

YOUR  
NEXT  
IS NOW



**ELEVATING 2025 TO NEW HEIGHTS, TOGETHER!**



**TRAINING CATALOG**

# **LEARNING & DEVELOPMENT**

**TRANSFORMING TEAM INTO CHAMPIONS!**



Powered by **VADS**

The logo consists of the letters 'CX' in a bold, blue, sans-serif font. The 'C' is slightly larger than the 'X'. The background features a white background with several light gray diagonal stripes and a dark blue geometric shape in the top right corner.

# **CUSTOMER EXPERIENCE**

## **Communication Skills**

Developing Effective Communication Skills

Strategic Negotiation In Sales

Mastering Email Etiquette

English Language for Customer Service

## **Service Excellence**

Service With Heart

A SMILE For Customer Satisfaction

Effective Customer Management

Protocol & Etiquette for VIP

# DEVELOPING EFFECTIVE COMMUNICATION SKILLS

## GOAL FOR GROWTH

This training helps you build better communication skills for stronger relationships with customers, colleagues, and friends. Learn to listen effectively and communicate clearly, leaving no room for confusion!

## TAILORED BY YOU, FOR YOU!

### The Power of Communication

Communication is about sharing ideas, using different ways to connect, and ensuring our message is clear and understood.

### Mastering the Art of Clear Communication

Listen to customers, show empathy, communicate clearly, treat everyone equally, resolve conflicts, and keep a positive attitude with a smile.

### Unblocking Communication Roadblocks

Overcoming voice, writing, and body language barriers helps us communicate more clearly and connect better.

### Tips to Strengthen Your Communication Power

Unlock powerful tips to enhance your communication and connect like never before!

## PERFECT FOR



Frontliner &  
Backend



Supervisor

## OUR GAMIFICATION

Group Discussion    Learning Games

Brainstorming        Questionnaire

Presentation

## TESTIMONIAL

*"Sangat efektif di mana saya boleh apply sebagai operator dan sepanjang kelas saya tak mengantuk. Tahniah!"*

**WAN KAMALIA BINTI WAN AB RAZAK**  
SUK Terengganu

## TRAINING JOURNEY

2 Days

CX-COMMUNICATION SKILLS



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# STRATEGIC NEGOTIATIONS IN SALES

## GOAL FOR GROWTH

The objective is to equip telesales professionals with the skills to effectively use polite persuasion techniques to enhance customer engagement, overcome objections, and close sales while building trust and long-term relationships.

## TAILORED BY YOU, FOR YOU!

### Telemarketing - What Do We KNOW?

Overview of telemarketing and explanation of why telemarketing is crucial.

### 5 Tips For Successful Telemarketing

- Confidence
- SMILE
- 3E's secret
- Telesales Language
- Personalize Your Customer

### Foundation Of Selling Cycle

The foundation of the selling cycle involves key steps that guide the sales process. Understanding and mastering these steps contributes to successful sales outcomes and customer satisfaction

## PERFECT FOR



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## OUR GAMIFICATION

Group Discussion

Audio Visual

Brainstorming

Role-Play

Presentation

Questionnaire

Learning Games

## TESTIMONIAL

*"This training is fun and refreshing. Boleh buat untuk outbound sales training pula by call"*

**RABIATUL ADAWIYAH BINTI ABDUL ZABAR**  
**PERSOLKELLY**

## TRAINING JOURNEY

2 Days

CX-COMMUNICATION SKILLS



**100% HRDC CLAIMABLE**



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# MASTERING EMAIL ETIQUETTE

## GOAL FOR GROWTH

To enhance participants email communication skills. It covers essential strategies and best practices to ensure emails are professional, impactful, and accurate, helping build stronger connections and fostering positive relationships in the workplace.

## TAILORED BY YOU, FOR YOU!

### Why Email Etiquette Matters

Good email manners help communication, build relationships, and make things clear.

### Key Parts of Good Emails

Use clear subject lines, friendly greetings, short and clear content, and a professional ending.

### Best Email Practices

Use the right tone, organize your email well, and use attachments and links properly.

### Managing Your Inbox

Keep emails organized by prioritizing, setting limits, and staying on top of them.

### Handling Difficult Emails

Learn how to clear up misunderstandings, handle conflicts politely, and reply professionally to tough emails.

