

LIST OF TRAINING PROGRAMMES OFFERED

PROFESSIONAL DEVELOPMENT

- Accuracy & Attention to Detail
- Analytical & Critical Thinking
- Assertive Communication
- Business Conflict Management
- Business Writing
- Corporate Communication
- Corporate Storytelling
- Crisis Communication
- Effective Communication Skills
- Effective Document Control & Records Management
- Emotional Intelligence
- ESG (Environmental, Social & Governance) Awareness
- Filing & Record Management
- Interpersonal Skills
- Introduction to Law, Contract & Tort
- Managing Stress & Mental Health
- Motivation
- Negotiation Skills
- Positive Work Attitude
- Presentation Skills
- Problem Solving & Decision Making
- Professional Image & Grooming
- Public Relations & Crisis Management
- Self Awareness
- Teambuilding
- Time & Task Management
- Train the Trainer
- Understanding Vision, Mission & Values
- Writing Effective Policies & Procedures

DEVELOPMENT PROGRAMMES

- Admin Assistant Development Programme
- Supervisor Development Programme
- Executive Development Programme
- Middle Management Development Programme
- Manager Development Programme
- Leadership Development Programme
- Talent Pool Development Programme

STRATEGIC & LEADERSHIP PROGRAMMES

Strategic & Transformational Leadership

- Strategic Leadership Masterclass: Leading Transformational Change
- Smart Leadership: Driving Strategy through Innovation & Execution
- The Disruptive Leader: Leading Innovation in Times of Change
- Adaptive Leadership: Tools, Tactics & Decision Making for Change
- Agile Leadership: Leading Effectively in a Rapidly Changing Environment

Management Decision Making & Effectiveness

- Dynamic Management: Making Effective Decisions in Uncertain Times
- 10 Essential Tools for Highly Effective Managers
- Changing Mindsets & Managing Organisational Change
- Managing for Sustainability: Leadership for Long Term Impact

Communication, Influence & Confidence

- Leading with Confidence
- Leadership, Influence & Trust
- The Leadership Journey: Communication, Vision & Innovation
- Mindset Transformation & Strategic Communication

People Leadership & Performance

- Assertive Leadership Skills
- Leading High Performing Teams
- Relationship Oriented Leadership
- Developing Team Creativity, Initiative & Ownership

Management Development

- Essential Management Skills for New Managers & Supervisors
- Essential Leadership Skills for Emerging Leaders

Applied Leadership Skills

- Effective Management Skills for Engineers
- Creating a High-Performance Leadership Mindset

- Anger Management & Handling Difficult Workplace Behaviours

FINANCE, ACCOUNTS & TAX

- Accounting Principles Essentials
- Basic Taxation for Accounting Personnel
- Cost Management & Cost Saving Strategies
- Finance for Non Finance
- E Invoice
- Effective Tax Planning
- Fundamentals of Finance & Accounting
- Product Costing
- Project Cost & Financial Management
- Understanding SST

F&B / HOSPITALITY

- Customer Service
- Food and Beverage Management
- Front Office Management
- Hotel Service Excellence
- Housekeeping Management
- Professional Image for Frontliners

HUMAN RESOURCE MANAGEMENT

- Behavioural & Competency Based Interview
- Collective Bargaining & Collective Agreement
- Disciplinary Management
- Domestic Inquiry
- Employee Onboarding
- Employee Retention Strategies
- Employee Wellbeing & Engagement
- Employment Act & Labour Law
- HR for Non HR
- Knowledge Management & Knowledge Transfer
- Managing Difficult Employees
- Managing Poor Performers
- Mastering Show Cause Letters
- Payroll Management
- Performance Appraisal & Management
- Retirement Planning & Offboarding
- Reward & Retention
- Sexual Harassment Prevention & Eradication
- SMART KPI, Goal Setting & Achievement

- Succession Planning
- Talent Management
- Training Needs Analysis
- Train the Trainer

SAFETY

- Confine Space
- Ergonomic
- Forklift Safety
- Occupational Safety & Health Act (OSHA)
- Safety & Health
- Safety Operation of Overhead Crane

