



RESOLVING PROBLEMS AND FACING CHALLENGES

ATCEN

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Date : 18th – 19th May 2020

Venue : AC Hotel Kuala Lumpur Titiwangsa

Workshop Description

For any organization to continuously improve and evolve, it is essential that challenges are faced and problems are resolved continuously.

This Workshop introduces the participants to the various tools and techniques to enhance their problem solving ability by looking for root causes and resolving them. It also creates a place to explore and experience the key elements of effective team work-shared purpose, communication, commitment, trust, honesty, openness, cooperation and mutual respect.

The Trainer will work with the team members in an experiential manner, focusing initially on raising their awareness of the current attitudes and beliefs that are operating in the team.

Workshop Learning Outcomes

- To appreciate that all of us can be creative
- To learn to define a problem and identify it's causes;
- To leverage on the various problem-solving approaches;
- To continuously be able to derive solutions to resolve the problem;
- To apply tools that will enhance creativity in the workplace;
- To increased personal ability to produce intended results through the Team
- To create higher satisfaction with work and personal accomplishment
- To create a renewed sense of direction
- To develop better working relationships between team members
- To enhance Team communication and to increase team motivation to perform in a high-performance environment
- To apply assertiveness skills in 'real-life' situations

Who Should Attend?

- Team Leaders
- Supervisors
- Senior Executives
- Executives

****Open to all Industries**

Workshop Chronology

| | |
|------------|-----------------|
| 0830 | Registration |
| 0900 | Workshop Start |
| 1030 –1045 | Morning Break |
| 1300 –1400 | Lunch |
| 1530 –1545 | Afternoon Break |
| 1700 | End of Workshop |

Chronology applies for Day 1 and Day 2.

Training Methodology

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

Facilitated & Marketed by:

ATCEN

This training is **PSMB claimable**
Subject to PSMB approval

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Module Outline

Part 1- Problem Solving

Module 1: Creativity and Innovation

- What is Creativity and Innovation
- We are all creative
- The PSDM Cycle and How It Works -Problem Definition, Problem-Cause Analysis, Ideas & Solution Match, and Action Planning

Module 2: Problem Definition and Problem Cause Analysis

- Define the Problem to various stakeholders and its Expected Outcome
 - 3 Tools to Identify the Causes of The Problem
- Activity: Problem definition, outcome and potential cause

Part 2: 4 Hours – Decision Making

Module 3: Generating Ideas Possibilities

- Divergence of Thoughts
 - Generating Ideas Seeing Connections
 - 5 Different Ways to Generate Ideas
- Activity: Using 5 Different tools for different type of problems

Module 4: Solution Matching

- The Convergence of Thoughts
 - Determine Which Solution is Most Suitable
- Activity: Solutions to resolve problem and

Part 3: 4 Hours – Team Synergy

Module 5: The Power of Teams

- Characteristics of Successful Team
- Great Teams Create Fantastic Results
- 5 Ways to Create Trust and Honesty in A Team

Module 6: Performance Management at the Organizational Strategic Level

- The Essential Components of a Performance Culture
- The What's and Why's of Performance Management
- Organization Goals to Department Goals
- Motivation Techniques for Subordinates

Part 4: 4 Hours – Conflict Management

Module 7: Applying Assertiveness in Real Life Situations

- Handling Conflict, Confrontation and Aggression
- Saying 'No' to Unreasonable/Unrealistic Demands
- Telling Others What You Want - Asking for Things
- Expressing Opinions Effectively - Getting People to Listen

Program Facilitator

Jeremy Lee

Jeremy serves as CEO and Principal Consultant of ATCEN Sdn Bhd, and Group CFO for the ATCEN Group. ATCEN Group has business in Academic Education (PORTMAN College) and Corporate Training (ATCEN). He has been in the Corporate Training industry for over 16 years.

He is a Chartered Management Accountant (ACMA), Certified Accountant in Malaysia (MIA), Chartered Global Management Accountant (CGMA) and holds a MSc. in Engineering Business Management from Warwick University. He is currently pursuing his PhD in University Malaya. He is a Certified Personal Profiler and Human Job Analysis (Thomas International), Certified Trainer (PSMB) and Certified Master Trainer with Western Kentucky University. He is a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS).

With more than 20 years of strategic and operational management experience, he has worked and been involved in numerous industries. He has conducted and facilitated thousands of individuals in the areas of Strategic Review, performance management, leadership skills, sales, negotiation skills, sales and service and communication skills. He has facilitated workshops in the region and is able to handle people from different backgrounds and management levels.

