

## LIST OF PROGRAMS

<b>A. BUSINESS I.T.</b>			
A1. Business Information System	2 days	C21. Dynamic Presentation Skills using NLP	2 days
A2. IT Security Management	1 day	C22. English at Work	3 days
A3. IT for Non-IT Managers	2 days	C23. English Language Proficiency Program	3 months
<b>B. CLERICAL &amp; SECRETARIES</b>		C24. Effective Presentation Skills and PowerPoint Techniques	5 days
B1. Business Writing Skills for Secretaries	2 days	C25. Effective Report Writing Skills	2 days
B2. Clerical Development	2 days	C26. Effective Communication Skills for Executives	2 days
B3. Clerical Development Programme	3 / 6 days	C27. Effective Communication Skills for Non - Executives	2 days
B4. Clerical Development & Administrative Skills	2 days	C28. Effective Business and Technical Writing Skills	4 days
B5. Customer Consciousness	1 day	C29. Effective Business Writing Skills for Executives	2 days
B6. Conventional Record and File Management	2 days	C30. Effective Business English - Constructing Business Emails and letters	2 days
B7. Key to Better Personal Performance	2 days	C31. Effective Communication and Interpersonal Skills	2 days
B8. Kursus Setiausaha Berkesan	3 days	C32. Effective Communication and Presentation Skills Workshop	2 days
B9. Secretary's Workshop	2 days	C33. English Communication Skills for Front liners	6 days
B10. Success Skills for Secretaries	2 days	C34. Enhancing Relationships By Understanding Personalities	2 days
B11. Successful Secretaries Kit	2 days	C35. Enhancing your Presentation Competencies	2 days
B12. The Positive Secretary	2 days	C36. Interpersonal Skills	3 days
B13. Understand Others by Understanding Yourself	2 days	C37. Interpersonal Communication Skills	2 days
B14. Work Smart for Secretaries	2 days	C38. Mind Your English	4 days
<b>C. COMMUNICATION &amp; PRESENTATION</b>		C39. Mastering the Art of Power Presentation	3 days
C1. Applying Personality Plus in Enhancing Communication	2 days	C40. Management Presentation Skills	2 days
C2. Art of Communication	2 days	C41. NLP-Led Communications and Interpersonal skills for Executives	2 days
C3. Basic Communication Skills for Front liners	3 days	C42. Presentation Skills for Managers	2 days
C4. Business Communication Skills	2 days	C43. Practical Presentation, Effective Results	2 days
C5. Business Communication Skills in English	6 days	C44. Professional Telephone Skills	2 days
C6. Business Writing Skills	2 days	C45. Public Relations for Front Liners	1 day
C7. Business Writing Skills In BM	2 days	C46. Public Speaking and Presentation Skills	2 days
C8. Business English - Speaking and Writing Skills	2 days	C47. Report Writing and Communication Skills	2 days
C9. Business Proposal Writing Skills	2 days	C48. Technical Presentation Skills	2 days
C10. Business Letters	2 days	C49. Technical Report Writing	2 days
C11. Business & Report Writing Skills	2 days	C50. Technical & Business Proposal Writing Skills	2 days
C12. Business & Technical Report Writing Skills	2 days	C51. Thinking Strategically and Communicating Clearly	2 days
C13. Business English For Front -Liners	2 days	C52. The Art of Taking Minutes of Meeting	2 days
C14. Communication Skills in English	18 days	C53. Writing Effective Business Case	2 days
C15. Communication Skills in Mandarin	18 days	C54. Written English	6 days
C16. Communicative English for Working Adults	5 days	<b>D. CORPORATE IMAGE &amp; PROFESSIONALISM</b>	
C17. Communication and Interpersonal Skills for Executives	2 days	D1. Corporate Grooming and Handling of Media	3 days
C18. Communication and Language Skills for Non-Executives	2 days	D2. Corporate Core Values	1 day
C19. Corporate Communications	2 days	D3. Corporate Grooming and Business Etiquette	2 days
