

PUBLIC WORKSHOP

EMOTIONAL RESILIENCE AT WORK: MANAGING MENTAL WELLNESS

Training
materials
provided in
digital format
*(in support of ESG
initiative)*

Start a conversation
with our AI Assistant 🤖



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www.atcen.edu4u.today

Workshop Description

A powerful first step in protecting your own mental wellness at work is being AWARE of it. When you understand common signs of stress and mental strain, you are better equipped to respond early, before challenges grow into burnout, overwhelm, or ongoing conflict.

This workshop is designed to support you personally. You will gain practical, easy-to-use skills to recognize mental distress in yourself and others, have supportive and relevant reflections, and manage everyday work stress more effectively. You will also learn simple self-regulation and relaxation techniques to help you stay calm, focused, and resilient during challenging moments.

By strengthening mental wellness skills, this training helps create a safer, more supportive work environment where employees feel more confident, valued, and capable of performing at their best. The goal is not just better work outcomes, but a healthier and more balanced work experience for everyone.



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Workshop Learning Objectives

- Understand How Work Pressure Affects Focus, Emotions And Performance
- Recognize Early Signs Of Stress And Burnout At Work
- Practical Techniques To Manage Work Stress And Responses At Work
- Build Resilience And Healthy Coping Behaviors At Work
- Seek Early Support To Protect Long Term Overall Well Being

Who Should Attend?

- Frontline & Support staff
- Supervisors
- Onboarding staff/Trainers



Workshop Outline / Agenda

Day 1

9:00am – 1:00pm

Introduction

- Exploring Mental Wellbeing
- Understand The Different Mental State

Module 1: Understanding Your Mind At Work

- Basic Mental Health & Emotional Well-Being
- Understand Body & Mind Connection
- Spot Your Triggers Early
- Respond With Emotional Intelligence
- Recharge Your Mind : Self Reflection Exercise
- Guided Relaxation : Self-Therapy to Reduce Stress

Lunch Break: 1:00pm – 2:00pm

2:00pm – 5:00pm

Module 2: Stress & Energy Management

- Pressure That Powers vs. Pressure That Drains
- Energy Is The Real Currency of Performance
- Clearing Mental Clutter at Work
- Mental Pit-Stops
- Calm On Demand At Work Setting – Relaxation Breath Work

Day 2

9:00am – 1:00pm

Module 3: Building Resilience & Healthy Coping

- Resilience For Real Workday, Where It Matters
- Quiet The Inner Noise
- Shift The Mindset That Fuels Stress
- Healthy Coping That Actually Works at Work
- Reach Out. Recharge. Rise.
- Guided Relaxation : Practice Before It Counts

Lunch Break: 1:00pm – 2:00pm

2:00pm – 5:00pm

Module 4: Sustaining Mental Well-Being

- The Real Burnout And How It Works
- Daily Habits That Protect Mental Energy
- Boundaries That Work @ Work Place
- Reset In A Moment
- MINDFUL @ Work
- EXCEL @ Work
- FLOURISHING @ Work
- Guided Relaxation to Happiness

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

Management Professional | Global Customer Excellence Leader| Operations & Customer Service Expert | Architect of Customer Experience | Business Transformation & People Development | Trainer, Mentor & NLP Practitioner | Clinical Hypnotherapist | Successful Business Owner

Irine Lopez is an award-winning business transformation leader and professional trainer specializing in **customer excellence, operational performance, leadership, and people development**. With a career spanning insurance, technology, and regional operations, she is known for turning underperforming functions into **high-impact, award-winning teams**.

An MBA-qualified leader, Irine has driven multi-million-ringgit revenue growth, led large-scale operations, and delivered digital and customer experience transformations adopted across global organizations. Her unique edge lies in combining **commercial strategy with human insight**.

As a **Certified Trainer, NLP Practitioner, and Clinical Hypnotherapist**, Irine delivers powerful, practical programs that build leadership capability, resilience, and sustainable performance. She works with organizations that value **excellence, depth, and measurable results**.

1. Award-Winning Leadership

Proven track record in operational excellence and people development. Led AIA Bhd's 250+ seat call center (insurance) to its first-ever win at the National Contact Center Awards (2021). Drove MYOB/ABSS (Singapore accounting software) to multiple national awards (2007–2017), transforming a cost center into a profitable division.

2. Driving Revenue & Sales Growth

- Expanded revenue channels at Soft Solvers across Southeast Asia (Insurance Broker) generating RM16M pipeline in one year.
- Doubled AIA Bhd's direct sales for two consecutive years through strategic outbound initiatives (2020/2021).
- Built ABSS's outbound sales from zero (2007) to contributing 60% of total business revenue by 2013.

