PUBLIC WORKSHOP SCHEDULE FOR JANUARY – JUNE 2027 (v1.3)

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	June
Communication Skills	1	**Emotional Intelligence (EQ): Mastering High-Stakes Conversations**	Executives & Managers	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3 Pax	27 – 28				5 – 6	
	2	**Stakeholder Engagement: Influence, Trust and Presence**	Executives & Managers	Jeremy Lee	2,750	5,000 - 2 Pax 7,200 - 3 Pax	13 – 14			19 – 20		
Leadership Skills	1	**Next-Gen Supervisory Skills**	Supervisors / Team Leaders	Shailendra	2,000	3,700 - 2 Pax 5,500 - 3 Pax	18 – 19			14 – 15		
	2	**Manager as Coach: Lead, Communicate and Inspire**	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax		17 – 18			12 – 13	
	2	**Leadership Gold** *(Timeless Principles for Leading People and Performance)* ***(John C. Maxwell Program)***	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax						14 – 15
	3	**The 360° Leader** *(Developing Your Influence from Anywhere in the Organization)* ***(John C. Maxwell Program)***	Managers & Above	Jeremy Lee	3,000	5,600 - 2 pax 7,800 - 3 pax			22 – 23			

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

- 1-to-1 Coaching
- Action Leadership
- Becoming Person of Influence ***(John Maxwell Program)***
- Business & Marketing Mastery Program
- Business Leader Masterclass
- Coaching for High Performance
- Commercial Acumen for Competitive Advantage
- Communications for Managers
- Connecting Generations in the Workplace
- Corporate Entrepreneurship and Business Acumen
- Design Thinking
- Executive to Manager - The Transition
- Everyone Communicates, Few Connect ***(John Maxwell Program)***
- Facing the Media
- Financial Literacy
- From Planning to Successful Execution
- High Performance Organization
- Performance Management
- Leadershift ***(John Maxwell Program)***
- Leading Transformation and Innovation for High Performance
- 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
- Technical to People Manager
- Transformational Change

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Trainer and Other Development Programs

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – Group (RM)	Jan	Feb	Mar	Apr	May	June
HRD Corp Train the Trainer (TTT) Certification Course *Certification by HRD Corp*	Ken Ng / Jeremy Lee	2,684	-	11 – 15		1 - 5 (Online)	19 – 23		
AI-Powered Workplace Productivity *(Work Smarter, Save Time & Achieve More with AI)*	Dave	1,500	2,800 - 2 Pax 4,200 - 3 Pax		22 – 23 (Online)			24 – 25 (Online)	
Disability Equality Training (DET)	MILAD	2,500	4,800 - 2 Pax 7,000 - 3 Pax					24 – 25	
AI-Powered Consultative Selling *(Leveraging AI to Understand Customers, Create Value & Win More Business)*	Ken Ng	2,750	5,000 - 2 Pax 7,200 - 3 Pax	18 – 19			14 – 15		
Mastering Presentation & Public Speaking Skills	Shailendra	2,000	3,700 - 2 Pax 5,500 - 3 Pax			24 – 25			
Crisis Communication & Response *(Prepare. Respond. Communicate. Recover.)*	Justin	2,750	5,000 - 2 Pax 7,200 - 3 Pax			29 – 30			
Project Management Essential with AI	Nehru	2,750	5,000 - 2 Pax 7,200 - 3 Pax	25 – 26					

Other topics available: (for In-House Training)

Human Capital
- Behavioral Interviewing Skills
- Best Practices in Procurement Management
- Career Conversation
- Employee Retention & Engagement
- HR for Non-HR Managers
- HR Policies and Employee Handbook
- Industrial Relations
- Managing Across Generations
- Sexual and Power Harassment Awareness

Technical
- 5S Implementation
- Defensive Driving
- Emergency Response Preparedness (ERP)
- Ergonomics and Manual Handling
- Failure Mode Effect Analysis (FMEA)
- Financial Modelling (using Excel)
- Forklift Risk Prevention & Safety Awareness
- ISO Quality Standard - Foundation / Awareness
- Kaizen – Continuous Improvement
- Lean Safety Management

