

### Leadership and Management Development (Organizational)

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun
Coaching for High Performance	Jeremy Lee	1,500	4,000		22 – 23			26 – 27	
Effective Supervisory Skills	Jeremy Lee	1,500	4,000	11 – 12			5 – 6		
Entrepreneurship Masterclass - Fully Subsidized Training*	Jeremy Lee / Ken Ng	N/A	N/A	• 9 – 13 • 18 – 22	• 6 – 10 • 17 – 21				
Executive to Manager – <i>The Transition</i>	Jeremy Lee	1,500	4,000			15 – 16		24 – 25	
SPEAK UP! – Facing Difficult People and Conversations Confidently	Jeremy Lee	1,500	4,000	20 – 21		24 – 25			23 – 24
Stakeholder Management – <i>Identify, Plan, Engage</i>	Jeremy Lee	1,500	4,000				21 – 22		
The 8 Critical Skills of a Successful Manager	Jeremy Lee	2,000	5,500		3 – 4				14 – 15

**\*Call us for more information**

#### Other Leadership topics available: (for In-House Training)

- Action Leadership / Situational Leadership
- Behavioral Event Interview (BEI) Technique / Employee Handbook / Succession Planning and Talent Development / Training Needs Analysis
- Business & Marketing Mastery Programme
- Clerical Development Skills / Corporate Grooming & Business Etiquette
- Communications for Managers
- Corporate Entrepreneurship and Business Acumen
- Dealing with Difficult People at Work
- High Performance Organization / Performance Management
- ISO Quality Standard
- Logistics Management / Warehouse Operations & Management
- Management Skills for PA and Administrative Professionals
- Managing Generation-Y
- Microsoft Excel (Beginner / Intermediate / Advanced / VBA)
- Personal Branding / Transformational Change
- Personal Management and Leadership
- Powerful Presentation Skills
- Preventive Maintenance / Poka-yoke / Kaizen / Lean
- Procurement and Materials Management / Supply Chain Management
- Project Management
- Proposal Writing / Technical Report Writing / Statistical Analysis
- Strategic Planning and Management / Strategic Thinking and Creativity

## Customer eXperience (Sales and Services)

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun
Certified Contact Center Digital Agent (CCFDA) - <i>Certification from WKU, USA</i>	Ken Ng	2,500	6,500						23 – 24
Certified Contact Center Digital Agent (CCFDA) - <i>Fully subsidized under PENJANA PERKESO*</i> - <i>Certification from WKU, USA</i>	Ken Ng	N/A	N/A		3 – 5	1 – 3			
Certified Contact Center Manager (CCCM) - <i>Certification from WKU, USA</i>	Ken Ng	3,500	9,500					26 – 28	
Certified Contact Center Manager (CCCM) - <i>Fully subsidized under PENJANA PERKESO*</i> - <i>Certification from WKU, USA</i>	Ken Ng	N/A	N/A					26 – 28	
Certified Contact Centre Professional (CCCP) - <i>Certification from WKU, USA</i>	Ken Ng	2,500	6,500			15 – 16			14 – 15
Certified Contact Centre Team Leader (CCCTL) - <i>Certification from WKU, USA</i>	Ken Ng	2,500	6,500				5 – 6		
Certified Contact Centre Team Leader (CCCTL) - <i>Fully subsidized under PENJANA PERKESO*</i> - <i>Certification from WKU, USA</i>	Ken Ng	N/A	N/A				5 – 7		
Certified Contact Centre Quality Assurance Analyst (CCCQAA) - <i>Certification from WKU, USA</i>	Ken Ng	2,500	6,500	11 – 12					
Certified Contact Centre Quality Assurance Analyst (CCCQAA) - <i>Fully subsidized under PENJANA PERKESO*</i> - <i>Certification from WKU, USA</i>	Ken Ng	N/A	N/A						28 – 29
Certified Written Interaction Professional (CWIP) - <i>Certification from WKU, USA</i>	Ken Ng	3,500	9,500			24 – 26			
Certified Written Interaction Professional (CWIP) - <i>Fully subsidized under PENJANA PERKESO*</i> - <i>Certification from WKU, USA</i>	Ken Ng	N/A	N/A	25 – 27	24 – 26				

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun
Creating the WOW Service Experience	Ken Ng	1,500	4,000	20 – 21					
Key Account Management Skills – <i>From Customers to Business Partners</i>	Ken Ng	1,500	4,000				21 – 22		
Managing Challenging Customers & Complaints <i>(Phone, Face-2-Face, Chats)</i>	Ken Ng	1,500	4,000		24 – 25			24 – 25	
The Sales Champion Mindset and Attitude	Ken Ng	1,500	4,000		22 – 23				

**\*Call us for more information**

**Other CX topics available: (for In-House Training)**

- Accent Neutralisation and Cross-Cultural Communication
- Contact Centre Inbound Tele Skills (CCITS)
- Creating the WOW Service Experience
- Customer Focused Selling
- Customer Service Coaching
- Handling Sales Objections & Negotiation Skills
- High Performance Sales Force Management
- High Performance Selling & Powerful Closing Techniques
- Key Account Management & Selling to Senior Management
- Managing the Branded Customer Experience
- Outbound Tele-marketing & Cold Calling
- Persuasive Communication Skills
- Persuasive Tele-Collection Skills
- Relationship Marketing
- Retail Sales & Services
- Strategic Marketing Management
- Successful Tele-Sales Management
- Telephone Etiquette
- The Customer Service Mindset & Attitude

**IT / Project Management – Certification available:**

- Artificial Intelligence **\*\*NEW\*\***
- Enterprise Big Data **\*\*NEW\*\***
- ITIL Foundation v4 **\*\*NEW\*\***
- ITIL Intermediate – Service Strategy / Design / Transition / Operations / CSI
- PRINCE2 Foundation / PRINCE2 Practitioner
- PMP Certification
- Lean Six Sigma – Green Belt / COBIT5 Foundation

**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