3. Innovation & Operational Efficiency

- Championed digital transformation at AIA, including a self-service policy tool that reduced call volumes by 30%, agency chat support, and a centralized knowledge base.
- Introduced a customer feedback loop in claims, boosting satisfaction scores and setting a global benchmark adopted by other AIA offices.

4. Building High-Performing Teams

Dedicated to nurturing talent and team culture. Achieved zero attrition over 6 years at ABSS, reflecting a strong, positive, and engaging people & culture.

5. Champion of Excellence & Standards

Recognized for operational leadership across diverse, global teams. Regularly invited as a judge at national and international awards for customer service and quality operations over the past 12 years.

6. Lifelong Learner & Mental Health Advocate

Continually expanding expertise as a Clinical Hypnotherapist in mental health to coach individuals & navigate skills for resilience, personal growth, and emotional well-being.

7. Professional Trainer & Mentor

Professional Trainer experienced in delivering face-to-face and online programs, from Customer Excellence to Mental Health programs, inspiring growth and lasting positive impact.



OUR CLIENTS

AB Mauri
ACSON Malaysia
AEON Credit
Affin Holdings
Agensi Kaunseling & Pengurusan Kredit (AKPK)
Agro Bank
AHAM Asset Management
AIA Group
Air Asia
Airfoil Services
Air Liquide
Air Selangor
Ajinomoto
Al-Futtaim
Al Rajhi Bank
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B Braun Medical Industries
Bacteria Free Water Filter
Baker Hughes Malaysia
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Bank Islam
Bank Rakyat
Bank Muamalat
Bank Negara Malaysia
Bank of China
Bank of Maldives
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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
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Columbia Asia
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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
llaolao
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
Manulife
Mary Kay
Mass Rapid Transit Corporation
Maxis
Maybank Group
Mazars
MBSB Bank
MCIS
MCMC
Measat Broadcast Network Systems
Media Prima
Mercedes-Benz Malaysia
Merchantrade Asia
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MIDA
Microsoft
MIDF Property
MIMOS
MISC
MIT Insurance Brokers
Mitsubishi Motors
MMC Corporation
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Monash University
Mr. D.I.Y
MSG Insurance
Mydin Mohamed Holdings
MYOB Asia
NAIM
Nanyang Press
Naza TTDI
NEC Corporations of Malaysia
Nestle Products
Nike Sales Malaysia
Nirvana
Nistrans
Nokia
Northport
NS BlueScope
OCBC Bank
OMRON Malaysia
Pacific Mutual Fund
Panasonic
PayNet
PayPal
Pembangunan Sumber Manusia (PSMB)
Penang Port
Penang Skills Development Center (PSDC)
Perkeso
Pernec
Perodua
Petronas
Pfizer
Pharmaniga
PHHP Marketing
PLUS
Pokka Ace
Polyplastic
Pos Malaysia
PPG Coatings
Prasarana
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Prokhas
Prometric Technology
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Proton Holdings
Prudential
PTPTN
Public Bank
QES Group
QSR Brands
Reckitt Benckiser

ResMed
RHB Bank
RHB Insurance
RIA IME
Ricoh
Robert Bosch
Royal Selangor Marketing
Samsung Malaysia
Sanofi-Aventis
Sarawak Energy
Sarawak Information Systems (SAINS)
Sarawak Metro
Schlumberger
Seagate
Securiforce Logistics
Securities Industry Development Corporation
SEGi College
Senheng Electric (KL)
Shangri-La Hotels
Shell
Siemens Group
Silverlake
Sime Darby
SME Bank
SME Corp
Sony EMCS
Sonoco Products
SP Setia
SRG Asia Pacific
Standard Chartered Bank
Star Publication
StemLife
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
The New Straits Times Press
TIME dotcom
TMC Care
TNB
TNT Worldwide Express
Tokio Marine Insurans
Top Glove
Toshiba
Touch 'n Go
Tourism Malaysia
Toyota
Toyota Capital
Toyota Tsusho
Toyo Tyre
U Mobile
UEM Group
UITM
UKM Group
UMW Group
United Overseas Bank (UOB)
UOA Group
VADS
Vale Malaysia
ViewPoint Research Corporation
Volvo Malaysia
Wasco Berhad
Waterco
Watsons Personal Care Store
Weir Minerals
Western Digital
Wilmar
WISE Payments
Worldline
X-FAB Sarawak
Yeo Hiap Seng (Yeo's)
YTL Corporation
Zakat Selangor
Zenith Media
Zuellig Pharma
Zurich Insurance



CAPACITY BUILDING

ATCEN provides hands-on capacity building services that assist companies in developing and optimizing their business processes. Our Capacity Building services are divided into three main categories: Organizational Strategy Enhancement, Enterprise Customer Experience and Contact & Customer Interaction Centre. By supporting you on these three categories and their intersection, we can help your company develop your organization's growth and capacity.

