

Leadership and Management Development

No	Program	Facilitator	Month	Dates	Venue
1	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
2	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Feb	26 - 27	Vistana Hotel, Kuala Lumpur
3	High Impact Presentation Skills for CEOs, Directors & General Managers	Ernie Chen	Mar	13	Vistana Hotel, Kuala Lumpur
4	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Mar	26 - 27	Vistana Hotel, Kuala Lumpur
5	Presentation and Public Speaking for Business Leader	Ken Ng	Mar	26 - 27	Vistana Hotel, Kuala Lumpur
6	Managing Generation-Y	Ken Ng	Mar	28 - 29	Vistana Hotel, Kuala Lumpur
7	Coaching for High Performance	Jeremy Lee	Apr	16 - 17	Vistana Hotel, Kuala Lumpur
8	Effective Supervisory Skills Workshop [SBL-Khas]	Jeremy Lee / Jay Kumar	Apr	18 - 19	Vistana Hotel, Kuala Lumpur
9	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
10	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Apr	25 - 26	Vistana Hotel, Kuala Lumpur
11	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	May	14 - 15	Vistana Hotel, Kuala Lumpur
12	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	May	21 - 22	Vistana Hotel, Kuala Lumpur
13	Strategic Thinking and Planning for Corporate Entrepreneurship	Jeremy Lee	Jun	11 - 12	Vistana Hotel, Kuala Lumpur
14	From Planning to Successful Execution [SBL-Khas]	Jeremy Lee	Jun	27 -28	Vistana Hotel, Kuala Lumpur
15	Managing Generation-Y	Ken Ng	Jun	27 - 28	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.

Customer eXperience Management (CXM)

No	Program	Facilitator	Month	Dates	Venue
1	Creating the WOW Service Experience	Jay Kumar	Feb	7 - 8	Vistana Hotel, Kuala Lumpur
2	Contact Centre Inbound Tele Skills (CCITS)	Jay Kumar	Feb	12 - 13	Vistana Hotel, Kuala Lumpur
3	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Feb	14 - 15	Vistana Hotel, Kuala Lumpur
4	Certified Contact Centre Manager (CCCM)	Ken Ng	Feb	26 - 28	Vistana Hotel, Kuala Lumpur
5	Certified Contact Center Professional (CCCP)	Jay Kumar	Mar	14 - 15	Vistana Hotel, Kuala Lumpur
6	Managing Difficult Customers & Complaints [SBL-Khas]	Ken Ng / Jay Kumar	Apr	2 - 3	Vistana Hotel, Kuala Lumpur
7	Certified Help Desk Professional (CHDP)	Jay Kumar	Apr	9 - 10	Vistana Hotel, Kuala Lumpur
8	Contact Centre Inbound Tele Skills (CCITS)	Jay Kumar	Jun	6 - 7	Vistana Hotel, Kuala Lumpur
9	Creating the WOW Service Experience	Jay Kumar	Jun	7 - 8	Vistana Hotel, Kuala Lumpur
10	Accent Neutralisation and Cross Cultural Communication	Ken Ng	Jun	12 - 13	Vistana Hotel, Kuala Lumpur
11	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Ken Ng	Jun	25 - 27	Vistana Hotel, Kuala Lumpur
12	Certified Contact Center Team Leader (CCCTL)	Ken Ng	Jul	16 - 18	Vistana Hotel, Kuala Lumpur

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Other Programs

No	Program	Facilitator	Month	Dates	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	SACC, Shah Alam
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	Jay Kumar	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	Jay Kumar	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	Apr	11 - 12	Vistana Hotel, Kuala Lumpur
11	Corporate Grooming & Business Etiquette	Michelle Son	Apr	23 - 24	Vistana Hotel, Kuala Lumpur
12	Persuasive Principled Negotiation Skills Workshop	Ken Ng	May	2 - 3	Vistana Hotel, Kuala Lumpur
13	Powerful Presentation Skills Workshop	Ken Ng	May	7 - 8	Vistana Hotel, Kuala Lumpur
14	Effective Business Writing Skills Workshop	Irene Wong	May	21 - 22	Vistana Hotel, Kuala Lumpur

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15	Certified Key Account Management for Distinct Client Experience (CKAM)	Ken Ng	Jun	5 - 7	Vistana Hotel, Kuala Lumpur
16	Dealing with Difficult People at Work	Jay Kumar	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

IT Programs

No	Program	Facilitator	Month	Dates	Venue
1	ITIL Foundation v3	Ravindran Chelliah	Feb	10 - 11/ 12 - 13	M. Mutiara, Bangsar
2	ITIL Intermediate – Service Strategy	Ravindran Chelliah	Jun	29 - 30	M. Mutiara, Bangsar
3	ITIL Intermediate – Service Design	Ravindran Chelliah	May	25 - 27	M. Mutiara, Bangsar
4	ITIL Intermediate – Service Transition	Ravindran Chelliah	Apr	27 - 29	M. Mutiara, Bangsar
5	ITIL Intermediate – Service Operations	Ravindran Chelliah	Mar	7 - 9	M. Mutiara, Bangsar
6	ITIL Intermediate – Continual Service Improvement (CSI)	Ravindran Chelliah	Mar	23 - 25	M. Mutiara, Bangsar
7	PRINCE2 Foundation	Ravindran Chelliah	Feb	24 - 25	M. Mutiara, Bangsar
8	PRINCE2 Practitioner	Ravindran Chelliah	Mar	16 - 18	M. Mutiara, Bangsar
9	PMP Certification	Sivakumar Muniandi	Apr	7, 8, 13, 14, 15	M. Mutiara, Bangsar
10	Lean Six Sigma – Green Belt	Dr.Anbananthan Rathnam	Feb	5 – 9	M. Mutiara, Bangsar
11	COBIT5 Foundation	TBC	Mar	3, 4, 10	M. Mutiara, Bangsar

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