

PUBLIC WORKSHOP SCHEDULE FOR JANUARY – DECEMBER 2019

(v8.1)

Leadership and Management Development

No	Program Title	Days	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Business Acumen in Decision Making	2	Jeremy Lee	2,400	6,000										16 – 17		
2	Coaching for High Performance	2	Jeremy Lee	2,400	6,000	30 – 31				15 – 16					7 – 8		
3	Effective Supervisory Skills [SBL-Khas]	2	Jeremy Lee / JK Lee	1,500	4,000				8 – 9				28 - 29				16 – 17
4	Executive to Manager – The Transition [SBL-Khas]	2	Jeremy Lee	2,400	6,000		18 – 19					17 – 18					4 – 5
5	From Planning to Successful Execution [SBL-Khas]	2	Jeremy Lee	2,400	6,000											25 – 26	
6	High Impact Presentation Skills	2	Ken Ng	2,400	6,000		13 – 14			13 – 14				19 – 20		13 – 14	
7	Masterclass in Entrepreneurship	1	Jeremy Lee	168	500												7
8	Succession Planning in Business	2	TBC	2,400	6,000											18 – 19	
9	SPEAK UP! – Facing Difficult People and Conversations Confidently [SBL-Khas]	2	Jeremy Lee	2,000	5,000		25 – 26				26 – 27		22 – 23			4 – 5	
10	Stakeholders Management	2	Ken Ng	2,400	6,000										23 – 24		
11	The 8 Critical Skills of a Successful Manager [SBL-Khas]	2	Jeremy Lee	2,600	7,000				29 – 30		24 – 25			18 – 19			

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

- Action Leadership / Situational Leadership
- Communications for Managers
- Corporate Entrepreneurship and Business Acumen
- Finance for Non-Finance Managers / HR for Non-HR Manager
- High Performance Organization / Performance Management
- Managing Generation-Y /
- Personal Branding / Transformational Change
- Personal Management and Leadership /
- Project Management
- Strategic Planning and Management /Strategic Thinking and Creativity

Confidential. ATCEN Sdn Bhd (638211-U)

For course contents, special rates, updates on schedule and information on HRDF-approved courses, please contact: 603 – 7728 2623 | info@atcen.com

The above prices and schedules are subject to change without prior notice.

Customer eXperience (CX)

No	Program Title	Days	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Certified Contact Center Coach (CCCC)	3	Ken Ng	3,800	10,000							29 – 31					2 – 4
2	Certified Contact Center Digital Agent (CCDA)	2	Ken Ng	2,800	7,000									23 – 24			
3	Certified Contact Center Interaction Quality for Evaluators (CCCIQE)	3	Ken Ng	3,800	10,000			18 – 20					5, 6, 9		9 – 11		
4	Certified Contact Center Manager (CCCM)	3	Ken Ng	4,800	7,500 (2 pax)				22 – 24						2 – 4		
5	Certified Contact Center Professional (CCCP)	2	Ken Ng	2,800	7,000		25 – 26					22 – 23					4 – 5
6	Certified Contact Center Team Leader (CCCTL)	3	Ken Ng	3,800	10,000		20 – 21				17 – 18			11 – 12			
7	Certified Help Desk Professional (CHDP)	2	Jay Kumar	2,800	7,000	28 – 29								17 – 18			
8	Certified Written Interaction Professional (CWIP)	3	Ken Ng	3,500	9,000				1 – 3					23 – 25			
9	Managing Difficult Customers & Complaints [SBL-Khas]	2	Jay Kumar	1,500	4,000				10 – 11		24 – 25				7 – 8		
10	The Branded WOW Customer Experience	2	Jay Kumar	1,500	4,000			11 – 12					17 – 18				

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 Service Coaching
- Managing the Branded Customer Experience
- Persuasive Tele-Collection Skills
- 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

Sales and Business Development

No	Program Title	Days	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Business & Marketing Mastery Programme [SBL-Khas]	2	Ken Ng/ Jeremy Lee	2,600	7,000						27 – 28					20 - 21	
2	High Impact Sales Presentation Skills	2	Ken Ng	2,400	6,000		27 – 28					17 – 18				13 – 14	
3	Key Account Management Skills – from Customers to Business Partners	2	Ken Ng	2,400	6,000											25 – 26	
4	Persuasive Principled Negotiation Skills	2	Ken Ng	2,400	6,000			13 – 14			26 – 27				30 – 31		
5	The Sales Champion Mindset and Attitude	2	Ken Ng	2,400	6,000				4 – 5								9 – 10

Other Sales topics available: (for In-House Training)

- Customer Focused Selling
- Handling Sales Objections & Negotiation Skills
- High Performance Sales Force Management
- High Performance Selling & Powerful Closing Techniques
- Key Account Management & Selling to Senior Management
- Outbound Tele-marketing & Cold Calling
- Persuasive Communication Skills
- Relationship Marketing
- Retail Sales & Services
- Strategic Marketing Management
- Successful Tele-Sales 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

