

PUBLIC WORKSHOP

LEAD, INFLUENCE, COACH: COMMUNICATION MASTERY FOR MANAGERS

Date : 4 & 5 February 2026

Venue : Wyndham Grand Bangsar, Kuala Lumpur

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Contact us

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Workshop Description

In today's fast-evolving market environment, the success of any organization depends not only on expertise and compliance but also on the ability of its leaders to communicate, influence, and collaborate effectively. Where precision, trust, and coordination are central, effective communication is more than a soft skill—it is a strategic leadership competency.

This two-day workshop is designed to elevate the communication, influence, and collaboration capabilities of middle managers and heads of units. Participants will explore how to engage others with clarity, empathy, and authority—bridging gaps across departments, aligning stakeholder expectations, and fostering mutual trust.

The participants will learn to navigate the complex human dynamics that drive collaboration. They will master how to influence without authority, manage conflicts diplomatically, and communicate decisions with both logic and empathy.

Ultimately, this program empowers leaders to create an environment where communication strengthens understanding, influence fosters alignment, and collaboration drives organizational excellence.



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Workshop Learning Outcomes

By the end of the workshop, participants will be able to:

1. Communicate with clarity and confidence across hierarchical and departmental boundaries in formal and informal settings.
2. Demonstrate emotional intelligence to build trust, manage difficult interactions, and enhance professional relationships.
3. Apply influencing techniques to gain commitment and support from peers, subordinates, and stakeholders without relying solely on authority.
4. Foster collaboration and alignment across functions to achieve shared outcomes and institutional excellence.

Workshop Learning Objectives

Participants will learn how to:

- Identify their DiSC communication style and adapt it to different personalities and workplace situations.
- Apply emotional intelligence (EQ) principles to enhance listening, empathy, and rapport-building.
- Use persuasion and influence models to communicate ideas effectively and align others with shared goals.
- Strengthen cross-departmental collaboration through effective dialogue, shared accountability, and mutual understanding.
- Communicate in high-stakes or challenging situations with professionalism and strategic intent.
- Build a network of influence through trust, credibility, and consistent engagement.

Who Should Attend

- Managers and Assistant Managers
- Team Leaders and Supervisors
- Department Heads and Project Managers

TRAINING METHODOLOGY

The training methodology will be based on the **ATCEN PEAK** methodology.

This includes:

- Pre learning
- Post learning
- Group activities
- Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

Workshop Outline / Agenda

Day 1: Communicating with Clarity and Emotional Intelligence

9.00 am – 10.30 am

Module 1: The Foundation of Effective Communication

- Understanding communication as a strategic leadership tool.
- The elements of clear, credible, and concise communication.
- Barriers to communication in structured and regulated environments.
- Building personal credibility through authenticity and consistency.

Activity: Communication clarity exercise – “What Was Really Said?”

10.30 am – 10.45 am: Break

10.45 am – 1.00 pm

Module 2: Adapting Your DISC Communication Style

- Discovering personal communication preferences using the DISC framework.
- Adapting messages for different styles: Dominance, Influence, Steadiness, and Conscientiousness.
- Reading others’ styles and managing miscommunication.
- Leveraging DISC for collaboration and conflict prevention.

Activity: Pair exercise – “DISC in Action: Communicating Across Styles.”

1.00 pm – 2.00 pm: Lunch

2.00 pm – 3.30 pm

Module 3: Communicating with Emotional Intelligence

- The five domains of Emotional Intelligence (self-awareness, self-regulation, motivation, empathy, social skill).
- How EQ enhances influence and understanding.
- Managing emotions in challenging conversations.
- Using empathy to strengthen trust and collaboration.

Activity: EQ reflection and empathy role-play – “Understanding Before Being Understood.”

