

### Leadership and Management Development (Organizational)

Category	Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 2 Pax (RM)	Fees – 3 Pax (RM)	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Managers and Above	Business Acumen for Better Decision Making <b>[SBL-Khas]</b>	Jeremy Lee	1,980	3,000	4,000				10 – 11					4 - 5	
	Leading in Today's IR4.0 World – Digital Transformation	Jeremy Lee	1,980	3,000	4,000		8 - 9								
	SPEAK UP! – Facing Difficult People and Conversations Confidently <b>[SBL-Khas]</b>	Jeremy Lee	1,980	3,000	4,000	16 – 17			29 – 30				21 - 22		
	Stakeholder Management <b>[SBL-Khas]</b>	Jeremy Lee	1,980	3,000	4,000		6 – 7				26 - 27				7 - 8
	The 8 Critical Skills of a Successful Manager <b>[SBL-Khas]</b>	Jeremy Lee	2,600	3,900	5,000		28 – 29				10 - 11			30	1
Executives and Managers	Business English Grammar for Workplace Communication (+ with Reallyenglish online e-learning platform)	Prem	1,480	2,200	3,000		1 – 2				5 - 6			9 - 10	
	Certified Professional Trainer	Ken Ng / Jeremy Lee	5,800	9,000	12,000					13 - 16					
	Coaching for High Performance <b>[SBL-Khas]</b>	Jeremy Lee	1,980	3,000	4,000			13 – 14				2 - 3			
	Effective Business Writing Skills (+ with Reallyenglish online e-learning platform)	Jay Kumar	1,480	2,200	3,000	18 – 19				13 - 14			21 - 22		
	Effective Supervisory Skills <b>[SBL-Khas]</b>	Dave	1,480	2,200	3,000	16 – 17			24 – 25			28 - 29			
Executive to Manager – The Transition <b>[SBL-Khas]</b>	Jeremy Lee	1,980	3,000	4,000	9 - 10					6 - 7			5 - 6		

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Executives and Managers	Financial Literacy for Managers	Jeremy Lee	1,680	2,500	3,300	23 - 24					5 - 6			18 - 19	
	High Impact Persuasive Presentation Skills	Ken Ng	1,980	3,000	4,000		8 - 9		17 - 18				5 - 6		
	HR for Non-HR Professionals	Brian Wee	1,680	2,500	3,300		16 - 17				10 - 11				
	Personal Effectiveness at Work	Jeremy Lee	1,680	2,500	3,300			18 - 19						9 - 10	
	Resolving Problems and Facing Challenges	Dave	1,480	2,200	3,000			18 - 19				21 - 22			
	The Talent War	John Lau	1,699	3,049	4,197					8					
	YOU'RE FIRED! - Terminating Employees the Right Way	Brian Wee	1,680	2,500	3,300				17 - 18						14 - 15

### 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)

Category	Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 2 Pax (RM)	Fees – 3 Pax (RM)	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Managers and Above	Certified Contact Center Manager (CCCM)	Ken Ng	4,800	7,500	10,500				29 - 30	1			14 - 16		
	Certified Contact Center Quality Assurance Manager (CCCQAM)	Ken Ng	4,000	8,000	12,000		20 – 22								
Executives and Managers	Certified Contact Center Quality Assurance Analyst (CCCQAA) <i>(previously known as Certified Contact Center Interaction Quality for Evaluators - CCCIQE)</i>	Ken Ng	2,500	5,000	7,500	23 – 24					5 - 6			4 - 5	
	Certified Contact Centre Team Manager <i>(previously known as Certified Contact Center Team Leader - CCCTL)</i>	Ken Ng	4,000	8,000	12,000				24 – 26				21 - 23		
	Certified Professional Trainer	Ken Ng / Jeremy Lee	5,800	-	-						13 - 16				
	Key Account Management Skills – from Customers to Business Partners	Ken Ng	1,980	3,000	4,000			6 – 7					21 - 22		
	Persuasive Principled Negotiation Skills	Ken Ng	1,980	3,000	4,000			18 – 19					7 - 8		
Sales and Services Professional	Business English Grammar for Workplace Communication (+ with Reallyenglish online e-learning platform)	Prem	1,480	2,200	3,000		1 – 2				5 - 6			9 - 10	
	Certified Contact Center Coach (CCCC)	Jeremy Lee	4,800	7,500	10,500	28 – 29	- 4								
	Certified Contact Center Digital Agent (CCDA)	Ken Ng	2,800	5,100	7,000		16 – 17				26 - 27				2 - 3
	Certified Contact Center Professional (CCCP)	Dave Yeo	2,800	5,100	7,000	30 - 31	11 - 12				1 - 2			18 - 19	
	Certified Contact Center Team Leader (CCCTL)	Ken Ng	3,800	7,100	10,000	28 – 29	- 4								
	Certified Written Interaction Professional (CWIP)	Ken Ng	2,800	5,100	7,000		4 – 5								