C20. Develop Dynamic Relationship through Effective Relationship Communication and Human Relation Skills	2 days	D4. Enhancing Corporate and Professional Image	2 days

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D5. Executive Grooming & Etiquette	2 days
D6. Executive Image	2 days
D7. Improving Work Place Attitude Through Personal Development	2 days
D8. Personal Grooming	2 days
D9. Professional Etiquette	2 days
D10. Personal Grooming & Professional Image	2 days
D11. Personal Image Enhancement Workshop for Gentlemen	1 day
D12. Personal Image Branding	2 days
D13. Professional Work Attitude	2 days
<b>E. CREATIVE</b>	
E1. Analytical and Critical Thinking Skills	2 days
E2. Creative Thinking and Mind Mapping	2 days
E3. Creative Thinking Skills and Problem Solving	2 days
E4. Creative Thinking Skills	2 days
E5. Creative Active Cells Approach	2 days
E6. Creative Problem Solving & Decision Making Skills	2 days
E7. Empowered Logical Inventive Thinking - Level 2	3 days
E8. Enhancing Analytical & Creative Thinking Skills	3 days
E9. Introduction to Empowered Logical Inventive Thinking	1 day
E10. Innovation at Work	2 days
E11. Innovative and Creative Thinking Skills	2 days
E12. Logical Thinking and Reasoning Workshop	3 days
E13. Mind Mapping - A powerful tool for any thinking task	3 days
E14. Mind Mapping	2 days
E15. The Hidden Self	3 days
E16. Think Out of The Box	2 days
<b>F. CUSTOMER SERVICE</b>	
F1. Customer Service Excellence	2 days
F2. Customer Service Communication	2 days
F3. Customer Service Using NLP	3 days
F4. Excellence in Managing Customers	3 days
F5. Enhancing Customer Service and Customer Relationships	4 days
F6. Enhancing Customer Service Excellence	2 days
F7. Effective Telephone Techniques	2 days
F8. Handling Difficult Customers	2 days
F9. Kursus Perkhidmatan Kaunter Dan Pelanggan Berkualiti	3 days
F10. Managing Customer Complaints	2 days
F11. Managing the Helpdesk	2 days
F12. Media and Customer Relations	2 days
F13. Memahami Keperluan Pelanggan	2 days

F14. Reception Customer Service	2 days
F15. Service Orientation & Customer Satisfaction for Executives	2 days
<b>G. FINANCE</b>	
G1. Assessing Credit Risk Using Financial Statements & Cash Flow Analysis	5 days
G2. Basic Accounting 101	2 days
G3. Business Plan and Budgeting	2 days
G4. Budgeting Planning and Control	2 days
G5. Budget & Variance Analysis Modeling for Accountants	2 days
G6. Budget and Finance Toolkits for Non Finance Managers	2 days
G7. Business Risk Management	5 days
G8. Cash Flow Management	2 days
G9. Cost Analysis and Control Techniques	1 day
G10. Data Modeling and Advance Charting Toolkits	2 days
G11. Effective Credit Management & Faster Debt Collection	2 days
G12. Effective Data Mining and Charting	2 days
G13. Effective Decision Making and Application	2 days
G14. Financial Wisdom in Interpreting KPIs	2 days
G15. Financial Policies and Procedures	2 days
G16. Financial Modeling Toolkits for Finance Managers	2 days
G17. Financial Modeling for Management Decision Making	2 days
G18. Financial Modeling and Analysis	3 days
G19. Finance for Non Finance (Executives)	2 days
G20. Finance for Non-Finance Managers	2 days
G21. Financial Analysis for Marketing Professionals	2 - 4 days
G22. Financial Analysis for Marketing Managers Using MS-Excel	5 days
G23. Financial Management	2 days
G24. Inventory Management	2 days
G25. Inventory Management-Capital Revenue Expenditure	2 days
G26. International Trade Financing	2 days
G27. Key Business and Financial Concepts	2 days
G28. Profit Planning and Cash Flow Forecasting for Managers	2 days
G29. Practical Finance and Accounting	2 days
G30. Principles of Accounting and Finance	2 days
G31. Strategic Cost Management Reduction	2 days