3.30 pm – 3.45 pm: Break

3.45 pm – 5.00 pm

Module 4: Influencing through Connection and Credibility

- Influence vs authority: what differentiates effective leaders.
- The psychology of persuasion: ethos, pathos, logos.
- Building trust and credibility as a foundation of influence.
- Using storytelling and framing to gain buy-in for ideas.

Activity: “The Influence Pitch: Gaining Agreement Without Positional Power.”

Day 2: Building Collaboration and Strategic Influence

9.00 am – 10.30 am

Module 5: The Power of the Circle of Influence

- Understanding Your Circle of Concern vs Influence.
- Applying influence to focus energy and resources effectively.
- Proactive vs reactive communication behaviours.
- Expanding one’s influence through consistency, reliability, and results.

Activity: “My Influence Circle.”

10.30 am – 10.45 am: Break

10.45 am – 1.00 pm

Module 6: Collaborative Communication with Stakeholders

- Principles of effective cross-functional collaboration.
- Overcoming silos and fostering shared accountability.
- Structuring conversations for alignment and understanding.
- Managing stakeholder communication for coordinated action.

Activity: “Bridging the Divide: A Cross-Departmental Collaboration Case.”

1.00 pm – 2.00 pm: Lunch

2.00 pm – 3.30 pm

Module 7: Handling Difficult and High-Stakes Conversations

- Recognizing and managing communication tension early.
- Using calm assertiveness and diplomacy to navigate disagreements.
- Framing feedback constructively to preserve relationships.
- De-escalating conflict while maintaining professional integrity.
- Creating psychological safety and openness in teams.

Activity: “The Conversation You’ve Been Avoiding.”

3.30 pm – 3.45 pm: Break

3.45 pm – 5.00 pm

Module 8: From Communication to Collaboration – The Leadership Link

- Integrating communication, influence, and collaboration as leadership tools.
- Action planning: committing to collaborative behaviours and communication improvements.

Activity: “How I Will Communicate and Lead Differently.”

Formal and Professional Education

- Chartered Global Management Account (CGMA), Associate Chartered Management Accountant (ACMA), Certified Accountant (Malaysia), CA(M)
- MSc. in Engineering Business Management (Warwick University, UK)
- Doctorate in Business Administration- ongoing (UNITAR, MY)

Certifications

- John Maxwell Certified Speaker, Coach and Trainer
- Brian Tracy Certified Trainer (Sales, Personal Mastery and Leadership)
- Certified Personal Profiler in DiSC (Thomas International)
- Certified Professional Coach (CCA and MACC)
- Certified NLP Practitioner (NFNLP)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)

Working Experience

- Owner of College, Film Production House, Recruitment Agency, Event & Technology Firms.
- Worked in Accounting, External Audit, Internal Audit, IT, Vacation Ownership, Hotel, Oil Plantation, Consulting, BPO for Contact Centre and Customer Experience

Significant Achievements:

Jeremy has facilitated sessions with Senior Managers and can manage diverse personalities. He has trained and consulted over 300 companies.

- He has over 3000 days of workshop training experience.
- He has conducted 1-to-1 coaching sessions (3-6 sessions each) for over 40 business owners, senior managers and senior executives.
- Designed, developed and completed Leadership/ Management/ Supervisory/ Graduate Development Programs for CNI, ELK Desa, Etiqa, Danone Dumex, DiGi, DCH Auriga, Heitech-Padu, Heineken, Havi-Logistics, IBM, Maxis, Polyplastics, Sony Marketing, Sony EMC (PG), TM, Toyota Capital, Universiti Malaya Hospital
- Conducted 360 Leadership Evaluation for over 90 participants from 5 different companies.
- Led the CX and Digital Transformation Project in Hong Leong Bank- 7000 participants & CX Value re-designed (2013-2015).
- Co-lead multiple CX and Transformation Projects in Amanah Raya Berhad, CIMB, Bank of China, Bank Negara, Bank Rakyat, DHL Express, Etiqa, Digi, EON, Intertouch, KWSP, MGCC, TMNet
- Facilitated Strategic Planning and Business Acumen Training for multiple MNC and large SME Companies.
- Partnered Siemens to upskill their clients.
- Partnered HP to successfully brand 20 MSC status companies via MDEC in 2010
- Successfully got approval for 2 MSC status companies 2000 and 2008.
- Set up in-house Training Academy for Berhad Company 2001.
- Undertaken multiple mid-size M&A personally and for clients.
- Team Lead on joint Accenture IT Project to develop online trading system 2000.
- Project Manager for 1st worldwide ISO 9002:1994 for Vacation Ownership and Hotel Operations, completed in 18 months 1999.



