



# RESOLVING PROBLEMS AND FACING CHALLENGES

**ATCEN**

atcen.com | info@atcen.com | +603 7728 2623

**Date : 21<sup>st</sup> – 22<sup>nd</sup> September 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

18<sup>th</sup> – 19<sup>th</sup> May 2020, AC Hotel Kuala Lumpur Titiwangsa

## 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.**

**11<sup>th</sup>**  
**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: \_\_\_\_\_

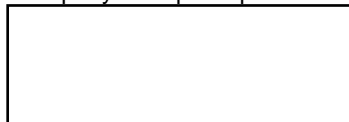
Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

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 :**  
**3 participants – RM3,000 nett**  
(Saved RM1,440)  
**2 participants – RM2,200 nett**  
(Saved RM760)  
**1 participant – RM1,480 nett**  
(Inclusive of 6% SST)  
*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: