

Leadership and Management Development

No	Program	Facilitator	Month	Date	Venue
1	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Jan	24 - 25	Vistana Hotel, Kuala Lumpur
2	Presentation and Public Speaking for Business Leader	Ken Ng	Jan	29 - 30	Vistana Hotel, Kuala Lumpur
3	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
4	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Feb	26 - 27	Vistana Hotel, Kuala Lumpur
5	High Impact Presentation Skills for CEOs, Directors & General Managers	Ernie Chen	Mar	13	Vistana Hotel, Kuala Lumpur
6	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Mar	26 - 27	Vistana Hotel, Kuala Lumpur
7	Managing Generation-Y	Ken Ng / Roshini	Mar	28 - 29	Vistana Hotel, Kuala Lumpur
8	Coaching for High Performance	Jeremy Lee	Apr	16 - 17	Vistana Hotel, Kuala Lumpur
9	Effective Supervisory Skills Workshop [SBL-Khas]	Jeremy Lee / Jay Kumar	Apr	18 - 19	Vistana Hotel, Kuala Lumpur
10	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
11	Presentation and Public Speaking for Business Leader	Ken Ng	Apr	25 - 26	Vistana Hotel, Kuala Lumpur
12	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Apr	25 - 26	Vistana Hotel, Kuala Lumpur
13	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	May	9 - 10	Vistana Hotel, Kuala Lumpur
14	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	May	14 - 15	Vistana Hotel, Kuala Lumpur
15	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Jun	11 - 12	Vistana Hotel, Kuala Lumpur

ATCEN SDN BHD

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.

16	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Jun	27 -28	Vistana Hotel, Kuala Lumpur
17	Managing Generation-Y	Ken Ng / Roshini	Jun	27 - 28	Vistana Hotel, Kuala Lumpur

Customer Experience Management

No	Program	Facilitator	Month	Date	Venue
1	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Roshini	Jan	17 - 19	Vistana Hotel, Kuala Lumpur
2	Creating the WOW Service Experience	Ken Ng / Jay Kumar	Feb	7 - 8	Vistana Hotel, Kuala Lumpur
3	Contact Centre Inbound Tele Skills (CCITS)	Roshini	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
4	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Feb	14 - 15	Vistana Hotel, Kuala Lumpur
5	Certified Contact Centre Manager (CCCM)	Ken Ng	Feb	26 - 28	Vistana Hotel, Kuala Lumpur
6	Certified Contact Center Professional (CCCP)	Roshini	Mar	14 - 15	Vistana Hotel, Kuala Lumpur
7	Managing Difficult Customers & Complaints Workshop [SBL-Khas]	Ken Ng / Jay Kumar	Apr	2 - 3	Vistana Hotel, Kuala Lumpur
8	Certified Help Desk Professional (CHDP)	Roshini	Apr	9 - 10	Vistana Hotel, Kuala Lumpur
9	Certified Contact Center Team Leader Workshop (CCCTL)	Roshini	May	7 - 8	Vistana Hotel, Kuala Lumpur
10	Contact Centre Inbound Tele Skills (CCITS)	Roshini	Jun	6 - 7	Vistana Hotel, Kuala Lumpur
11	Creating the WOW Service Experience	Ken Ng / Jay Kumar	Jun	7 - 8	Vistana Hotel, Kuala Lumpur
12	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Jun	12 - 13	Vistana Hotel, Kuala Lumpur
13	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Roshini	Jun	25 - 27	Vistana Hotel, Kuala Lumpur

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Other Programs

No	Program	Facilitator	Month	Date	Venue
1	Effective Business Writing Skills Workshop	Irene Wong	Mar	5 - 6	Vistana Hotel, Kuala Lumpur
2	Warehouse Operations & Management	Mohan Selvaraju	Mar	5 - 6	Vistana Hotel, Kuala Lumpur
3	Certified Professional Trainer (CPT)	Ernie Chen / Jeremy Lee / Ken Ng	Mar	5 - 8	Vistana Hotel, Kuala Lumpur
4	Dealing with Difficult People at Work	Roshini	Mar	12 – 13	Vistana Hotel, Kuala Lumpur
5	Interviewing The Real Candidate - Behavioral Event Interview (BEI) Technique	ET Khor	Mar	15 - 16	Vistana Hotel, Kuala Lumpur
6	Excellent Communication Through Essential English Grammar Workshop (ECTEEG)	Irene Wong	Mar	19 – 20	Vistana Hotel, Kuala Lumpur
7	ASIA Human Capital Development Conference 2018	-	Mar	21	Vistana Hotel, Kuala Lumpur
8	Effective Communication @ Work	Roshini	Mar	28 - 29	Vistana Hotel, Kuala Lumpur
9	Problem Solving and Decision Making Skills	Jeremy Lee	Apr	9 - 10	Vistana Hotel, Kuala Lumpur
10	Management Skills for PA and Administrative Professionals Workshop	Jay Kumar / Roshini	Apr	11 - 12	Vistana Hotel, Kuala Lumpur
11	Corporate Grooming & Business Etiquette	Michelle Son	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
12	Certified Key Account Management for Distinct Client Experience (CKAM)	Ken Ng	Apr	25 - 27	Vistana Hotel, Kuala Lumpur
13	Persuasive Principled Negotiation Skills Workshop	Ken Ng	May	2 – 3	Vistana Hotel, Kuala Lumpur
14	Powerful Presentation Skills Workshop	Ken Ng	May	7 - 8	Vistana Hotel, Kuala Lumpur

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15	Effective Business Writing Skills Workshop	Irene Wong	May	21 – 22	Vistana Hotel, Kuala Lumpur
16	Dealing with Difficult People at Work	Roshini	Jun	11 - 12	Vistana Hotel, Kuala Lumpur
17	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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