

Leadership and Management Development

No	Program	Facilitator	Month	Dates	Venue
1	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Jul	30 – 31	Vistana Hotel, Kuala Lumpur
2	Business & Marketing Mastery Program	Ernie Chen	Aug	15 – 16	Vistana Hotel, Kuala Lumpur
3	Presentation and Public Speaking for Business Leader	Ken Ng	Aug	29 – 30	Vistana Hotel, Kuala Lumpur
4	Coaching for High Performance	Jeremy Lee	Sep	3 – 4	Vistana Hotel, Kuala Lumpur
5	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Oct	24 – 25	Vistana Hotel, Kuala Lumpur
6	SME Learning Conference	-	Nov	14	Mines 2, Seri Kembangan
7	Business & Marketing Mastery Program	Ernie Chen	Nov	15 – 16	Mines 2, Seri Kembangan
8	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Nov	22 – 23	Vistana Hotel, Kuala Lumpur

Other Leadership topics available:

- Action Leadership
- Business Acumen and Decision Making
- Corporate Entrepreneurship and Business Acumen
- Effective Supervisory Skills [SBL-Khas]
- Feedback and Courageous Conversations
- Finance for Non-Finance Managers
- From Planning to Successful Execution [SBL-Khas]
- Managerial Communications
- Managing Generation-Y
- Performance Management Balanced Scorecard
- Personal Branding
- Personal Management and Leadership
- Project Management
- Strategic Planning and Management

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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 Development (CX)

No	Program	Facilitator	Month	Dates	Venue
1	Certified Contact Centre Professional (CCCP)	Ken Ng	Jul	16 – 17	Vistana Hotel, Kuala Lumpur
2	Managing Difficult Customers & Complaints [SBL-Khas]	Loshini	Jul	21 – 22	Vistana Hotel, Kuala Lumpur
3	Certified Help Desk Professional (CHDP)	Ken Ng	Aug	1 – 2	Vistana Hotel, Kuala Lumpur
4	Certified Contact Centre Coach (CCCC)	Ken Ng	Aug	13 – 15	Vistana Hotel, Kuala Lumpur
5	Creating the WOW Service Experience	Loshini	Sep	12 – 13	ALC, Damansara
6	Certified Contact Centre Manager (CCCM)	Ken Ng	Sep	12 – 14	Vistana Hotel, Kuala Lumpur
7	Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)	Ken Ng	Sep	18 – 20	Vistana Hotel, Kuala Lumpur
8	Contact Centre Inbound Tele Skills (CCITS)	Loshini	Oct	1 – 2	ALC, Damansara
9	Certified Contact Centre Coach (CCCC)	Ken Ng	Nov	26 – 28	Vistana Hotel, Kuala Lumpur
10	Telephone Etiquette	Loshini	Dec	3 – 4	ALC, Damansara

Other CXM topics available:

- Accent Neutralisation and Cross Cultural Communication
- Certified Contact Center Team Leader Workshop (CCCTL)
- Creating the WOW Customer Experience Face to Face
- Customer Service Coaching
- Effective Business Writing for Complaint Handling

IT / Project Management – Certification available:

- ITIL Foundation v3
- ITIL Intermediate – Service Strategy / Design / Transition / CSI
- PRINCE2 Foundation / PRINCE2 Practitioner
- PMP Certification
- Lean Six Sigma – Green Belt / COBIT5 Foundation

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Sales and Business Development

No	Program	Facilitator	Month	Dates	Venue
1	High Impact Sales Presentation Skill	Ken Ng	Oct	1 – 2	Vistana Hotel, Kuala Lumpur
2	The Sales Champion Mindset and Attitude	Ken Ng	Dec	3 – 4	Vistana Hotel, Kuala Lumpur

Other Sales topics available:

- Certified Key Account Management for Distinct Client Experience
- Customer Focused Selling
- Handling Sales Objections & Negotiation Skills
- High Performance Selling & Powerful Closing Techniques
- Key Account Management & Selling to Senior Management
- Outbound Tele-marketing & Cold Calling
- Relationship Marketing
- Retail Sales & Services
- Strategic Marketing Management

Digital Marketing topics available:

- Advance Search Engine Optimization (SEO) Workshop
- Be The Next eCommerce Entrepreneur
- Digital Marketing for SMEs
- Digital Marketing Professional Certification Program
- Digital Transformation 101
- Facebook Marketing Masterclass
- Google Adwords Certification
- Professional LinkedIn Marketing
- Wordpress – Design Professional Website

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Other Development Areas

No	Program	Facilitator	Month	Dates	Venue
1	Powerful Presentation Skills	Loshini	Jul	25 – 26	ALC, Damansara
2	Effective Business Writing Skills	Loshini	Jul	30 – 31	ALC, Damansara
3	Problem Solving and Decision Making Skills	Jeremy Lee	Aug	6 – 7	Vistana Hotel, Kuala Lumpur
4	Effective Communication @ Work	Loshini	Aug	13 – 14	ALC, Damansara
5	Clerical Development Skill	Loshini	Aug	27 – 28	ALC, Damansara
6	Written Interaction Professional	Loshini	Sep	3 – 4	ALC, Damansara
7	Management Skills for PA and Administrative Professionals	Loshini	Sep	6 – 7	ALC, Damansara
8	Dealing with Difficult People at Work	Loshini	Sep	19 – 20	ALC, Damansara
9	Clerical Development Skill	Loshini	Oct	8 – 9	ALC, Damansara
10	Technical Communications in Email, Report, and Minutes Writing	Loshini	Oct	15 – 16	ALC, Damansara
11	Essential English Grammar	Loshini	Oct	29 – 30	ALC, Damansara
12	Effective Communication @ Work	Loshini	Nov	12 – 13	ALC, Damansara
13	Powerful Presentation Skills	Loshini	Nov	26 – 27	ALC, Damansara
14	Management Skills for PA and Administrative Professionals	Loshini	Dec	5 – 6	ALC, Damansara

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15	Effective Business Writing Skills	Loshini	Dec	12 – 13	ALC, Damansara
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Other Development topics available:

- Corporate Grooming & Business Etiquette
- Behavioral Event Interview (BEI) Technique
- Problem Solving and Decision Making Skills
- Logistics Management
- Procurement and Materials Management
- Supply Chain Management
- Warehouse Operations & Management
- Proposal Writing / Technical Report Writing
- Employee Handbook / Succession Planning and Talent Development
- Training Needs Analysis & Evaluation
- ISO 9001 / 1400
- Preventive Maintenance / Poka-yoke / Kaizen / Lean
- Statistical Analysis
- Microsoft Excel (Beginner / Intermediate / Advanced / VBA)

**For brochures, group discounts, special rate etc,
Please contact:**

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W : www.atcen.com

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