Over the years, Jeremy has been involved in numerous business. He has lead/ started and closed businesses was involved in mergers, acquisition, daily operations and disposals. He has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor. He has also operated a Restaurant previously, a recruitment organization and also oversaw the operations of a 30 year old Association.

Additionally, he has collaborated with Accenture on a multi-million-Ringgit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project. He was also the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide.

Some of the companies he has worked with includes Alliance Bank, AIA, AMEX, AmBank, Axiata, Bacfree, Bank Islam, Bank Rakyat, Bank of Tokyo, Bank of China, Bank Negara, BD Agriculture BMW (M), BP, Celcom, Cerebos Asia Pacific, Comex Genesys, CNI, CIMB Bank, CMA-CGM, Danone Dumex, Dell, DHL Express, DHL IT, DiGi, e-Genting, EasyCall, EON, EPIC, ExxonMobil, Fibertex, Fuji Xerox, Great Eastern, EPIC-I, General Electric, Etiqa, Hitachi, Heitech-Padu, Hong Leong Bank, HP, IBM, IJM Properties, IOI Corp, Iraq South Oil, Inti University, KWSP, KWAP, Kenanga Investment Bank, Kings Confectionery, LaFarge Cement, Maybank, Mayban Assurance, MAA, MBF Cards, Merck, Mesiniaga, MLRe, MSIG, MYOB, Nike, Nokia, OCBC Bank, Petronas, Perodua, Philips, Proton, Polyplastic, PSDC, RHB Insurance, RHB Bank, Sapura Crest, Scomi, Siemens, Shell Trading, Shell SITI, SME Bank, SMECorp, SP Setia, SRG, Standard Chartered Bank, Spices and Seasoning, Sony Malaysia, Sony (PG), STAR Publications, Stemlife, Sunway Hospital, SWIFT, Taylors University, Telekom Malaysia, Telekom Sales and Service, TIME, TMTouch, TM Net, Tenaga Nasional Berhad, Tokio Marine, Toyota Autobody, TNT Express, UMW Toyota, UOB Bank, UMobile, Vsource, ZTE etc.

Program Facilitator

Dave Yeo



Dave serves as a Training Consultant for The ATCEN Group. He is a certified Course Leader and Trainer for UP Your Service! – Achieving Superior Service by Ron Kaufman. Rooted and emerging from the service industry, Dave is passionate about delivering value and obsessively determined to transform individuals, teams and organizations to serve with the highest standard of high-performance culture. He has trained and transformed hundreds of customer service agents and support staffs in excelling in individual performance and delivering amazing customer experiences, many of whom has received numerous compliments, awards and recognitions within the organization.

After having graduated as a Physiotherapist and a certified Pilates practitioner, Dave chose to kick start his career by serving as a full-time teacher for a religious institution and being a youth leader where he discovered his passion for working with people to be the best they can be. Leading small groups and supporting the institution in its reach to the masses and engaging with groups, he successfully supported their growths as individuals and groups.

Discovering his interest in the service industry, he ventured into the contact centre environment as a customer care officer and was soon recognized for his potential and was promoted to the role of soft-skills trainer. Over the span of 6 years of supporting customers and Learning & Development experience in a foreign Telecommunications provider, he has conducted more than 300 sessions, developing hundreds of individuals in the areas of Customer Service and Care Fundamentals, Telephone Etiquette, Call Management, Upselling and Cross-selling, Effective Communication, Stress Management, Emotional Management, Emotional Intelligence, Influencing Negotiation, Analytical Thinking and Problem Solving, Assertiveness and Saying NO, Managing Challenging Customers, Call Back Failures, Zero Complaint Management and many more.

Another area of Dave's wide range of abilities is his success in developing and implementing digital learning experiences. He was a leader in digital learning transformation, having a unique way of developing fun, exhilarating and interactive e-learning contents and videos. Being immensely passionate in training, equipping and developing people, Dave has been recognized and awarded as the Best Contact Centre Trainer in Malaysia (2018) by the Contact Centre Association of Malaysia (CCAM).

Dave's dynamism, charisma and expertise are evidently projected through his training delivery, he's changed lives, increased productivity and the results produced through tremendous improvements in employee engagement scores within the organization. Having devoted himself to helping people discover & pursue their passion, Dave embodies the maxim:

"Discover your passion and push forward to pursue it. Your passion will keep your fire alive!"