Companies Jeremy has trained inhouse:

ACI Worldwide, ADT, AEON Credit, Alegion, Acer Sales and Service, Affin Hwang, Altera, Alam Flora, Alliance Bank, Al Rajhi Bank, Ajinomoto, Atos Origin, AIA, AIA Shared Services, Air Liquide, AMEX, Altera, AmBank, Amanah Raya Berhad, Antah Schindler, Asia Assistance Network, Atlas Capco, Astro AXA, Baby Kiko, Bandaraya Development, Bank Islam, Bank Rakyat, Bangkok Bank, Bank of China, Bacfree, BASF, BASF Petronas, Big Dutchman Agriculture, Blackchem, Bolton, Brand Suntory, Bursa Malaysia, Bytedance, Cambodia Brewery, Cambodian Public Bank, Canon Marketing, Carlsberg Malaysia, Celcom, Cellnet, Cerebos Asia Pacific, CCGC, Chuan Huat, CIMA(UK), Cima, CIMB Bank, CMA-CGM, Chin Hin, Comex Genesys, CNI Bhd, Continental Automotive, CSC, CTOS, Danone Dumex, Danisco, DCH Auriga, Dell, DHL Express, DHL IT, DHL Logistics, DiGi, Duopharma, Easy Call, ELK-Desa, ENVO BPO, EON, EON Bank, EPIC Group, Etiqa, EPIC-I Exxon Mobil, Fibertex, Fuji Xerox, FXM, Gamuda, Great Eastern, GE Engine, GRAB, Grand Millennium Hotel, Guinness Anchor Berhad, Havi Logistics, Healthmetrics, Heitech Padu, Hitachi, Hitachi ebwrox, Hong Leong Bank, HP, Hilti, Hwang-DBS, IBBM, IBM, ICDM, IJM Corp, IOI Corporate, Inokom, Intertouch, Inti University College, IPG Media Brands, ISATEC, Iskandar Regional Development Board, JCL Management (China), Kenanga Investment Bank Berhad, KLK Oleo, KLK Kepong, Kuwait Finance House, KWAP, KWSP, LaFarge, Lenovo, Ilaollao, LHDN, MAA, Maxis, Maybank, Maybank Life, Maybank General Assurance, Mazars, MBF Cards, MCIS, MMC Corporation, MMC-Gamuda JV MRT, MDEC, Merck, Mesiniaga, MLRe, Monarch, MSIG, MYOB, NIAM, Nike, Nirvana, Nistrans Logistic, Nokia, North-West, Nu Skin, OCBC, OSK Securities, UOB Bank, Pantai Hospital, Palm Oleo, Perodua, Pharmaniaga, Philips, Petronas, PLUS, Prestech, Prometric, Prominent, Protank, PSDC, Public Bank, Puswari Hospital, Quinetics Rangkainan Segar, Resource Entity, Resmed, RHB Bank, RHB Insurance, Sapura Crest, Scomi, Sony EMC, Sony Marketing, Shell Trading, Shell (Miri), Siemens, Siemens Healthcare, Sipco, SIRIM, Sliverlake, SME Corp, Spices and Seasoning, SP Setia, SRG, Standard Chartered, STAR CNC Penang, Sudong, Sunway, Sunway Medical, SWIFT, Takaful Ikhlas, The Food Purveyor, The STAR, Telekom Malaysia, Telekom Sales and Service, Tanco Berhad, TM Touch, TM Net, TNT Worldwide Express, Tenaga Nasional Berhad, Tokio-Marine, TimeDotcom, Top Glove, Toshiba, Toyota Capital, U-Mobile, UMW Toyota, UKM Holdings, UOB Bank, VADS, Vsource, Volvo Trucks, Vision IP, Waterco, Zenith Media, Zuellig Pharma, ZTE.



