

Leadership and Management Development

No	Program	Facilitator	Month	Dates	Venue
1	Coaching for High Performance	Jeremy Lee	Jan	30 – 31	Premiera Hotel, Kuala Lumpur
2	Presentation and Public Speaking for Business Leader	Ken Ng	Feb	13 – 14	Premiera Hotel, Kuala Lumpur
3	Executive to Manager – The Transition [SBL-Khas]	Jeremy Lee	Feb	18 – 19	Premiera Hotel, Kuala Lumpur
4	Assertive and Courageous Conversation at Work [SBL-Khas]	Jeremy Lee	Feb	25 – 26	Premiera Hotel, Kuala Lumpur
5	Leadership and Management Mastery Programme [SBL-Khas]	Ernie Chen / Jeremy Lee	Mar	6 – 7	Premiera Hotel, Kuala Lumpur
6	The 8 Critical Skills of a Successful Manager [SBL-Khas]	Jeremy Lee	Mar	18 – 19	Premiera Hotel, Kuala Lumpur
7	Business & Marketing Mastery Programme [SBL-Khas]	Ernie Chen / Jeremy Lee	Mar	20 – 21	Premiera Hotel, Kuala Lumpur
8	Effective Supervisory Skills [SBL-Khas]	JK Lee	Apr	08 – 09	ALC, Damansara
9	Entrepreneur Masterclass	Ernie Chen / Jeremy Lee	Apr	19 – 20 26 – 27	ALC, Damansara

Other Leadership topics available:

- Action Leadership
- Business Acumen and Decision Making
- Corporate Entrepreneurship and Business Acumen
- 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 (CX)

No	Program	Facilitator	Month	Dates	Venue
1	Certified Help Desk Professional (CHDP)	Ken Ng	Jan	28 – 29	Premiera Hotel, Kuala Lumpur
2	Creating the WOW Service Experience	Loshini	Jan	28 – 29	ALC, Damansara
3	Certified Contact Centre Team Leader (CCCTL)	Ken Ng	Feb	20 – 22	Premiera Hotel, Kuala Lumpur
4	Certified Contact Centre Professional (CCCP)	Ken Ng	Feb	25 – 26	Premiera Hotel, Kuala Lumpur
5	Contact Centre Inbound Tele Skills (CCITS)	Loshini	Mar	04 – 05	ALC, Damansara
6	Managing Difficult Customers & Complaints [SBL-Khas]	Loshini	Mar	14 – 15	ALC, Damansara
7	Telephone Etiquette	Loshini	Mar	18 – 19	ALC, Damansara
8	Certified Contact Centre Interaction Quality for Evaluator (CCCIQE)	Ken Ng	Mar	18 – 20	Premiera Hotel, Kuala Lumpur
9	Certified Written Interaction Professional (CWIP)	Ken Ng / Loshini	Apr	01 – 03	Premiera Hotel, Kuala Lumpur
10	Certified Contact Centre Manager (CCCM)	Ken Ng	Apr	22 – 24	Premiera Hotel, Kuala Lumpur
11	Certified Contact Centre Coach (CCCC)	Ken Ng	Jul	29 – 31	Premiera Hotel, Kuala Lumpur

Other CX topics available:

- Accent Neutralisation and Cross Cultural Communication
- Customer Service Coaching
- Effective Business Writing for Complaint Handling
- Creating the WOW Service Face to Face

IT / Project Management – Certification available:

- ITIL Foundation v4 ****NEW** / ITIL Intermediate
- PRINCE2 Foundation / PRINCE2 Practitioner
- PMP Certification /
- Lean Six Sigma – Green Belt / COBIT5 Foundation

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Sales and Business Development

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1	High Impact Sales Presentation Skill	Ken Ng	Feb	27 – 28	Premiera Hotel, Kuala Lumpur
2	Persuasive Principled Negotiation Skills	Ken Ng	Mar	13 – 14	Premiera Hotel, Kuala Lumpur
3	The Sales Champion Mindset and Attitude	Ken Ng	Apr	4 – 5	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

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1	Clerical Development Skills	Loshini	Jan	30 – 31	ALC, Damansara
2	Dealing with Difficult People at Work	Loshini	Feb	13 – 14	ALC, Damansara
3	Effective Communication @ Work	Loshini	Feb	18 – 19	ALC, Damansara
4	Resolving Problems and Facing Challenges	Jeremy Lee	Feb	27 – 28	Premiera Hotel, Kuala Lumpur
5	Technical Communications in Email, Report and Minutes Writing	Loshini	Feb	27 – 28	ALC, Damansara
6	Digital Learning – e-Content Development using MS PowerPoint	Dr Azma	Mar	6 – 7	ALC, Damansara
7	Corporate Grooming & Business Etiquette	Michelle Son	Mar	20 – 21	ALC, Damansara
8	Certified Professional Trainer (CPT)	Ernie Chen / Jeremy Lee / Ken Ng	Mar	25 – 28	Premiera Hotel, Kuala Lumpur
9	Management Skills for PA and Administrative Professionals	Loshini	Mar	25 – 26	ALC, Damansara
10	Effective Business Writing Skills	Loshini	Mar	27 – 28	ALC, Damansara
11	Written Interaction Professional	Ken Ng / Loshini	Apr	01 – 02	Premiera Hotel, Kuala Lumpur
12	Warehouse Operations & Management	Mohan	Apr	19 – 20	ALC, Damansara
13	Business English Grammar for Workplace Communication	Loshini	Apr	23 – 24	ALC, Damansara
14	Powerful Presentation Skills	Loshini	Apr	29 – 30	ALC, Damansara

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Other Development topics available:

- Behavioral Event Interview (BEI) Technique
- Logistics Management
- Procurement and Materials Management
- Supply Chain Management
- Proposal Writing / Technical Report Writing
- 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)

Events and Conferences

No	Program	Fee for 1 Pax (RM)	Month	Dates	Venue
1	GET RICH Through Properties 2019	Free Admission	Jan	12	Mines 2, Seri Kembangan
2	Asia Human Capital Development Conference 2019	388	Mar	12	Mines 2, Seri Kembangan
3	SME Digital Tech 4.0 Conference 2019	Free Admission	Apr	17	Mines 2, Seri Kembangan
4	Financial Education Convention 2019	Free Admission	Jun	22	Mines 2, Seri Kembangan
5	通过房地产致富 2019 (GET RICH Through Properties 2019) (Mandarin)	Free Admission	Jun	22	Mines 2, Seri Kembangan
6	PORTMAN Career & Job Fair 2019	Free Admission	Jul	6 - 7	Mines 2, Seri Kembangan
7	Entrepreneur Convention 2019	Free Admission	Aug	24	Mines 2, Seri Kembangan
8	SME Leadership Conference 2019	Free Admission	Oct	15	Mines 2, Seri Kembangan
9	SME Learning Conference 2019	Free Admission	Nov	19	Mines 2, Seri Kembangan

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