

Leadership and Management Development

No	Program	Facilitator	Month	Dates	Venue
1	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Oct	24 – 25	Premiera Hotel, Kuala Lumpur
2	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Oct/Nov	31 -1	Premiera Hotel, Kuala Lumpur
3	Entrepreneur Masterclass	Ernie Chen / Jeremy Lee	Nov/Dec	30 Nov, 1, 7 & 8	ALC, Damansara
4	SME Learning Conference	-	Nov	14	Mines 2, Seri Kembangan
5	Business & Marketing Mastery Programme [SBL-Khas]	Ernie Chen	Nov	15 – 16	Mines 2, Seri Kembangan
6	Effective Supervisory Skills [SBL-Khas]	JK Lee	Dec	3 - 4	ALC, Damansara

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

ATCEN SDN BHD

D-05-12, Ritze Perdana Business Centre, Jalan PJU 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	Contact Centre Inbound Tele Skills (CCITS)	Loshini	Oct	1 – 2	ALC, Damansara
2	Certified Contact Centre Professional (CCCP)	Ken Ng	Oct	22 - 23	Premiera Hotel, Kuala Lumpur
3	Certified Help Desk Professional (CHDP)	Ken Ng	Nov	31 Oct – 1 Nov	Premiera Hotel, Kuala Lumpur
4	Certified Contact Centre Coach (CCCC)	Ken Ng	Nov	26 – 28	Premiera Hotel, Kuala Lumpur
5	Certified Written Interaction Professional (CWIP)	Ken Ng	Dec	5 - 7	Premiera Hotel, Kuala Lumpur
6	Telephone Etiquette	Loshini	Dec	17 – 18	ALC, Damansara

Other CX topics available:

- Accent Neutralisation and Cross Cultural Communication
- Certified Contact Centre Manager (CCCM)
- Certified Contact Centre Interaction Quality for Evaluators (CCCIQE)
- Certified Contact Centre Team Leader Workshop (CCCTL)
- Creating the WOW Customer Experience Face to Face
- Creating the WOW Service Experience
- 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	The Sales Champion Mindset and Attitude	Ken Ng	Dec	5 – 6	Premiera Hotel, Kuala Lumpur
2	Persuasive Principled Negotiation Skills	Ken Ng	Dec	12 – 13	Premiera 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	Clerical Development Skill	Loshini	Oct	8 – 9	ALC, Damansara
2	Technical Communications in Email, Report, and Minutes Writing	Loshini	Oct	16 – 17	ALC, Damansara
3	Written Interaction Professional (CWIP)	Ken Ng	Oct	22 - 23	Premiera Hotel, Kuala Lumpur
4	Essential English Grammar	Loshini	Oct	29 – 30	ALC, Damansara
5	Effective Communication @ Work	Loshini	Nov	12 – 13	ALC, Damansara
6	Certified Professional Trainer	Ernie Chen/ Ken Ng / Jeremy Lee	Nov	27 - 30	Premiera Hotel, Kuala Lumpur
7	Powerful Presentation Skills	Loshini	Nov	26 – 27	ALC, Damansara
8	Digital Learning – e-Content Development with MS Powerpoint	Dr Azma	Dec	12 – 13	ALC, Damansara
9	Effective Business Writing Skills	Loshini	Dec	12 – 13	ALC, Damansara
10	Management Skills for PA and Administrative Professionals	Loshini	Dec	19 – 20	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
- Management Skills for PA and Administrative Professionals
- Dealing with Difficult People at Work
- Employee Handbook / Succession Planning and Talent Development
- Training Needs Analysis & Evaluation
- ISO 9001 / 14000
- 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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