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Affin Holdings
Agensi Kaunseling & Pengurusan Kredit (AKPK)
Agro Bank
AHAM Asset Management
AIA Group
Air Asia
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Al-Futtaim
Al Rajhi Bank
Alam Flora
Alliance Bank
Allianz
Amanah Raya
Amanah Saham Nasional (ASNB)
AmBank
Amcorp
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Auto Bavaria
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Baker Hughes Malaysia
Bangkok Bank
Bank Islam
Bank Rakyat
Bank Muamalat
Bank Negara Malaysia
Bank of China
Bank of Maldives
Bank Simpanan Nasional
BASF Petronas Chemicals
Bausch & Lomb
BBDO Asia
BD Agriculture
Berjaya Sampo Insurance
Bermaz Motor Trading
BigPay
Blackhem
BMW Group
Bonuslink
Boustead
Bridgestone
British Council
Brother International
Bursa Malaysia
ByteDance (TikTok)
Canon Marketing
Carlsberg
CCM Pharmaceuticals
Celcom
Cement Industries of Malaysia (CIMA)
Cerebos
Chin Hin Group
Chuan Huat Resources
Chubb Insurance
CIBB
Cigna International Health Services
CIMB Bank
Cisco Systems Malaysia
Citibank Malaysia
ClubMed
Columbia Asia
Continental Tyre PJ Malaysia
Credit Guarantee Corporation
CTOS Data System
Cuckoo
Cycle & Carriage
Daikin Refrigeration Malaysia
Danone Dumex
DayThree
Dagang Net Technologies
Decathlon Malaysia
Dell Asia Pacific
Dhiraaghu Maldives
DHL Group
Digi
DRB-Hicom

DKSH Malaysia
Duopharma
E.H. Utara Holdings
Eastern Pacific Industrial Corporation
Edaran Otomobil Nasional
Edaran Tan Chong Motor
ELK Desa
ELKEN
Entegris
Envo BPO
Eppendorf
Etiga Insurance
EXACT Malaysia
Exxon Mobil Corporation
F&N Dairies (Malaysia)
Felda Group
Fibertex Personal Care
FireFly
FoodPanda Malaysia
Fuji Xerox Malaysia
Fujitsu Telecommunications
Gamuda
GCH Retail
General Electric
Generali Insurance Malaysia
Gene Martino
Genting Malaysia
Gleneagles Kuala Lumpur
Golden Screen Cinema
GRAB Malaysia
Grand-Flo
Grand Millennium Hotel
Great Eastern
Gucci (Malaysia)
GuocoLand
Habib Jewels
Hai-O Enterprise
Halal Industry Development Corporation
HAVI Logistics
HealthMetrics
Heineken Malaysia
HeiTech Padu
HELP University College
Hilti Asia IT Services
Hitachi eBworx
Honda Malaysia
Honeywell
Hong Leong Group
Hospital Pusrawi
HSBC Bank
Hua Yang
Huawei Technologies
IBM Malaysia
IBPO Group
iFast Service Centre
IJM Corporation
IKEA Malaysia
Infineon Technologies
Inokom Corporation
Institut Jantung Negara
Intel Malaysia
International Medical University
International School of Kuala Lumpur (ISKL)
INTI College
IOI Group Corporation
IPG Mediabrand
Iskandar Investment
Jobstreet Malaysia
Johnson Controls
Johor Corporation
Johor Port
Jotun Paints
Juristech
KDU College
Kementerian Kesihatan Malaysia
Kementerian Pelajaran Malaysia
Kenanga Investment Bank
Kerry Ingredients
Khazanah Nasional
KLK Oleo Group
KPJ Healthcare
KPMG Malaysia
Kumpulan Wang Persaraan (Kwap)
Kumpulan Wang Simpanan Pekerja (KWSP)
Kuwait Finance House
Lee Kum Kee
Lembaga Hasil Dalam Negeri (LHDN)
Lembaga Tabung Angkatan Tentera (LTAT)