These skills improve communication at work.

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## OUR GAMIFICATION

Group Discussion    Learning Games

Brainstorming    Questionnaire

Presentation    Audio Visual

## TESTIMONIAL

*"Good session, Good sharing info...WOW.Everything is beyond expectation!"*

NOOR HASZUMAIMAH BINTI YUSOF  
ASNB

## TRAINING JOURNEY

2 Days

CX-COMMUNICATION SKILLS



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# ENGLISH LANGUAGE FOR CUSTOMER SERVICE

## GOAL FOR GROWTH

Basic language training to improve social interaction and help you to achieve your goals. We'll boost up your confidence to use the English language in the situations that matter to you.

## TAILORED BY YOU, FOR YOU!

### Part Of Speech

Learn how nouns, verbs, articles, adjectives, adverbs, articles, adjectives, adverbs, and conjunctions help you speak and write

### Tenses

Learn how to use past, present, and future tenses to talk about time clearly.

### Basic Sentence

Practice simple sentence patterns like Verb, Subject Subject + Verb + Adverbial, and Subject +Verb Object.

### Speak Up

Build confidence by using storytelling to share ideas and connect with others.

### Or Is That Right?

Check if a sentence is correct, fix any mistakes, and understand what needs improvement.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Feedback and  
Reflection Sessions

## TESTIMONIAL

*"Good module! We want more!"*

**NURLIANA BINTI ROSLAN**  
TM ONE

*"Very useful learning subject that help in my daily task."*

**SHAMSUL IZWANIZAM BIN AZMI**  
TM ONE

## TRAINING JOURNEY

2 Days

CX-COMMUNICATION SKILLS



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# SERVICE WITH HEART

## GOAL FOR GROWTH

Build meaningful connections, create lasting positive impressions, and enhance skills to deliver superior customer.

## TAILORED BY YOU, FOR YOU!

### What is Service

Learn how to understand your customer & identify their needs.

### S.O.D, Vision, Mission

Understand the company's direction, vision, and mission & apply it to your personal values.

### H.E.A.R.T

Learn H.E.A.R.T. techniques for dealing with difficult customers.

### Barriers

Identify factors that may affect the service you offer.

### How Excellent

Portray the "Halo effects" throughout the service.

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## OUR GAMIFICATION

Group Discussion

Audio Visual

Brainstorming

Role-Play

Presentation

Questionnaire

## TESTIMONIAL

*"We need more training like this and make it compulsory for all staff for the better services of all staff towards customers"*

**SYAZA RAIHA MARZUKI**  
MMU

*"Sangat memberi info yang bermanfaat dan kelas training yang berkonsep santai memberi impak dengan mudah untuk menerima ilmu yang diberikan. Terima kasih . We need more training session"*

**NURFARAHANA BINTI MOHAMAD ARDI**  
PERSOLKELLY

## TRAINING JOURNEY

2 Days

CX-SERVICE EXCELLENT



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# A SMILE FOR BETTER CUSTOMER SATISFACTION

## GOAL FOR GROWTH

Understanding the concept of "Service Excellence" and cultivating a mindset to deliver outstanding service.

## TAILORED BY YOU, FOR YOU!

### What is Service

Learn the levels of service and identify the challenges in maintaining service excellence

### The Perception Senses

Understand how customer perception effects their experience and explore behavior models that reflect the service we deliver

### Steps to Crafting Memorable Customer Experiences

Explore the key moments of truth to elevate service excellence.

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Group Discussion    Learning Games

Brainstorming        Questionnaire

Presentation         Feedback and  
Reflection Sessions

## TESTIMONIAL

*"Good session for training to gain more motivation for delivery a good service for customer"*

MOHD ZULHELMY BIN LATIP  
MMU

*"Very effective and can use the experience to improve our service"*

ROSMAHHANI ABD GANI  
ASNB

## TRAINING JOURNEY

2 Days



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# EFFECTIVE CUSTOMER MANAGEMENT

## GOAL FOR GROWTH

The goal is to create exceptional customer experiences through meaningful interactions. By mastering customer-centric communication and understanding customer needs, they ensure outstanding service at every touchpoint.

## TAILORED BY YOU, FOR YOU!

### Customer Service Tools

Utilise 9 tools to empower us to deliver exceptional interactions with customers.