Resolving Problems and Facing Challenges

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Companies that have attended similar “Resolving Problems and Facing Challenges” since 2011

Affin Hwang Asset Management Bhd
Airfoil Services Sdn Bhd
Ajinomoto (Malaysia) Berhad
Bank Indonesia, Singapore Representative Office
BMW Credit (Malaysia) Sdn Bhd
Boustead Petroleum Marketing Sdn Bhd
Eduspec Holding Sdn Bhd
Fuji Xerox Asia Pacific Pte Ltd
Gen-X Technology Sdn Bhd
GRAND-FLO Spritvest Sdn Bhd
Harper Wira Air Freight Sdn Bhd
Honda Malaysia Sdn Bhd
Institut Jantung Negara Sdn Bhd
Jabatan Laut Malaysia
Kementerian Kesihatan Malaysia (Bahagian Perubatan Tradisional & Komplementari)
Khazanah Nasional Berhad
Kraiburg TPE Technology
Kumpulan Jebco (M) Sdn Bhd

Malayan Banking Berhad
Malaysian Electronic Cleaning Corporation Sdn Bhd
Malaysian Life Reinsurance Group Berhad
MASS Rapid Transit Corporation
Merchantrade Asia Sdn Bhd
NS Bluescope Malaysia Sdn Bhd
OSK Investment Bank Berhad
Pacific Mutual Fund Bhd
Pharmaniaga Logistics Sdn. Bhd.
Pharmaniaga Research Centre Sdn Bhd
PORTMAN College
PPG Coatings (M) Sdn Bhd
Securities Industry Development Corporation
Seriemas Development Sdn Bhd
Siemens Healthcare Sdn Bhd
Shell Malaysia
Tele-Flow Corporation Sdn Bhd
Viewpoint Research Corp Sdn Bhd
Watson’s Personal Care Stores Sdn Bhd

Participants’ Feedbacks

“Good interaction. Able to shake some case which are related.”
– **Process Engineer, NS Bluescope Malaysia Sdn Bhd**

“Such beneficial training that can be implement to our department, keep it up!” – **Assistant Director, Jabatan Laut Malaysia**

“Training ini mesti diberi kepada semua pekerja supaya dapat bekerja dengan lebih mudah dan selesa.” – **Operation Executive, Harper Wira Air Freight Sdn Bhd**

“I hope this program can be proceed after this because this program is very good for my work. I learned new knowledge.”
- **Pharmaniaga Logistics Sdn. Bhd.**

“The program is really good and really encourage me to practise the method for my job. Perhaps if there is a time, my actual problem can be discussed.” - **Executive, Pharmaniaga Logistics Sdn. Bhd.**

11th
SESSION
SINCE 2011!

90%
Score on Trainer’s
Feedback – Last
Session
(August 2018)

83
Numbers of
participants that have
joined this course
(public workshop)
since 2011

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Participant 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Mobile No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Participant 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Participant 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Human Resource / Approving Manager: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

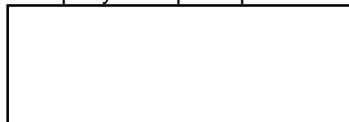
Tel: _____ Fax: _____

Authorized Signature: _____ Invoice Attention To / : _____

Has ATCEN Sdn. Bhd registered as your vendor? Finance E-Mail Address _____

Yes No

Company Stamp Chop: _____



This training is PSMB/HRDF claimable subject to PSMB/HRDF approval

Workshop Investment for 3 participants – RM4,000

(Inclusive of 6% SST)

Early Bird Discount – RM3,500 for 3 pax
Saved RM500. **Must register before 03/04/2020.**
No further discounts allowable.

Normal Retail Price is RM1,480/pax.

Price is inclusive of all materials, lunches and tea-break.

To register, complete this form:

1. Email form back to sender's email address/
info@atcen.com
2. Fax this form to +603-7728 2620

By Bank Draft:

Payable to **ATCEN Sdn Bhd** and courier to:
D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
Malaysia.

By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**
Bank : Public Bank Berhad
Acc No : 3130460034

By Credit Card:

We take VISA and MasterCard only.
(3% transaction fees is applicable)

All bank charges/fees to be borne by payer.

Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend our programs.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
6. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
7. The certificate of completion will be awarded by ATCEN Sdn. Bhd.
8. The personal information that you provide in this Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to market, advertise and promote our goods and services via various communication mediums. Participants are responsible to advise the organizer if they do not wish to be included in the above.

For Office Use Only

Corporate Sales Consultant: _____

Invoice Number: _____

Invoice Date: _____