

### Leadership and Management Development (Organizational)

| Focus & Competency Level |   | Program Title                                                                                              | Who Should Attend?    | Trainer     | Fees – 1 Pax (RM) | Fees – Group (RM)               | Jan     | Feb     | Mar     | Apr     | May     | Jun     |
|--------------------------|---|------------------------------------------------------------------------------------------------------------|-----------------------|-------------|-------------------|---------------------------------|---------|---------|---------|---------|---------|---------|
| Communication Skills     | 1 | <b>EQ: Mastering High-Stakes Conversations</b>                                                             | Executives & Managers | Jeremy Lee  | 2,750             | 5,000 - 2 Pax<br>7,200 - 3 Pax  | 21 – 22 |         | 30 – 31 |         |         | 18 – 19 |
|                          | 2 | <b>Stakeholders Engagement: Presence, Power &amp; Persuasion</b>                                           | Executives & Managers | Jeremy Lee  | 2,750             | 5,000 - 2 Pax<br>7,200 - 3 Pax  | 12 – 13 |         |         | 13 – 14 |         |         |
| Leadership Skills        | 1 | <b>Next-Gen Supervisory Skills</b>                                                                         | Executives            | Shailendra  | 2,000             | 3,700 - 2 Pax<br>5,500 - 3 Pax  |         | 11 – 12 |         | 15 – 16 |         | 22 – 23 |
|                          |   | <b>Connecting Generations in the Workplace</b>                                                             | Executives & Managers | Ken Ng      | 2,750             | 5,000 - 2 Pax<br>7,200 - 3 Pax  |         | 11 – 12 |         |         |         | 18 – 19 |
|                          | 2 | <b>Lead, Influence, Coach Communication: Mastery for Managers</b>                                          | Managers & Above      | Jeremy Lee  | 3,000             | 5,600 - 2 pax<br>7,800 - 3 pax  |         | 4 – 5   |         |         |         | 8 – 9   |
|                          |   | <b>Leadership Gold (John C. Maxwell Program)</b>                                                           | Managers & Above      | Jeremy Lee  | 3,000             | 5,600 - 2 pax<br>7,800 - 3 pax  |         |         |         | 6 – 7   |         |         |
|                          | 3 | <b>Leading Transformation and Innovation for High Performance</b>                                          | Managers & Above      | Jeremy Lee  | 3,000             | 5,600 - 2 pax<br>7,800 - 3 pax  |         |         | 9 – 10  |         | 6 – 7   |         |
|                          | 4 | <b>Commercial Acumen for Competitive Advantage</b><br><i>Certified by Western Kentucky University, USA</i> | Managers & Above      | Jeremy Lee  | 4,500             | 8,500 - 2 Pax<br>12,500 - 3 Pax | 14 – 16 |         |         |         | 13 – 15 |         |
| Technical                | 1 | <b>Future-Ready with AI – Navigating the New Workplace</b>                                                 | Executives & Managers | Mike Cheong | 2,750             | 5,000 - 2 Pax<br>7,200 - 3 Pax  | 26 – 27 |         |         |         | 13 – 14 |         |
|                          | 2 | <b>Power BI Desktop Essentials</b>                                                                         | Executives & Managers | Iskandar    | 2,000             | 3,700 - 2 Pax<br>5,500 - 3 Pax  |         | 9 – 10  |         |         | 13 - 14 |         |

### 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
- Sustainability - ESG 101
- Sustainability - ESG 101
- Technical to People Manager
- Transformational Change

### Trainers Development Programs

| Program Title                                                                                    | Trainer                | Fees – 1 Pax (RM) | Fees – Group (RM)              | Jan     | Feb | Mar | Apr    | May     | Jun    |
|--------------------------------------------------------------------------------------------------|------------------------|-------------------|--------------------------------|---------|-----|-----|--------|---------|--------|
| Training Need Analysis (TNA) & Workforce Capability                                              | Feena                  | 2,000             | 3,700 - 2 Pax<br>5,500 - 3 Pax | 26 – 27 |     |     |        | 18 – 19 |        |
| <b>HRD Corp Train the Trainer (TTT) Certification Course</b><br><i>Certification by HRD Corp</i> | Ken Ng /<br>Jeremy Lee | 2,684             | -                              | 26 – 30 |     |     | 6 – 10 |         | 8 – 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



Customer eXperience & Contact Centre (with AI Augmentation)



| Focus Competency Level |   | Program Title                                                                                                         | Who Should Attend?    | Trainer        | Fees – 1 Pax (RM) | Fees – 3 Pax (RM) | Jan     | Feb    | Mar     | Apr     | May     | Jun     |
|------------------------|---|-----------------------------------------------------------------------------------------------------------------------|-----------------------|----------------|-------------------|-------------------|---------|--------|---------|---------|---------|---------|
| Professionals          | 1 | From Challenging Customers to WOW Customer Experience                                                                 | Executives            | Dave           | 2,000             | 5,500             |         | 4 – 5  |         | 6 – 7   |         | 10 – 11 |
|                        | 2 | Certified Voice & Digital Agent (CVDA)<br><i>Certified by Western Kentucky University, USA</i>                        | Executives & Managers | Ken Ng         | 4,200             | 11,500            |         |        | 2 - 4   |         | 20 - 22 |         |
|                        | 3 | Certified Contact Centre Quality Assurance Analyst (CCCQAA)<br><i>Certified by Western Kentucky University, USA</i>   | Executives & Managers | Ken Ng / Edna  | 3,500             | 9,500             |         | 9 – 10 |         |         | 13 – 14 |         |
| Management             | 1 | Certified Omni-Channel Team Leader (COCTL)<br><i>Certified by Western Kentucky University, USA</i>                    | Managers & Above      | Ken Ng         | 4,200             | 11,200            | 19 – 21 |        |         |         | 6 – 8   |         |
|                        | 2 | Certified Omni-Channel Manager (COCM)<br><i>Certified by Western Kentucky University, USA</i>                         | Managers & Above      | Ken Ng / Najib | 4,700             | 12,700            |         |        | 11 – 13 |         |         | 24 – 26 |
|                        | 3 | Certified Customer Experience Management Practitioner (CCXMP)<br><i>Certified by Western Kentucky University, USA</i> | Managers & Above      | Ken Ng / Najib | 5,000             | 13,500            |         |        |         | 20 – 23 |         |         |

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

#### Customer Experience (CX)

- Accent Neutralisation and Cross-Cultural Communication
- Certified Help Desk Professional (CHDP)
- Certified Contact Centre Team Leader (CCCTL)
- Contact Centre Inbound Tele Skills (CCITS)
- Certified Contact Centre Quality Assurance Manager (CCQAM)
- Creating the WOW Service Experience
- Customer Journey Mapping
- 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 Communication for Dealer Representatives in Capital Markets (**SIDC CPE-Approved: 10 Points**)
- 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

## IT Programs

| Program Title                   | Trainer     | Fees – 1 Pax (RM) |
|---------------------------------|-------------|-------------------|
| 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             |

**\*Programs that can be conducted as a Public Workshop**

**Call us for schedule – 03-7728 2623**

**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