1. Communicate Clearly
2. Build Rapport
3. Be A Problem Solver
4. Active Listening
5. Show Empathy
6. Take Ownership
7. Personalising Customer Interactions
8. Choose The Right Attitude
9. Continuous Improvement

### Call Interaction Cycle

Enhance the customer experience through a 6-step call interaction cycle.

1. Opening
2. Uncovering Information
3. Resolving
4. Closing
5. Follow-up
6. Feedback

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## OUR GAMIFICATION

**Group Discussion      Learning Games**

**Brainstorming          Questionnaire**

**Presentation          Role-Play**

**Audio Visual**

## TESTIMONIAL

*"Explain in depth in all aspect of points. Really good"*

**TISHALENEE A/P KISHOR KUMAR  
CSP ASSURANCE**

*Trainer deliver the important things regarding the customer service tools"*

**MUHAMMAD SHAHRUL AKBAR BIN MOHD  
RAFY  
CSP ASSURANCE**

## TRAINING JOURNEY

**2 Days**

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# PROTOCOL & ETIQUETTE FOR VIPs

## GOAL FOR GROWTH

This proposal aims to raise awareness among colleagues about the importance of assigned events. Four key elements will be prioritized. With that in mind, staff must be well-informed and trained to uphold high standards of VIP treatment in protocol matters.

## TAILORED BY YOU, FOR YOU!

### Protocol & Etiquette

Protocol is the rulebook, etiquette is about respect. Together, they ensure smooth, professional interactions!

### Types of Protocols

Etiquette isn't just for formal events it's key to respect and strong relationships every day.

### Who Are VIPs?

Executives, celebrities, and dignitaries VIPs need extra care and attention.

### Handling VIP Crises

Stay calm, earn trust, and make them feel valued.

### Image & Grooming

Look polished, dress appropriately, and accessorize smartly to leave a great impression.

### Communication

Strong connections come from good rapport and confident body language.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

## TRAINING JOURNEY

2 Days

CX-SERVICE EXCELLENT



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# EX

## **EMPLOYEE EXPERIENCE**

### **Personal Development**

Cultivating a success mindset in the workplace

Unlocking your true potential through self empowerment

Nurturing connections through dyadic communication

Reply & react

Stress Management

### **Unity & Teamwork**

Conquering challenges through dynamic teamwork

### **Leadership**

Unleashing your potential in leadership

Unlocking potential and inspiring growth through coaching

Art of engaging and efficient team meeting

# CULTIVATING A SUCCESS MINDSET IN THE WORKPLACE

## GOAL FOR GROWTH

A successful mindset is built on attitudes, beliefs and habits that help people achieve their goals and succeed

## TAILORED BY YOU, FOR YOU!

### Understanding Mindset

How different mindsets impact performance, productivity, and well-being.

### Growth Mindset

Embracing challenges, building resilience, and applying strategies for continuous learning.

### Goal Setting & Motivation

Finding motivation and using SMART goals for success.

### Positive Thinking & Self-Talk

Overcoming negativity by reframing thoughts and maintaining a positive outlook.

### Building Resilience

Managing stress effectively to improve performance and well-being.

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## OUR GAMIFICATION

Group Discussion

Learning Games

Brainstorming

Questionnaire

Presentation

Role-Play

Audio Visual

## TESTIMONIAL

*"Good session for training to gain more motivation for delivery a good service for customer"*

**MOHD ZULHELMI BIN LATIP**  
MMU

*"Very effective and can use the experience to improve our service"*

**ROSMAHANI ABD GANI**  
ASN B

## TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



**100% HRDC CLAIMABLE**



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# UNLOCKING YOUR TRUE POTENTIAL THROUGH SELF EMPOWERMENT

## GOAL FOR GROWTH

Empowerment involves making positive decisions and setting goals. It requires self-awareness, understanding personal strengths and weaknesses, and recognising imitations to achieve personal growth and success.

## TAILORED BY YOU, FOR YOU!

### Coping Skills

A broad range of coping strategies helps individuals manage life situations effectively.

### Language & Empowerment

Language plays a crucial role in self-empowerment and empowering others.

### Developing Self-Empowerment

Trust, self-awareness, confidence, and self-esteem are essential for empowerment.