G32. Working Smart with Excel	2 days
G33. What a Manager Must Know About Financial	2 days
<b>H. HUMAN RESOURCES</b>	
H1. Behavioral Interview Techniques	1 day
H2. Candidate Profiling	2 days

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H3. Coping with Termination of Employment	2 days	I18. Coaching for Organizational Effectiveness	2 days
H4. Discipline and Disciplinary Procedures	2 days	I19. Coaching and Counseling Skills	2 days
H5. Domestic Inquiry Procedures	2 days	I20. Coaching and Mentoring Skills	2 days
H6. Effective Interviewing Techniques	2 days	I21. Coaching for Performance	2 days
H7. Executives as HR Personnel	2 days	I22. Commercial Orientation	2 days
H8. Effective Complaint Grievance and Dispute Handling and Domestic Inquiry Procedures	2 days	I23. Conflict Management Workshop	2 days
H9. Effective Interview Selection Techniques	2 days	I24. Contracts Management	2 days
H10. Effective Performance Appraisal and Evaluation	2 days	I25. Counseling and Motivation Skills	2 days
H11. Effective Performance Appraisal 360° Feedback	2 days	I26. Counseling Skills for Line Managers	2 days
H12. Enhancing Technical Interviewing Skills	2 days	I27. Coping with Change Proactively	2 days
H13. HR for Non HR Personnel	2 days	I28. Conducting and Managing Effective Meetings	2 days
H14. Human Resource Management	2 days	I29. Conflict Management and Resolution	2 days
H15. Human Resource Management for All Managers	2 days	I30. Corporate Social Responsibility	2 days
H16. Industrial Relations at the Workplace	2 days	I31. Critical Thinking workshop	2 days
H17. Leadership and Human Relation Skills	2 days	I32. Customer Relationship Management (CRM)	2 days
H18. Managers as HR Personnel	2 days	I33. Customer Account Management	2 days
H19. Personality Profiling	1 day	I34. Decide on the Spot	2 days
H20. Performance Evaluation System	2 days	I35. Develop and Enhance Entrepreneurship Capability in an Organization	3 days
H21. Strategic Human Resource	2 / 3 days	I36. Developing Winning Supervisory Skills	2 days
H22. The Art of Interviewing	2 days	I37. Delegating for Maximum Results	2 days
H23. Understanding Labor Law	2 days	I38. Effective Time Management	2 days
<b>I. MANAGEMENT &amp; LEADERSHIP</b>		I39. Effective Leadership and Interpersonal Skills	2 days
I1. 5Es in People Management	2 days	I40. Event Management	3 days
I2. Achieving Excellence with Effective Time and Self Management	2 days	I41. Effective Performance Management Workshop	2 days
I3. Accountability for Results and Achievement	2 days	I42. Effective Development of Performance Management System	2 days
I4. Achievement and Result Orientation	2 days	I43. Effectively Setting and Managing KPIs	2 days
I5. Anger Management	2 days	I44. Effective Supervisory Skills	2 days
I6. Art of Managing People	3 days	I45. EQ at the Workplace	2 days
I7. Asset Management and Tracking Systems	2 days	I46. Gaining Mental and Emotional Balance for Improved Executive Work life	2 days
I8. Behavioral Competencies at Work	2 days	I47. Getting Started as a Manager	2 days
I9. Basic Counseling Skills	2 days	I48. General Management	2 days
I10. Basic Management Skills	2 days	I49. Handling Difficult Employees	2 days
I11. Balance Score Card and Strategic Mapping	2 days	I50. Handling Difficult People	2 days
I12. Business Continuity Management	2 days	I51. How to Become a Flexible, Reliable, Thinking Big and An Intelligent Mentor	2 days
I13. Business Negotiation and Strategic Diplomacy	2 days	I52. How to Coach and Counsel Subordinates to improve work performance	2 days
I14. Business Negotiation Skills	2 days	I53. How to Win Over Subordinates	2 days
I15. Change Management - Inspired by Who Moved My Cheese	2 days	I54. Intensive Management Training	5 / 7 days
I16. Change Management and Managing Change	2 days	I55. Influencing Skills	3 days
I17. Coaching and Mentoring for Leaders	3 days		

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I56. Leading People For Results - Assertive Skills	2 days	I96. Planning and Organizing Skills	2 days
I57. Leadership & Corporate Coaching Certification Course	5 days	I97. Planning, Organizing and Making Decisions Successfully	2 days
I58. Leadership Coaching with NLP	3 days	I98. Positive Vs. Negative Mindset	1 day
I59. Leadership Dynamics For Middle and Senior Managers	3 days	I99. Problem Solving and Decision Making	2 days
I60. Leadership for Line Leaders	2 days	I100. Principle of Highly Effective People	2 days
I61. Leadership Skills	2 days	I101. Proactive Leadership in Managing Change	2 days
I62. Leading And Managing Change	2 days	I102. Setting Effective KPIs	2 days
I63. Leadership & Motivation for Supervisors & Team Leaders	1 day	I103. Seven Traits of Highly Successful People	2 days
I64. Managerial Competencies and Performance Management	2 days	I104. Skills for Managerial Success	2 days
I65. Management Development Program	2 days	I105. Solutions Finding & Decision Making	2 days
I66. Managing Absenteeism	2 days	I106. Strategic Thinking Skills for Managers	2 days
I67. Managing Change	2 days	I107. Strategic Thinking and Planning	2 days
I68. Managing Emotional Intelligence	2 days	I108. Stress Awareness and Management	2 days
I69. Management Ethics for Executives	2 days	I109. Successful Negotiation Skills	2 days
I70. Manage and Lead Subordinates to Higher Productivity	2 days	I110. Successfully Managing People's Behavior and Performance	2 days
I71. Managing in a Multi-cultural Environment	2 days	I111. Supervising People for Results	2 days
I72. Managing Meetings That Get Results	2 days	I112. Supervisory Development Skills	3 days
I73. Managing People Effectively	2 days	I113. Supervisory Skills	2 / 4 days
I74. Managing Stress at Workplace	2 days	I114. Stress Management	2 days
I75. Managing with Innovation and Creativity	2 days	I115. Take Charge	1 day
I76. Managing Work and Productivity Effectively	2 days	I116. Talent Management	2 days
I77. Managing Personal Improvements Workshop for Executives and Non-Executives	3 days	I117. The Magic of Making Training Fun	2 days
I78. Managing Poor Performance	2 days	I118. The Art of Negotiation	2 days
I79. Managing Time Effectively for Maximum Productivity	2 days	I119. The Blue Ocean Strategy (BOS)	2 days
I80. Motivating Supervisors for Higher Productivity	2 days	I120. The Secrets of Managing Success - Emotional and Spiritual Quotient	2 days
I81. Negotiation and Influencing Skills	2 days	I121. The Path to Success Goal Setting	2 days
I82. Negotiation Skills	2 / 3 days	I122. The Art of People Management Using NLP	3 days
I83. Negotiating with NLP (Neuro Linguistic Programming)	2 days	I123. Time and Stress Management	2 / 3 days
I84. New Dimensions in the Corporate Culture	2 days	I124. Time Management Skills	2 days
I85. New Talents for New Generation Managers	1 day	I125. Transformational Leadership	2 days
I86. Office and Time Management	2 days	I126. Understanding Difficult People	2 days
I87. Office Management Skills	2 days	I127. Win-Win Negotiation Skills	2 days
I88. Office Productivity, Time Management & Planning	3 days	<b>J. NEURO LINGUISTIC PROGRAMMING (NLP)</b>	
I89. Our Changing Times - Who Moved My Cheese	2 days	J1. NLP Techniques for Connecting with People	2 days
I90. Paradigm Shift in Work Performance	2 days	J2. Neuro Linguistic Programming (NLP) Workshop	2 / 3 days
I91. Performance Improvement	2 days	J3. NLP Motivation- Quantum Leap for Peak Performance	2 days
I92. Performance Management	2 days	J4. Personal Performance Engineering With NLP	8 days
I93. People Management Skills for Managers	2 days	J5. Revealing The Secret - The Law of Attraction Workshop	2 days
I94. Personal Development Skills	2 days		
I95. Personal Effectiveness	2 days		

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K. PROJECT MANAGEMENT	
K1. Advanced Project Management	2 days
K2. Effective Project Management	2 days
K3. Fundamentals of Project Management	2 days
K4. ICT Project Management	3 days
K5. Managing Multiple Projects, Multiple Priorities Decision-Making and Problem Solving	4 days
K6. Project Initiating and Planning	2 days
K7. Project Management	2 / 3 days
K8. Project Management Professional (PMP) - Examination Preparatory Course	5 days
K9. Project Management with MS Project	3 days
K10. Project Risk Management	2 days
K11. Project Cost Management	2 days
K12. Project Management Audit	3 days
K13. Project Leadership, Team Development, Decision Making & Communicating	2 days
K14. Software Development Project Management	4 days
K15. State holder Management	2 days
K16. Strategic Project Management for Senior Managers	2 days
L. QUALITY	
L1. 5s Principles & Implementation	2 days
L2. 5s Implementation	2 days
L3. 6s Implementation Awareness	2 days
L4. 7 New Management Tools for Systematic Problem Solving and Decision Making	3 days
L5. 7 New QC Tools for Systematic Problem Solving and Decision Making	3 days
L6. 7 QC Tools - Problem Solving Tools	2 days
L7. Advanced Product Quality Planning	2 days
L8. Advanced Internal Quality Auditor	3 days
L9. Auditing Effectiveness of 5S Implementation	2 days
L10. Awareness on Kaizen & Basic Tools	3 days
L11. Essentials of TQM Awareness	2 days
L12. Effective Quality Management Representative (QMR)	2 days
L13. Failure Mode Effect Analysis	2 days
L14. Introduction to Office Kaizen	2 days
L15. Introduction to Six Sigma	2 days
L16. ISO14001:2004 Environmental Management System (EMS) Awareness	2 days
L17. ISO 9001-2000 Quality Management System Awareness	2 days
L18. ISO9001:2000 Awareness and Internal Quality Auditing Techniques	2 days
L19. ISO9001:2000 Awareness, Standards Interpretation and	3 days

Auditing Techniques	
L20. ISO9001:2000 Awareness Program	1 day
L21. Internal Quality Auditing (IQA)	3 days
L22. Implementing Total Quality Management (TQM)	3 days
L23. Kaizen & Continuous Improvement	1 day
L24. Kepner-Tregoe Problem Solving and Decision Making Process	2 days
L25. Process Improvement By Using Poka Yoke (Mistake Proofing Method)	2 days
L26. Poka Yoke for Manufacturing	2 days
L27. Quality Awareness Training Programme	2 days
L28. Quality Improvement Teams (QIT /QCC)	4 days
L29. Quality Control Circles (QCC)	2 days
L30. Total Quality Management Awareness	2 days
L31. Total Productive Maintenance Workshop	2 days
L32. Understanding & Implementing ISO 9001 - 2008	2 days
L33. Value Stream Mapping	2 days
L34. Wastage Reduction & Productivity Improvement	2 days
M. SAFETY	
M1. Advanced Defensive Driving	1 day
M2. Forklift Truck Handling & Proficiency Course	1 day
M3. Occupational Safety & Health Management	2 days
M4. Occupational Safety & Health Awareness	2 days
M5. Pemanduan Berhemaah -JPJ	2 days
M6. Restriction of Hazardous Substances (RoHS)	1 day
M7. OSHAS 18001 Occupational Health & Safety Management System Awareness	2 / 3 days
N. SALES & MARKETING	
N1. Advertising	2 days
N2. Ancient War Strategies in Sales Effectiveness	2 days
N3. Branding Management	2 days
N4. Coaching for Greater Sales Performance	2 days
N5. Consumer Behavior	2 days
N6. Cross Selling for Success	2 days
N7. Customer Retention and Win-back Strategies	2 days
N8. Developing Effective Marketing Plan	2 days
N9. Innovative Sales and Marketing Program	2 days
N10. Innovative Marketing Program	2 days
N11. Marketing Communication	2 days
N12. Marketing Management	2 days
N13. Motivating the Sales Force	2 days
N14. Key Account Management	2 days
N15. Market Segmentation Analysis	2 days

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N16. New Product Development Management	2 days
N17. Prospecting Customers	2 days
N18. Professional Selling Skills	2 days
N19. Principles of Marketing	2 days
N20. Product Life Cycle Management	2 days
N21. Sales Motivation and Telephone Skills	2 days
N22. Successful Negotiation Skills for Sales	2 days
N23. Sales Effectiveness	2 days
N24. Sales Presentation	2 days
N25. Selling Skills Development Programme	3D/2N
N26. Successful Selling Techniques	2 days
N27. Sun Tze -Art of War	2 days
N28. The Art of Professional Salesmanship	5 days
N29. Questioning and Probing Techniques	2 days
<b>O. TEAM BUILDING &amp; MOTIVATION</b>	
O1. Achieving Top Performance Through Positive Work Attitude	2 days
O2. Building High Performance Teams	2 days
O3. Beyond Excellence (Motivation)	1 day
O4. Developing Team Synergy	2 days
O5. Kesedaran Pencetus Perkasa Diri (Internal Core Values)	3D/2N
O6. Motivated Employee - Excellent Employee	2 days
O7. Motivating Self and Subordinates for Peak Performance	3 days
O8. Motivational Talk	1 day
O9. Motivation Workshop	2 days
O10. Motivation and Team Building	3 days
O11. Out-Bound Team Building	3D/2N
O12. Positive Work Attitude	2 days
O13. Positive Attitude	2 days
O14. Positive Team Culture @ Workplace	2 days
O15. Stress Management and Team Building Workshop	2 days
O16. Taking Charge -Teaming For Excellence	2 days
O17. Team Building (Outdoor)	3D/2N
O18. Teaming for Excellence	3D/2N
O19. Quest For Team Excellence	2D/1N
<b>P. TRAINING &amp; TRAINING DEVELOPMENT</b>	
P1. Conducting Effective TNA	2 days
P2. Conducting On-The-Job Training	3 days
P3. Evaluating Training Effectiveness	2 days
P4. Facilitation Skills	3 days
P5. Monitoring & Measuring Training Effectiveness	2 days
P6. Training Needs Analysis	2 days
P7. TNA for Organizational Growth	2 days
P8. Train the Technical Trainer	4 days
P9. Train the Trainer	2 days
P10. Train the Trainer - Foundation	4 days
P11. Training & Coaching Skills	2 days
<b>Q. HEALTH MANAGEMENT</b>	
Q1. First Aid Course	1 day
Q2. Basic CPR Course	2 days
Q3. Wellness Program	3D/2N
Q4. Workplace Health & Wellness Management To Optimize Productivity	2 Days
<b>R. LOGISTIC &amp; SUPPLY CHAIN MANAGEMENT</b>	
R1. Cost Effective Warehouse Management	2 days
R2. Effective Global Shipping Management	2 days
R3. Effective Freight Management	2 days
R4. Effective Purchasing Management	2 days
R5. Empowering Global Shipping Management	2 days
R6. Managing Effective Logistics and Operations Strategies	2 days
R7. Managing the Bill of Lading in Shipping	2 days
R8. Malaysian Customs Procedures	2 days
R9. Proficiencies of Logistics & Supply Chain Management	2 days
R10. Shipping Elements and Import Export Documentation	2 days
R11. Supply Chain Management	2 days
R12. Strategizing Application of Inco terms	2 days
R13. Understanding Goods & Service Tax (GST) in Malaysia	2 days
R14. Understanding Airfreight Forwarding Operations & Customs Clearance Procedures	2 days
<b>S. OTHERS</b>	
S1. Distribution Network Design and Operations	2 days
S2. Entrepreneurial Skills for School Leavers	3 days
S3. Entrepreneurial Development Programme	3 days
S4. Professional Mobile Repairing Technology	15 days
S5. Malaysian Customs Protocol and Etiquette	3 days
S6. Media Training	2 days
S7. Power Quality	2 days
S8. Sexual Harassment at the Workplace	1 day
S9. Change Management Program	3 days
S10. Facilities Management Program	2 days