MANAGEMENT STANDARD

- Bribery & Corruption Risk Assessments
- Enterprise Risk & Process Based Risk Analysis (QMS & EMS)
- IATF 16949:2016 Automotive QMS
- IATF 16949:2016 Internal Audit
- ISO 14001:2015 Environmental Management System
- ISO 37001 Anti Bribery Management System
- ISO 37001 Certified Lead Implementer
- ISO 9001:2015 Internal Audit
- ISO 9001:2015 Quality Management System
- Systems & Process Related Audits

SALES & MARKETING

- Digital Marketing
- Consultative & Relationship Marketing
- Customer Profiling
- Customer Service
- Sales Excellence Through Planning & Analysis
- Retail Pricing Strategy
- Rundingan Awam Untuk Kejayaan Perniagaan
- Certified Sales Manager

SUPPLY CHAIN

Supply Chain & Logistics

- Cost & Inventory Management
- Effective Logistics & Supply Chain Management
- Warehouse Management & Inventory Control

- Integrated Warehouse Operations & Inventory Control
- Warehouse Operations: Benchmarking & Best Practices
- Global Logistics & Supply Chain Management Excellence
- Strategic Global Logistics & Supply Chain Management
- Effective Fleet & Transport Management
- Optimising Fleet Operations
- Reverse Logistics & Returns Management
- International Transport & Logistics Operations
- Total Quality Management in Supply Chain & Logistics
- Effective Supply Chain Management (SCM)

Procurement

- Strategic Vendor Relationship & Vendor Risk Management
- Effective Vendor Management Strategies
- Strategic Procurement Principles & Best Practices
- Procurement Planning & Bid Management
- Effective Purchasing, Tendering & Supplier Selection
- Procurement Best Practices for Operational Excellence
- Purchasing Contract Development, Negotiation & Management
- Negotiation Strategies for Better Purchasing Value
- Managing Procurement Contractual Disputes
- Tendering Process & Bid Evaluation
- Procurement & Subcontract Management

Risk, Resilience & Governance

- Supply Chain Risk Management & Mitigation
- Building Resilient & Agile Supply Chain Networks
- Detecting & Preventing Procurement & Contract Fraud

Strategy, Performance & Sustainability

- Supply Chain Strategy & Operational Best Practices
- Supply Chain Performance Management
- Building High Performance Supply Chain Capabilities

- Sustainable & Responsible Supply Chain Management

CUSTOMER SERVICE & EXPERIENCE

- High Impact Customer Service Strategies
- Achieving Excellence in Customer Service Performance
- Customer Experience Excellence
- Modern Customer Profiling Tools & Data Insights
- CRM Strategic Roadmap & Best Practices
- Customer Service Excellence for Public Sector
- Developing Customer Service Strategies for Government Agencies
- Building a Customer Centric Service Culture
- Championing a Customer First Mindset
- Customer Service Fundamentals
- Certified Customer Service Professional Programme
- Professional Customer Care & Telephone Skills
- Quality Assurance & Service Standards in Customer Service
- Customer Experience & Service Recovery

IT / MICROSOFT OFFICE

- AutoCAD
- Cyber Security
- Canva: Design Like a Pro
- Google Sheets: Data Management & Automation
- Microsoft Access
- Microsoft Excel (Basic to Advanced)
- Microsoft Office Suite
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Teams
- Microsoft Visio
- Microsoft Word
- Power Apps
- Power Automate
- Power BI
- Power Pages
- SEO for Business
- WordPress for Business

QUALITY CONTROL & PRODUCTIVITY

- 5S
- 7 QC Tools
- A Practical Approach to Quality
- Advanced Product Quality Planning (APQP)
- Production Part Approval Process (PPAP)
- Effective Quality Control Circles
- Good Manufacturing Practices
- Innovation & Creativity Circles
- Lean Quality Environment
- Non-Conformance & Corrective/Preventive Action
- Productivity Improvement Using 5S
- Productivity Improvement Using Kaizen
- QA & QC Inspectors in Action
- Total Quality Management

ENGINEERING

- 7 Management & Planning Tools
- 8D Problem Solving
- Basic Principles of Lean Management
- Cost Reduction in Manufacturing
- Failure Mode and Effect Analysis (FMEA)
- Geometrical Dimensioning & Tolerancing
- Measurement System Analysis (MSA)
- Mistake Proofing
- Process Management & Productivity Improvement
- Root Cause Analysis
- Six Sigma Awareness
- Statistical Process Control
- Technical Report Writing
- Total Productive Maintenance (TPM)
- Why Why Analysis