ATCEN
The People Development Expert

PUBLIC WORKSHOP

FUTURE-READY WITH AI – NAVIGATING THE NEW ERA OF SMART WORKPLACES

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

Venue : Wyndham Grand Bangsar, Kuala Lumpur

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ATCEN AI Assistant

Contact us

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+6018-233 0760



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Future-Ready with AI – Navigating the New Era of Smart Workplaces

Wyndham Grand Bangsar, Kuala Lumpur

Workshop Description

Most professionals use AI as a basic text generator, missing out on its potential for deep analysis, strategic problem-solving, and workflow automation. This 2-day workshop provides a practical reality check on what these tools can and cannot do. Participants will move from random guessing to structured prompting, learning how to build multi-model pipelines and configure their own standalone custom bots to automate recurring, manual tasks without needing a technical background.

The session is fully hands-on and highly interactive. Through live prompt rebuilding, multi-engine comparison drills, and practical scenario roleplays, participants will build, test, and refine these frameworks against real business challenges. Everyone will leave the workshop with a functional library of reusable templates and a clear, immediate blueprint for making AI a reliable daily operational assistant.

HRDCORP CLAIMABLE

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Workshop Learning Objectives

- Filter High-ROI Tasks: Identify which daily tasks are suitable for AI automation and which require strict human control.
- Structure Prompts Correctly: Apply the Six-Component Framework to build reliable, reusable prompt templates that minimize generic outputs.
- Deploy Core Patterns: Use Few-Shot and Chain-of-Thought patterns to clone specific professional tones and improve reasoning accuracy.
- Chain Multi-Model Pipelines: Pass data efficiently between ChatGPT, Claude, and Gemini based on their specific engine strengths.
- Pressure-Test Ideas: Use AI as an objective sparring partner to detect strategic blind spots and rehearse for critical executive meetings.
- Configure Custom Assistants: Build and deploy dedicated, single-purpose custom bots loaded with specific reference data to handle routine workflows.

Who Should Attend

- Anyone who aspire to use AI to empower themselves for the workplace.

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Workshop Outline / Agenda

Day 1: Foundations & Prompt Mechanics

9:00am - 10:45am

Module 1: The AI Reality Check

- The Five Dimensions: Assessing the honest capabilities of modern AI and self-rating your current usage against each.
- The Three Corporate Myths: Shattering the common misconceptions professionals hold that quietly limit their AI adoption.
- The Capability Curve: Mapping the operational transition from Curious to Competent, Strategic, and ultimately AI-Native.
- Calibrating the Standard: Defining exactly what "good" looks like by the end of these two days of execution.
- ***Activity****: Teams race against a ticking clock to dissect a real corporate brief, earning points for identifying stealthy, low-quality AI-generated data hidden within the human work.*

10:45am - 1:00pm

Module 2: The Anatomy of a Working Prompt

- The Six-Component Framework: Master-building prompts using Role, Context, Task, Format, Constraints, and Examples.
- The Hierarchy of Prompt Strength: Why loading deep, realistic context beats surface-level phrasing and "cleverness" every single time.
- Diagnosing Prompt Failures: Spotting the structural flaws behind vague or robotic outputs and applying the immediate fix.
- The Blueprint Skeleton: Customizing and locking down the reusable prompt template that every participant takes home.
- ***Activity****: Participants face off in a live execution duel to fix a broken, chaotic prompt. The player who generates the cleanest output using the fewest words wins.*

2:00pm – 5:00pm

Module 3: The Five Prompt Patterns You'll Use Every Week

- Role-Context-Task (RCT): Hardwiring the foundational, highest-frequency pattern used to clear out daily operational clutter.
- Few-Shot Prompting: Teaching the AI to accurately mimic your exact professional writing style, tone, or format by example.
- Chain-of-Thought (CoT): Making the engine think out loud step-by-step to drastically increase accuracy for complex analysis and logic.
- Critique Loops & Persona Swaps: Programming AI to aggressively challenge its own output and rewrite copy in a stakeholder's voice.
- ***Activity****: Participants build, test, and deploy their own custom prompt patterns specifically tailored to their actual daily workspace responsibilities.*

Workshop Outline / Agenda

Day 2: Pipelines, Deep Thinking, and Custom Bots

9:00am - 10:45am

Module 4: Multi-Model Pipelines

- Breaking the Chat Silo: Moving from isolated chat boxes to sequential pipelines—passing raw data from one specialized engine to the next.
- Mapping the Big Three: Understanding the architectural strengths of ChatGPT, Claude, and Gemini to match the right model to logic vs. creativity vs. speed.
- Context and Data Integrity: Managing data payloads across different platforms without losing structural integrity or introducing distortion.
- Frictionless Switching: Building rapid operational routines to handle multi-stage business projects from research down to final execution.
- ***Activity****: Speed Dating the Big Three – A high-speed round-robin where teams pitch a complex operational problem to ChatGPT, Claude, and Gemini sequentially, scoring points based on which model solves specific project components best.*