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

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

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Sales and Services Professional	Effective Business Writing Skills (+ with Reallyenglish online e-learning platform)	Jay Kumar	1,480	2,200	3,000	18 – 19				13 - 14			21 - 22		
	Managing Challenging Customers & Complaints [SBL-Khas]	Dave	1,480	2,200	3,000			13 – 14				30	1		14 - 15
	The Branded WOW Customer Experience	Dave	1,480	2,200	3,000				17 – 18					14 - 15	
	The Sales Champion Mindset and Attitude	Dave	1,480	2,200	3,000	18 – 19				6 - 7					2 - 3

### 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

## INDCERT Programs

No	Program Title	Days	Fee for 1 Pax (RM)	Month	Dates	Venue
1	Certified Contact Centre Team Manager (CCCTM)	3	4,000	Feb	26 - 28	AC Hotel, Kuala Lumpur
2	Certified Contact Center Quality Assurance Analyst (CCCQAA)	2	2,500	Mar	23 - 24	AC Hotel, Kuala Lumpur
3	Certified Contact Center Quality Assurance Manager (CCCQAM)	3	4,000	Apr	20 - 22	AC Hotel, Kuala Lumpur
4	Certification Program in Artificial Intelligence (AI) Beginner Level	2	2,500	Feb	22 - 23	Menara Mutiara Bangsar, KL
5	Certification Program in Artificial Intelligence (AI) Intermediate Level	4	4,500	Feb/ Mar	22, 23, 29 Feb & 1,7 Mar	Menara Mutiara Bangsar, KL
6	Exin Agile Scrum Master Certification	3	3,500	Mar	11 - 13	Menara Mutiara Bangsar, KL
7	Certified Blockchain Professional	3	3,710	TBC	TBC	Menara Mutiara Bangsar, KL
8	Enterprise Big Data with Lean Six Sigma (Data Analytics)	5	7,632	TBC	TBC	Menara Mutiara Bangsar, KL
9	CCC Cloud Certified Service Manager	5	6,360	TBC	TBC	Menara Mutiara Bangsar, KL
10	Certified Procurement Officer	5	5,000	Mar	23 - 27	MIPMM, PJ
11	Certified Warehouse Executive	5	5,000	Apr	6 - 10	MIPMM, PJ
12	Certified Logistic & Supply Chain Executive	5	5,000	Apr	13 - 17	MIPMM, PJ
13	Certified Transport & Distribution Executive	5	5,000	Apr	20 - 24	MIPMM, PJ
14	Certified Purchasing Officer	5	5,000	Apr	25 - 29	MIPMM, PJ
15	Network Security Assessment Industry 4.0	5	4,500	Mar / Apr	30, 31 Mar, 1,2 & 3 Apr	Menara Mutiara Bangsar, KL

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

No	Program Title	Days	Fee for 1 Pax (RM)	Month	Dates	Venue
16	Six Sigma Green Belt	5	5,500	Mar	7,8,14,15 & 21	Menara Mutiara Bangsar, KL
17	Six Sigma Black Belt With Analytics	10	10,000	2020	4, 5 19 Apr, 2, 3, 17 May 6, 7, 20, 21 June 4 July (exam)	Menara Mutiara Bangsar, KL
18	Excellence in Warehouse and Management	2	TBC	2020	TBC	Menara Mutiara Bangsar, KL
19	Certification in Sustainable Procurement and Inventory	2	TBC	2020	TBC	Menara Mutiara Bangsar, KL
20	Certified Cloud Computing Foundation	3	3,900	Apr	11, 12, 18	Menara Mutiara Bangsar, KL
21	Certified Devops Engineer	3	3,900	Apr	19, 25, 26	Menara Mutiara Bangsar, KL
22	Certified Agile Itsm Manager	3	3,900	Mar	21, 22, 28	Menara Mutiara Bangsar, KL

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HRDF Subsidizes via INCERT:

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

## Events and Conferences

**(Open for Sponsorship / Exhibition Opportunities!)**

No	Program	Fee for 1 Pax (RM)	Month	Dates	Venue
1	Asia Human Capital Development Conference 2020	499	Jul 2020	9	Istana Hotel, KL