Office Management
- Anti-Bribery and Corruption (ABC)
- Anti-Money Laundering
- Corporate Grooming and Etiquette
- Eat That Frog! – Time Management ***(Brian Tracy Program)***
- Event Management
- General Office Management Skills
- Microsoft Excel (Beginner to Advanced / VBA / Power BI)

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

- Stress & Mental Health Management
- Succession Planning & Talent Development
- Train the Trainer - Experiential Learning
- Training Needs Analysis
- Understanding Employment Act 1955 with Amendments

- Materials Management
- Occupational Safety & Health Act (OSHA)
- Poka Yoke
- QC Tools
- Statistical Analysis
- Total Productive Maintenance (TPM)
- Understanding Import & Export Practice

- 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

Supply Chain

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

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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	June
Professionals	1	**From Challenging Customers to WOW Customer Experience**	Executives	Shailendra	2,000	3,700 - 2 Pax 5,500 - 3 Pax	20 – 21 (Online)			26 – 27		
	2	**Certified Voice & Digital Agent (CVDA)** *Certification by Western Kentucky University, USA*	Executives & Managers	Ken Ng	4,200	11,500			29 – 31			23 - 25
	3	**Certified Interaction Quality Assurance Analyst (CIQAA)** *Certification by Western Kentucky University, USA*	QA Analysts, Team Leader	Ken Ng / Edna	3,500	9,500				12 – 13		
Management	1	**Certified Omni-Channel Team Leader (COTL)** *Certification by Western Kentucky University, USA*	Team Leader	Ken Ng / Irine	4,200	11,500					10 – 11	
	2	**Certified Omni-Channel Manager (COM)** *Certification by Western Kentucky University, USA*	Managers & Above	Ken Ng / Najib	4,700	12,700	26 - 28					
	3	**Certified Customer Experience Management Practitioner (CCXMP)** *Certification by Western Kentucky University, USA*	Managers & Above	Ken Ng / Najib	5,000	13,500						14 – 17

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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

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AI Certifications by AICERTS™

Program Title	Trainer	Fees – 1 Pax (RM)	Fees – Group (RM)	Jan	Feb	Mar	Apr	May	June
AI+ Executive Fundamentals™ *(AI Strategy, Governance and Productivity for Business Leaders)* *Certification by AICERTS™*	Dave / Shailendra	2,970 *(promo rate)*	-						23 – 24
AI+ Customer Service Practitioner™ *(Applying AI Across Customer Service, Contact Centre and Digital Channels)* *Certification by AICERTS™*	Dave / Shailendra	2,970 *(promo rate)*	-					5 – 6	

Other topics available:

AI Certifications by AICERTS™

- AI+ Human Resource
- AI+ Sales
- AI+ Product Manager
- AI+ Marketing
- AI+ Finance
- AI+ Customer Service
- AI+ Quality Assurance *(for Information Technology and Software Development)*
- AI+ Supply Chain
- AI+ Project Manager
- AI+ Ethics
- AI+ Legal
- AI+ Researcher
- AI+ Chief AI Officer
- AI+ Writer
- AI+ Foundation
- AI+ Executive
- AI+ Everyone
- AI+ Prompt Engineer Level 1
- AI+ Vibe Coder
- AI+ Educator
- AI+ Learning & Development
- AI+ UX Designer
- AI+ Design
- AI+ Audio
- AI+ Video
- AI+ Telecommunications
- AI+ Government
- AI+ Policy Maker

IT / Project Management

- Agile Scrum Master
- CISCO
- Cloud Technology Associate
- COBIT5 Foundation
- CompTIA Security+ / CompTIA Network +
- DEVOPS
- Enterprise Big Data
- ITIL 5 Foundation / Specialist / High Velocity
- PRINCE2 Foundation / Practitioner / PRINCE2 - Agile Foundation / Agile Practitioner
- Project Management Professional
- Lean Six Sigma – Green Belt / Black Belt