10:45am - 1:00pm

Module 5: AI for Thinking — Not Just Writing

- The Devil's Advocate: Forcing the engine to actively stress-test, rip apart, and argue against your own business positions.
- The Blind-Spot Detector: Surfacing critical operational, market, or strategic vulnerabilities you completely missed during planning.
- The Decision Sparring Partner: Running real, high-stakes professional choices through highly objective, structured prompt frameworks.
- The Pre-Meeting Rehearsal: Anticipating tough executive objections, aggressive pushback, and difficult audience questions before entering the room.
- ***Activity****: Participants go head-to-head live against an AI configured as a hostile, skeptical stakeholder, earning points for navigating objections and saving the deal.*

2:00pm – 5:00pm

Module 6: Building Your Own Tools

- Demystifying Custom Bots: Breaking down how Custom GPTs, Claude Projects, and Gemini Gems fit different corporate use cases.
- The Four Building Blocks: Mastering instructions, knowledge bases, personality, and guardrails—and why homemade bots usually fail on the last two.
- Designing for the Job-to-be-Done: Turning a recurring, tedious workplace task into a reusable AI assistant anyone on your team can launch.
- The Next Horizon: A practical preview of Vibe Coding and Autonomous Agents as the frontier capabilities to grow into post-workshop.
- ***Activity****: The 20-Minute Bot Build – A pure execution speed-run. Each participant picks one recurring task from their real work (e.g., coaching frontliners, drafting performance reviews, writing client follow-ups) and builds a working custom bot for it from scratch.*

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DAVE YEO

AI Transformation Trainer | Corporate Trainer | CX-Focused Performance Enabler



Dave is a learning and development professional specializing in the practical application of Artificial Intelligence to drive performance, productivity, and innovation in the workplace. With a strong foundation in customer experience (CX) and operational training, he brings a unique perspective on how AI can elevate both employee effectiveness and end-user outcomes.

He designs and delivers high-impact AI programs that go beyond theory, focusing on how AI can be embedded into real workflows. His expertise spans prompt engineering, AI-assisted communication, and the growing field of agentic AI, where autonomous systems are designed to support decision-making, task execution, and business operations.

Dave is also actively involved in building AI-powered solutions, including lightweight app development, interactive AI simulations, and gamified learning experiences. From AI-driven role-play scenarios for customer-facing teams to custom-built training tools and AI games, his work blends technology with experiential learning to create engaging and results-driven programs.

Having trained professionals across industries such as banking, media, and customer operations, Dave is known for delivering sessions that are highly interactive, immersive, and immediately applicable. His approach often incorporates real-world case studies, hands-on experimentation, and live AI simulations to ensure participants don't just understand AI, but can confidently use it in their roles.

Beyond AI, Dave brings strong expertise in communication, customer experience (CX), and B2B sales, alongside performance management. This allows him to position AI not just as a tool, but as a capability that enhances how individuals think, collaborate, and deliver value, particularly in customer-centric and revenue-driven environments.

His philosophy is simple: learning must lead to action. Every program is designed to produce clear behavioural shifts, practical outputs, and measurable impact in the workplace.

WKU

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Institut Jantung Negara
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International Medical University
International School of Kuala Lumpur (ISKL)
INTI College
IOI Group Corporation
IPG Mediabrands
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Jobstreet Malaysia
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Johor Port
Jotun Paints
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KDU College
Kementerian Kesihatan Malaysia
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Kumpulan Wang Simpanan Pekerja (KWSP)
Kuwait Finance House
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SEGi College
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Siemens Group
Silverlake
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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

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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

Etiqa
(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)
Supported the re-branding of Maybank Ageas to ETIQA. 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.

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

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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.



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Future-Ready with AI – Navigating the New Era of Smart Workplaces

Wyndham Grand Bangsar, Kuala Lumpur

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) _____ Job Title: _____

Email Address: _____ Contact No: _____

Company Name: _____ Fax: _____

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

☐ Yes ☐ No

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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 18th October 2026	
	RM2,338 per pax	

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

HRD Corp Claimable Course

(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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By Direct Transfer:

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Bank: Public Bank Berhad

Acc No: 3130460034

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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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