Luno
Lexus
llaollao
Macleon Services
Mah Sing Group
Majlis Amanah Rakyat (MARA)
Malakoff Utilities
Malaysia Airlines
Malaysia Airports
Malaysian Life Reinsurance
Malaysian Rubber Council
Malaysian Resources Corporation
Mandarin Oriental Kuala Lumpur
Manpower Staffing Services
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MIDA
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NS BlueScope
OCBC Bank
OMRON Malaysia
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Panasonic
PayNet
PayPal
Pembangunan Sumber Manusia (PSMB)
Penang Port
Penang Skills Development Center (PSDC)
Perkeso
Pernec
Perodua
Petronas
Pfizer
Pharmaniga
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PPG Coatings
Prasarana
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ResMed
RHB Bank
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RIA IME
Ricoh
Robert Bosch
Royal Selangor Marketing
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Sanofi-Aventis
Sarawak Energy
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Seagate
Securiforce Logistics
Securities Industry Development Corporation
SEGi College
Senheng Electric (KL)
Shangri-La Hotels
Shell
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Silverlake
Sime Darby
SME Bank
SME Corp
Sony EMCS
Sonoco Products
SP Setia
SRG Asia Pacific
Standard Chartered Bank
Star Publication
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Success Electronics
Sudong (Singtel)
Sumitomo Mitsui Banking Corporation
Sunpower Malaysia Manufacturing
Sunway Group
Suruhanjaya Syarikat Malaysia (SSM)
SWIFT Support Services Malaysia
Symphony BPO
Takaful Ikhlas
Taylor's University
Telecontinent
Tele-Flow
Telekom Malaysia
TGV Cinemas
The Food Purveyor
The Hilton Group
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TIME dotcom
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TNB
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Top Glove
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U Mobile
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Step 2: From the diagnostic test, the learning system algorithm recommends lessons based on competency level.

Step 3: Start your lessons for 17 weeks (112 days), with 420 graded lessons available.

Step 4: Complete 70 lessons in 112 days and print the Certificate of Completion.



Participant 1

Name: (Mr/Ms) _____

Job Title: _____

Email Address: _____

Contact No: _____

IC No: _____
(for HRD Corp grant and examination purpose, if any)

Participant 2

Name: (Mr/Ms) _____

Job Title: _____

Email Address: _____

Contact No: _____

IC No: _____
(for HRD Corp grant and examination purpose, if any)

Participant 3

Name: (Mr/Ms) _____

Job Title: _____

Email Address: _____

Contact No: _____

IC No: _____
(for HRD Corp grant and examination purpose, if any)

Human Resource / Approving Manager

Name: (Mr/Ms) _____

Email Address: _____

Company Name: _____

Address: _____

Authorize Signature: _____

Workshop Investment

Please choose your option by ✓ the box below

Classroom Face-to-face (F2F)		
	RM3,000 per pax	RM5,600 for 2 pax RM7,800 for 3 pax
<div> <div>EARLY BIRD SPECIAL</div> <div> Early Bird Discount! Get 15% off for registration before 4th January 2026 </div> </div>		
	RM2,550 per pax	

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(Inclusive of all training materials, lunches and tea breaks, examination fees if any, HRD Corp 4% Service Fee and 8% SST)

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Fax: _____

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Are you using your company's HRD Corp Levy for this training?

☐ Yes ☐ No

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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.

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