop	Irene Wong	Mar	1 - 2	Vistana Hotel, Kuala Lumpur
6	Warehouse Operations & Management	Mohan Selvaraju	Mar	5 - 6	Vistana Hotel, Kuala Lumpur
7	Certified Professional Trainer (CPT)	Ernie Chen / Jeremy Lee / Ken Ng	Mar	5 - 8	Vistana Hotel, Kuala Lumpur
8	Dealing with Difficult People at Work	Roshini	Mar	12 - 13	Vistana Hotel, Kuala Lumpur
9	ASIA Human Capital Development Conference 2018	-	Mar	21	Vistana Hotel, Kuala Lumpur
10	Excellent Communication Through Essential English Grammar Workshop (ECTEEG)	Irene Wong	Mar	26 - 27	Vistana Hotel, Kuala Lumpur
11	Effective Communication @ Work	Roshini	Mar	28 - 29	Vistana Hotel, Kuala Lumpur
12	Certified Key Account Management for Distinct Client Experience (CKAM)	Ken Ng	Apr	2 - 4	Vistana Hotel, Kuala Lumpur
13	Problem Solving and Decision Making Skills	Jeremy Lee	Apr	9 - 10	Vistana Hotel, Kuala Lumpur
14	Corporate Grooming & Business Etiquette	Michelle Son	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
15	Effective Business Writing Skills Workshop	Irene Wong	May	2 - 3	Vistana Hotel, Kuala Lumpur
16	Persuasive Principled Negotiation Skills Workshop	Ken Ng	May	2 - 3	Vistana Hotel, Kuala Lumpur

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17	Powerful Presentation Skills Workshop	Ken Ng	May	7 - 8	Vistana Hotel, Kuala Lumpur
18	Certified Key Account Management for Distinct Client Experience (CKAM)	Ken Ng	May	21 - 23	Vistana Hotel, Kuala Lumpur
19	Management Skills for PA and Administrative Professionals Workshop	Jay Kumar / Roshini	Jun	4 - 5	Vistana Hotel, Kuala Lumpur
20	Dealing with Difficult People at Work	Roshini	Jun	11 - 12	Vistana Hotel, Kuala Lumpur
21	Excellent Communication Through Essential English Grammar Workshop (ECTEEG)	Irene Wong	Jun	25 - 26	Vistana Hotel, Kuala Lumpur

**For brochures, group discounts, special rate etc,**

**Please contact:**

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