Other Development Programs

No	Program Title	Days	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Business English Grammar for Workplace Communication	2	Prem R	1,500	4,000				23 – 24	15 – 16				18 – 19			18 – 19
2	Certified Professional Trainer (CPT)	4	Ken Ng/ Jeremy Lee	5,800	12,500			25 – 28				8 – 11				11 – 14	
3	Dealing with Difficult People at Work	2	Jeremy Lee/ Jay Kumar	1,800	4,500									26 – 27		4 – 5	
4	Digital Learning – e-Content Development using MS PowerPoint	2	Dr Azma	1,800	4,500			6 – 7							28 – 29		
5	Effective Communication at Work	2	Jay Kumar	1,500	4,000					23 – 24							
6	Effective Business Writing Skills	2	Jay Kumar	1,500	4,000			27 – 28				22 – 23				25 – 26	
7	Essential Skills for Administrative Professionals and Support Staff	2	Jay Kumar	1,500	4,000										21 – 22		
8	Export Development for SMEs	2	Tham Sing Khow	1,800	4,500											13 – 14	
9	Resolving Problems and Facing Challenges	2	Jeremy Lee	1,500	4,000		25 – 26					1 – 2				11 – 12	
10	Technical Report Writing Skills	2	Ismail Hashim	1,800	4,500										14 – 15		
11	Warehouse Operations & Management	2	Mohan	1,800	4,500									23 – 24			

Other Development topics available: (for In-House Training)

- Behavioral Event Interview (BEI) Technique / Employee Handbook / Succession Planning and Talent Development / Training Needs Analysis
- Clerical Development Skills / Corporate Grooming & Business Etiquette
- Dealing with Difficult People at Work
- ISO Quality Standard
- Logistics Management / Warehouse Operations & Management
- Powerful Presentation Skills
- Procurement and Materials Management / Supply Chain Management
- Proposal Writing / Technical Report Writing / Statistical Analysis
- Preventive Maintenance / Poka-yoke / Kaizen / Lean
- Management Skills for PA and Administrative Professionals
- Microsoft Excel (Beginner / Intermediate / Advanced / VBA)

Events and Conferences

(Open for Sponsorship / Exhibition Opportunities!)

No	Program	Fee for 1 Pax (RM)	Month	Date	Venue
1	Asia Human Capital Development Conference 2020	588	Mar 2020	10	Kuala Lumpur
2	SMEConferences – Digital 2020	Free Admission	Apr 2020	15	Kuala Lumpur
3	SMEConferences – Leadership 2020	Free Admission	July 2020	21	Kuala Lumpur
4	SMEConferences – Export 2020	Free Admission	Nov 2020	24	Kuala Lumpur

INDCERT Programs

No	Program Title	Days	Fee for 1 Pax (RM)	Month	Dates	Venue
1	Certification Program in Artificial Intelligence (AI) Beginner Level	2	2,500	Sept	18 - 19	Menara Mutiara Bangsar, KL
2	Certification Program in Artificial Intelligence (AI) Intermediate Level	4	4,500	Oct	14 - 17	Menara Mutiara Bangsar, KL
3	Certified Blockchain Professional	3	3,900	Sept	24 - 26	Menara Mutiara Bangsar, KL
4	Enterprise Big Data with Lean Six Sigma (Data Analytics)	5	7,200	Oct	TBC	Menara Mutiara Bangsar, KL
5	CCC Cloud Certified Service Manager	5	6,500	TBC	TBC	Menara Mutiara Bangsar, KL
6	Certified Procurement Officer (CPO)	5	5,000	TBC	TBC (weekend)	ALC, PJ
7	Certified Warehouse Executive (CWE)	5	5,000	TBC	TBC (weekend)	ALC, PJ
8	Certified Logistic & Supply Chain Executive	5	5,000	TBC	TBC (weekend)	ALC, PJ
9	Certified Transport & Distribution Executive	5	5,000	TBC	TBC (weekend)	ALC, PJ
10	Certified Purchasing Officer	5	5,000	TBC	TBC (weekend)	ALC, PJ

Available under HRDF Industry Certification Scheme (INDCERT) subject to Approval / Terms and Conditions

HRDF Subsidizes via INCERT:

- 1) 100% of Course Fee; maximum RM10,000 per head for SME Company (HRDF-registered company)
- 2) 50% of Course Fee; maximum RM5,000 per head for non-SME Company (HRDF-registered company) (remaining 50% will be taken from the organizations levy)
- 3) Up to 5 pax per organization/ registered entity

Please Contact:

03-7728 2623 | info@atcen.com | www.atcen.com

In Collaboration With:

