



SOFTSKILLS

FINANCE & ACCOUNTING			
Course Title	No. Of Days	Fees (RM)	No. Of Pax
Account for Oil Industry	2	1400	1
Advanced Account Management	2	1400	1
Analysing Cash Flow	1	700	1
Analysing the Income Statement and Balance Sheet	2	1400	1
Cash Management	1	700	1
Components of Financial Statements	2	1400	1
Making Budgets Work	1	700	1
Credibility and Disclosure in an Annual Report	1	700	1
Financial Statements and Analysis	1	700	1
Introduction to Finance	1	700	1
Malaysia Taxation & Income Tax	2	1400	1
Managers Performance Guide - Business Finance	2	1400	1
Principles of Financial Statements	1	700	1
Ratio Analysis for Financial Statements	1	700	1
The Income Statement and Balance Sheet Connection	2	1400	1

COMMUNICATION, WRITING & PRESENTATION			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Advanced Presentation Skills	2	1400	1
Basic Presentation Structure	1	700	1
Fine Tune Call Center Communication Skills	2	1400	1
Communication for Peak Performance	2	1400	1
Effective Communication Tools	1	700	1
Connect & Communicate	1	700	1
Creative Training & Presentation Techniques	2	1400	1
Effective Creative Writing Skills	2	1400	1
Cross Cultural Communication	2	1400	1
Effective Business Communication Skills	2	1400	1
Effective Business Writing Skills	2	1400	1
Effective Presentation Delivery	1	700	1
Effective Report Writing Skills	2	1400	1
Effective English Communication Skills	2	1400	1
English Excellent Negotiation Skills	2	1400	1

Note: Softskills - Available upon request for minimum four (4) paxs or SR 2800 per day only.



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COMMUNICATION, WRITING & PRESENTATION			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Effective Listening Skills	1	700	1
Exploring the New Basics of Business Writing	1	700	1
Interpersonal Skills for Performance Enhancement	2	1400	1
Making Excellent Presentations	2	1400	1
Positive Workplace Communication & Attitude	2	1400	1
Presentation as a Management Tool	2	1400	1
Effective Presentation Skills	2	1400	1
Effective Pronunciation Skill	2	1400	1
Public Speaking - A How to Approach	2	1400	1
Sharpen Your Training Skills& Add 'Colors' to Your Presentation Styles	3	2100	1
Report Writing	2	1400	1
Speak up with Confidence	2	1400	1
Effective Techniques Speech Writing & Presentation Skills	2	1400	1
Successful Report Writing Skills	2	1400	1
Superior Human Relation Skills	2	1400	1
Teamwork & Emotional Intelligence	2	1400	1
The Art of Public Speaking	2	1400	1
The Art of Successful Negotiating	2	1400	1
The Emotionally Intelligent Leader	1	700	1
The Negotiation Process	1	700	1
Using Presentation Equipment Effectively	1	700	1
Writing Concisely and Accurately	1	700	1

LANGUAGE			
Course Title	No. Of Days	Fees (RM)	No. of Pax
English Communication	12 (2hrs day)	2000	1
Mandarin/Cantonese	12 (2hrs day)	2000	1
Arabic	12 2hrs day	2600	1

Note: Softskills - Available upon request for minimum four (4) paxs or SR 2800 per day only.



CUSTOMER SERVICE			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Advancing your Service Expertise	2	1400	1
Acquiring Excellent Telephone Skills	2	1400	1
Building the Service Foundation	1	700	1
Call Center Customer Service	2	1400	1
Cleaning Services Maintenance Training	3	2100	1
Coaching in a Service Oriented Culture	2	1400	1
Critical Skills to Satisfy & Retaining Customers	2	1400	1
Customer Satisfaction	1	700	1
Effective Frontline Customer Service Skills	2	1400	1
Customer Service for Total Satisfaction	2	1400	1
Customer Service Strategy	1	700	1
Effective Service Recovery	2	1400	1
Establishing Your Teams Desired Performance	2	1400	1
Identify Customer Expectations Techniques	1	700	1
Excellent Counter Service	1	700	1
Exceptional Customer Service Program	2	1400	1
Frontline Call Center Skills Simulation	2	1400	1
Fundamentals of Exceptional Customer Service	1	700	1
Improving the Process of Service Delivery	2	1400	1
Instilling Service Excellence	1	700	1
Overcoming Challenging Service Situations	2	1400	1
Service Organizations	1	700	1
Service Stars and Service Teams	2	1400	1

HUMAN RESOURCE			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Effective Succession Planning for HR Mgmt	2	1400	1
Job Evaluation Programme	2	1400	1
Training of Trainers for Developing HR	3	2100	1
Preparing as the Interview	1	700	1

Note: Softskills - Available upon request for minimum four (4) paxs or SR 2800 per day only.



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LEADERSHIP			
Course Title	No. Of Days	Fees (RM)	No. of Pax
A People Manager and A Decision Maker.	2	1400	1
Developing Excellent Individual, A Leader,	3	2100	1
Effective Managing People Skills	2	1400	1
Advanced Leadership Strategies	2	1400	1
Global Leadership Skills	2	1400	1
Productivity Skills for Supervisors	2	1400	1
Supervisory Skills Development Program	2	1400	1
Effective Leadership Skills for All Occupations	2	1400	1
Effective Supervisory Skills	2	1400	1
Transform Prospective To A True Leader	3	2100	1

MANAGEMENT			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Effective Complaint Management	2	1400	1
Effective Time Management Skills	2	1400	1
Developing a Positive Working Environment	2	1400	1
Global Management Skills.	2	1400	1
Effective Inventory Control Management	2	1400	1
Managing Stress at Workplace	2	1400	1
Effective Project Management for Professionals	2	1400	1
Strategic Planning and Risk Management	2	1400	1
Supply Chains Management	2	1400	1
Practical Planning Skills for Middel Mgrs	2	1400	1
Stress Management	2	1400	1
Successful Delegation Techniques	2	1400	1
The Essentials of Mgmt for Effective Managing	2	1400	1

Note: Softskills - Available upon request for minimum four (4) paxs or SR 2800 per day only.