Amanah Raya Berhad

(Malaysia's premier trustee company wholly owned by the Government of Malaysia)
Service mindset and Delivery transformation for branches and Contact Centre.

Bank of China

Developed the service behaviours for front line staff in Malaysia and trained BOC Trainers from China on implementation.

Digi Telecommunications

(Mobile service provider in Malaysia)
Service Mindset and Transformation for Front Line and Contact Centre branding. Assist in the development of the SME Business Sales Division.

DHL Express

Process improvement and training development of Customer Interaction Centre.

Employees Provident Fund (KWSP)

(Malaysia's and one of the world's oldest provident funds)
Part of KWSP Transformation Implementation. Managed the People and Mindset Segments of the Project. Been involved since 2010 and ongoing.

interTouch

Improving the CX experience and Contact Centre process for global operations.

Maybank

(Malaysia's largest financial services group and the leading banking group in South East Asia)
Setting up of Maybank Group Contact Centre with Hewlett Packard as the Project Leader.

Bank Rakyat

Consulting, Training and Auditing their new Contact Centre setup.

CIMB

(Leading ASEAN universal bank and one of the region's foremost corporate advisors)
Front Line and Contact Centre transformation and roll out Regionally. This was delivered during CIMB group restructuring in 2006-2007.

Dell

Regional trainer for their global customer initiative

Etika

(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)
Supported the re-branding of Maybank Ageas to ETIKA. Involved in Value and CX immersion of Branches and Contact Centre.

Hong Leong Bank

(Major public listed banking group in Malaysia)
Developed and Trained the Touch CX Spirit in HLB. Involved in numerous CX initiatives across several divisions and overall trained nearly 80% of their total staff-force.

Maxis

(Leading communications service provider in Malaysia)
Upskill and Develop the SME Division employees and partners. Includes digitalisation education of the various platforms as Maxis becomes a technology company. Been involved since 2016 and ongoing.

SP Setia Berhad

Developing and enhancing the CX and interaction process in HQ and Branches.

Enroll For Our *Practical English*

READ, LISTEN, VOCABULARY & GRAMMAR

Practical English is a digital learning platform with 420 content-rich lessons designed for the working adult.

Introductory
price of

RM200/user

for Practical English (112 days
access) with every sign up of
ATCEN's Public Course!

READ, LISTEN, VOCABULARY & GRAMMAR



For 112 days, using the automated competency diagnostic available on Practical English 7, each participant can learn English based on their individual ability from the 420 lessons available.

By completing self study lessons (online), participants can improve their reading, listening, vocabulary and grammar proficiency with our digital learning programs.

Choose this Innovative Learning Program

- All Blended Learning lessons materials (online and classroom) are developed by Reallyenglish.
- Grammar: 119 lessons, Listening: 150 lessons, Reading: 151 lessons. Total 420 lessons.
- Practical English adaptive algorithms customises learning for each learner.
- Continuous assessment in each lesson to measure learner progress.
- Weekly coaching email to motivate.
- Seamless user experience from desktops to mobile devices.
- Easy to determine ROI with completion of lessons that are graded.

Step 1: Complete Grammar, Reading & Listening diagnostic test.

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)		
	RM2,750 per pax	RM5,000 for 2 pax RM7,200 for 3 pax
EARLY BIRD SPECIAL	Early Bird Discount! Get 15% off for registration before 10 th May 2026	
	RM2,338 per pax	

F2F + Practical English eLearning (+RM200/pax) (more info on page <i>Practical English</i>)		
	RM2,950 per pax	RM5,400 for 2 pax RM7,800 for 3 pax

HRD Corp Claimable Course

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

To register, complete this form:

1. Email form back to sender's email address/ info@atcen.com
2. WhatsApp this form to +6018-233-0760

By Direct Transfer:

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

By Credit Card via PayPal:

(4.2% PayPal transaction fees is applicable)

Job Title: _____

Contact No: _____

Fax: _____

Invoice Attention To / Finance Email: _____

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

☐ Yes ☐ No

Company Chop: _____

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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Invoice Date:
