

Leadership and Management Development (Organizational)

Focus	Program Title	Trainer	Fees – 1 Pax (RM)	Fees – Group (RM)	Jul	Aug	Sep	Oct	Nov	Dec
Communication Skills	Building Bridges – Stakeholder Engagement and Courageous Conversations	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax		11 – 12			6 – 7	
	Emotional Intelligence for Handling Difficult Conversations with Confidence	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax			29 - 30			3 – 4
Leadership Skills	Certified Business Leader Masterclass <i>Certified by Western Kentucky University, USA</i>	Jeremy Lee	4,500	8,500 - 2 Pax 12,500 - 3 Pax				8 – 10		
	Next-Gen Supervisory Skills	Shailen	2,000	3,700 - 2 Pax 5,500 - 3Pax		18 – 19		13 – 14		15 – 16
	The 8 Critical Skills of a Successful Manager	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax	9 - 10		10 – 11		17 – 18	
Management Guru Programs	15 Invaluable Laws of Growth <i>(John C. Maxwell Program)</i>	Jeremy Lee	3,000	5,600 - 2 Pax 7,800 - 3 Pax		6 – 7			12 – 13	
	Becoming a Person of Influence <i>(John C. Maxwell Program)</i>	Jeremy Lee / Srinivas	3,000	5,600 - 2 Pax 7,800 - 3 Pax			2 - 3			8 - 9
	Leadership Gold <i>(John C. Maxwell Program)</i>	Jeremy Lee / Srinivas	3,000	5,600 - 2 Pax 7,800 - 3 Pax	21 – 22			21 – 22		15 – 16
Management Skills	Coaching for High Performance	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax	3 – 4				20 – 21	
	Creative Problem Solving Mastery	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3Pax		27 – 28				



ESG & Sustainability Development Program

Focus	Program Title	Trainer	Fees – 1 Pax (RM)	Fees – Group (RM)	Jul	Aug	Sep	Oct	Nov	Dec
Sustainability	Sustainability - ESG 101	Fareed Ghani	3,000	5,600 - 2 Pax 7,800 - 3 Pax			25 – 26			22 – 23
	Sustainable Procurement & Supply Chain	Fareed Ghani	3,200	5,800 - 2 Pax 8,000 - 3 Pax		20 – 21			24 – 25	

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

- 1-to-1 Coaching
 - Action Leadership
 - Becoming Person of Influence (John Maxwell Program)
 - Business & Marketing Mastery Programme
 - Coaching for High Performance
 - Communications for Managers
 - Corporate Entrepreneurship and Business Acumen
 - Design Thinking
 - High Performance Organization
- Executive to Manager - The Transition
 - Everyone Communicates, Few Connect (John Maxwell Program)
 - Facing the Media
 - Financial Literacy
 - From Planning to Successful Execution
 - Performance Management
 - Leadershift (John Maxwell Program)
 - Management Success (Brian Tracy Program)
 - NLP Mastery
- Personal Branding
 - Personal & Business Success (Brian Tracy Program)
 - Problem Solving and Decision Making Skills
 - Situational Leadership
 - Strategic Planning
 - Strategic Thinking and Creativity
 - Technical to People Manager
 - Transformational Change

Customer eXperience & Contact Centre (with AI Augmentation)



Focus	Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 Pax (RM)	Jul	Aug	Sep	Oct	Nov	Dec
Professionals	Certified Contact Centre Digital Agent (CCDA) <i>Certified by Western Kentucky University, USA</i>	Ken Ng	4,200	11,500					5 -7	
	Certified Contact Centre Professional (CCCP) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Dave	3,200	8,500		25 – 26			5 – 6	
	Certified Help Desk Professional (CHDP) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Dave	3,200	8,500					26 – 27	
	From Challenging Customers to WOW Customer Experience	Dave	2,000	5,500			22 – 23			8 – 9
Management	Certified Contact Centre Coach (CCCC) <i>Certified by Western Kentucky University, USA</i>	Jeremy Lee	4,200	11,200				13 – 15		
	Certified Contact Centre Manager (CCCM) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Najib	4,700	12,700		6 – 8				15 – 17
	Certified Contact Center Team Leader (CCCTL) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Edna	3,800	10,000	16 – 18			8 – 10		
	Certified Contact Centre Quality Assurance Analyst (CCCQAA) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Edna	3,500	9,500	14 – 15			13 – 14		8 – 9
	Certified Contact Centre Quality Assurance Manager (CCCQAM) <i>Certified by Western Kentucky University, USA</i>	Ken Ng	4,800	12,800						
	Certified Customer Experience Management Practitioner (CCXMP) <i>Certified by Western Kentucky University, USA</i>	Ken Ng / Najib	5,000	13,500		13 – 15 & 18			17 – 20	

Other topics available: (for In-House Training)

Customer Experience (CX)

- Accent Neutralisation and Cross-Cultural Communication
- Certified Help Desk Professional (CHDP)
- Contact Centre Inbound Tele Skills (CCITS)
- Creating the WOW Service Experience
- Customer Service Coaching
- Managing Challenging Customers & Complaints
- Managing the Branded Customer Experience
- Mastering Live Chat for Customer Support
- Persuasive Communication Skills
- Proactive Customer Service
- The Customer Service Mindset & Attitude
- Telephone Etiquette

Sales and Business Development

- Customer Focused Selling Skills
- Handling Sales Objections & Negotiation Skills
- High Impact Persuasive Presentation Skills
- High Performance Sales Force Management
- High Performance Selling & Powerful Closing Techniques
- Key Account Management Skills
- Outbound Tele-marketing & Cold Calling
- Persuasive Tele-Collection Skills
- Relationship Marketing
- Retail Sales & Services
- Sales Success (Brain Tracy Program)
- Strategic Marketing Management
- Successful Tele-Sales Management

Digital Marketing

- Advance Search Engine Optimization (SEO)
- Be The Next eCommerce Entrepreneur
- Digital Marketing for SMEs
- Digital Marketing Professional Certification
- Digital Transformation 101
- Facebook Marketing Masterclass
- Professional LinkedIn Marketing

Other Programs

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – 3 pax Group (RM)	Jul	Aug	Sep	Oct	Nov	Dec
Certified Trainer Accelerator Program (CTAP) <i>Certified by Western Kentucky University, USA</i>	Jeremy Lee / Ken Ng	5,995	-	28, 29	17	7, 21			
HRD Corp Train the Trainer (TTT) Certification Course <i>Certification by HRD Corp</i>	Jeremy Lee / Ken Ng	2,684	-	7 – 11		22 – 26			15 – 19
Effective Business Writing Skills (with Technical Report Writing)	Hasina Yasmin	2,750	7,200				27 – 28		
Handling Sales Objections & Negotiation Skills	Jenny Cha	2,750	7,200			11 - 12			

Other topics available: (for In-House Training)

Human Capital

- Behavioral Interviewing Skills
- Best Practices in Procurement Management
- Employee Retention & Engagement
- HR for Non-HR Managers
- HR Policies and Employee Handbook
- Industrial Relations
- Managing Across Generations
- Sexual and Power Harassment Awareness
- Stress & Mental Health Management
- Succession Planning & Talent Development
- Train the Trainer - Experiential Learning
- Training Needs Analysis
- Understanding Employment Act 1955 with Amendments

Technical

- 5S Implementation
- Defensive Driving
- Emergency Respond Preparedness (ERP)
- Ergonomics and Manual Handling
- Failure Mode Effect Analysis (FMEA)
- Financial Modelling (using Excel)
- Industry 4.0 Smart Factory
- ISO Quality Standard - Foundation / Awareness
- Kaizen – Continuous Improvement
- Lean Safety Management
- Materials Management
- Occupational Safety & Health Act (OSHA)
- Poka Yoke
- QC Tools
- Statistical Analysis
- Total Productive Maintenance (TPM)
- Understanding Import & Export Practice

Office Management

- Anti-Money Laundering
- Corporate Grooming and Etiquette
- Eat That Frog! – Time Management (Brian Tracy Program)
- Event Management
- General Office Management Skills
- Microsoft Excel (Beginner / Intermediate / Advanced / VBA / Power BI)
- PDPA
- Positive Work Attitude
- PowerPoint Slide Design for Impactful Presentation
- Secretarial and Clerical Development
- Stress and Mental Health Management
- Teknik Pengurusan Fail dan Rekod Berkesan

Writing & Language Skills

- Business Writing Skills
- ChatGPT - General / Marketing
- Conversational English / Mandarin / Bahasa Malaysia
- Essential English Grammar
- Email Writing Skills
- Proposal Writing
- Reallyenglish (Online Learning)
- Technical Report Writing

Supply Chain

- Logistics Management
- Project Management
- Risk Management
- Supply Chain Management
- Total Quality Management
- Warehouse Management

IT Programs

Program Title	Trainer	Fees – 1 Pax (RM)	<div><p>*Programs that can be conducted as a Public Workshop</p><p>Call us for schedule – 03-7728 2623</p></div>
ITIL4 Foundation	Leo Lourdes	4,000	
Agile Scrum Master	Haran	4,200	
PRINCE2 Foundation	Leslie	4,200	
PRINCE2 Agile Practitioner	Leslie	4,600	
Lean Six Sigma - Green Belt	Dr Anba	7,000	
Big Data Foundation + Power BI	Gajen	4,200	
Cobit5 Foundation	Leo Lourdes	4,200	
Project Management Professional	Magen	4,200	

IT / Project Management – Certification available:

- Artificial Intelligence (AI) - Certification
- CISCO
- Cloud Technology Associate
- COBIT5 Foundation
- CompTIA Security+ / CompTIA Network +
- DEVOPS
- Enterprise Big Data
- Generative AI
- ITIL 4 Specialist / High Velocity
- PRINCE2 Practitioner / PRINCE2 - Agile Foundation
- Lean Six Sigma – Black Belt