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MOTIVATION			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Coaching & Counseling for Work Improvement	2	1400	1
Critical Thinking & Problem Solving	2	1400	1
Emotional Intelligence in Workplace	2	1400	1
Build Positive Working Attitude	2	1400	1
Finding the Pain You Can Cure	2	1400	1

PERSONAL DEVELOPMENT			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Effective Approaches to Risk Management Skills & You Maximize Your Profit	2	1400	1
A Happy Individual is a Productive Worker	2	1400	1
A Harmony Group is a Dynamic Team	2	1400	1
Persuade & Influence for Success	2	1400	1
Decisions and Risk	2	1400	1
Developing Interpersonal Skills in your People	2	1400	1
Eliminate The Time Wasters	1	700	1
Human Development & Positive Attitude	2	1400	1
Increasing Your Emotional Intelligence	1	700	1
Making the Change	2	1400	1
Managing Yourself Through Change Simulation	2	1400	1
Organize to Remember	1	700	1
Time as a Resource	1	700	1
Time is Money. Maximize Your Time	2	1400	1

Note: Softskills - Available upon request for minimum four (4) paxs or SR 2800 per day only.



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SALES & MARKETING			
Course Title	No. Of Days	Fees (RM)	No. of Pax
Effective Sales Techniques	2	700	1
Developing A Dynamic Sales Force	3	1050	1
Enhancing Retail Sales Techniques	2	700	1
Marketing & Selling Techniques for The Making of an 'All-Rounder' Retailer	2	700	1
Mastering the Art of Human-Oriented Selling	2	700	1
Overcoming Sales Resistance	2	700	1
Practical Marketing	2	700	1
Practical Marketing for Sales People	2	700	1
Practical Selling & Modern Marketing Skills	2	700	1
Call Centre Sales Techniques	2	700	1
Telemarketing Skills	1	350	1
Sales Negotiation	1	350	1
Effective Strategic Marketing Planning	1	350	1
Strategic Selling Techniques	2	700	1

TEAM BUILDING			
Course Title	No. Of Days	Fees (RM)	No. of Paxs
Building a Winning Team	3	10500	20
Developing Effective Team Building Skills	3	10500	20
Team-building Is an Inside Job	2	7000	20
Team Building - Building High Performance Team	3	10500	20
Team Building - Developing a Team	3	10500	20
Team Building - Project Team Communication	3	10500	20
Team Building - Training & Development	3	10500	20
Team Building & Motivation	3	10500	20
Team Building for Managers	2	7000	20
Team Building - Managing Project with your Team	3	10500	20
Team Building - Man.Yourself through Change Simulation	3	10500	20
Team Spirit	2	7000	20

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OTHERS			
Course Title	No. Of Days	Fees (RM)	No. Of Pax
Creative Thinking and Problem Solving	3	1050	1
Effective Strategic Planning Skills	2	700	1
Effective Implementing Quality Control Circles	2	700	1
Office & Administrative Skills	2	700	1
Effective Planning and Decision Making Process	2	700	1
Strategic Purchasing	2	700	1
Towards Excellent Performance & Productivity	2	700	1
Discover Traits and Attributes of Successful Entrepreneur	3	1050	1
Discover Your Edge Then Leap Ahead	3	1050	1
Sound Decision Making & Problem Solving	3	1050	1
Good Staff Produce Great Stuff	2	700	1

STRATEGIC MANGEMENT PROGRAM			
Course Title	No. Of Days	Fees (RM)	No. of Pax
SMP 101: Strategic Awareness for Top Management	1	500	1
SMP 102 : Build Strategic Direction	2	1000	1
SMP 103 : Basic Strategy Competency Development Course	2	1000	1
SMP 104 : Strategy Competency Development - Train the Trainer Course	3	1500	1
SMP 105 : Strategic Management Course	2	1000	1
SMP 106 : Strategy Business Plan & Annual Business Planning Process	2	1000	1
SMP 107 : Problem Solving & Decision Analysis	2	1000	1

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CONSULTANCIES		
Course Title	No. Of Days	Fees (RM)
SMP 201 : Data Gathering & Fact Findings	1	4000++ Per Day
SMP 202 : Strategic Direction & Organizational Analysis	2	
SMP 203A : Corporate Strategy Map Development	2	
SMP 203B : Corporate Scorecard Development	2	
SMP 203 C : Departmental Strategy Map Development (Business Groups / Shared Service Unit)	2	
SMP 204 : Alignment & Cascading Process	2	
SMP 205A : KRA/KPI Planning Process	2	
SMP 205B : KPI Implementation Process	2	
SMP 206A : Preparing Strategic Business Plan (Facilitation)	2	
SMP 206B : Preparing Annual Business Plan (Facilitation)	2	
SMP 207 : Implementation Strategy	2	
SMP 208A : Review Function & Restructure Org. Chart	2	
SMP 208B : Review Corporate Governance	2	