### Empowerment Principles

Implementing empowerment principles can be challenging, but this session will explore the key factors needed to sustain an empowered organization.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

Audio Visual

## TESTIMONIAL

*"Explain in depth in all aspect of points. Really good"*

**TISHALENEE A/P KISHOR KUMAR**  
**CSP ASSURANCE (2015)**

*"Trainer deliver the important things regarding the customer service tools"*

**MUHAMMAD SHAHRUL AKBAR**  
**BIN MOHD RAFY**  
**ASNB**

## TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



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# NURTURING CONNECTIONS THROUGH DYADIC COMMUNICATION

## GOAL FOR GROWTH

Interpersonal skills help us communicate and interact with others daily, and those with strong skills often succeed more in both work and life.

## TAILORED BY YOU, FOR YOU!

### Listen closely, connect deeply.

Listening is more than just hearing, take the time to truly understand through both words and body language.

### Clarify

Ask questions and get clear on anything that might be confusing.

### Communicate

Interpersonal communication is more than just words, it's about the hidden messages and feelings we share too.

### Appearance

First impressions matter, they're about your attitude as much as your appearance!

### Barriers

In a conversation, miscommunication can twist your message, leading to confusion and wasting both time and money

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## OUR GAMIFICATION

Group Discussion

Learning Games

Brainstorming

Questionnaire

Presentation

## TESTIMONIAL

*"Experiencing/relates daily practice to improve further. Trainer was good knowledge and well delivery."*

**AHMAD SHAHRUN B IHSANUL KAMIL**  
**CSP BACKEND BILLING**

*"good job ! penerangan yang jelas dan padat."*

**FAKHRUR RAZI MOHD FADZIL**  
**SSM**

EX-PERSONAL DEVELOPMENT



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# REPLY AND REACT

## GOAL FOR GROWTH

To enhance individuals' ability to effectively respond and adapt to various situations or challenges in real-time. It focuses on improving communication skills, emotional intelligence, decision-making, and problem-solving in dynamic environments.

## TAILORED BY YOU, FOR YOU!

### What is Feedback?

Feedback is commonly divided into two types - usually termed positive and negative.

### Feedback in organisations

As an organisation seeks to improve its performance, feedback helps it to make required adjustments.

### Why is feedback important?

Feedback is the most affordable, effective, and underutilised management tool available to us.

### How to Give / Get Feedback?

Keeping team member performance high, well-integrated, and taking responsibility for their performance.

### TIPS: How Good Is Your Feedback?

Giving clear comments to improve performance.

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## OUR GAMIFICATION

Group Discussion

Learning Games

Brainstorming

Questionnaire

Presentation

## TESTIMONIAL

*"Overall i'm very satisfied with this training n keep it up ur gud work thank u to all of my excellent trainer. Best of the best course that i had"*

**NOORZILLA BINTI SUUT**  
Jabatan Ketua Menteri Melaka

## TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



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# STRESS MANAGEMENT

## GOAL FOR GROWTH

Managing stress involves controlling your thoughts, emotions, schedule, and problem-solving approach. This training will provide tips to reduce workplace stress effectively.

## TAILORED BY YOU, FOR YOU!

### What is Stress?

Stress is the body's reaction to excessive pressure.

### Avoiding Stress

Addressing workplace stress is vital, as it can affect individuals, relationships, and the work environment.

### Dealing with Stress

Practical tips and activities can help manage stress effectively.

### Stress in the Workplace

Many people ignore stress until physical symptoms arise, highlighting the need to address its impact on health and lifestyle.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

Audio Visual

## TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



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# CONQUERING CHALLENGES THROUGH DYNAMIC TEAMWORK

## GOAL FOR GROWTH

Focuses on fostering collaboration, trust, and communication within a group to achieve shared goals and improve overall performance.

## TAILORED BY YOU, FOR YOU!

### Understanding Team Dynamics

how personalities influence team relationships.

### Building Trust and Unity

Defining trust in teamwork and collaboration

### Effective Communication

Learning techniques for active listening, clear team communication, and constructive feedback strategies.

### Collaboration and Problem-Solving

Importance of collaboration in achieving team goals.

### Leadership Development

Learning different leadership styles and empowering team members with effective strategies.

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## OUR GAMIFICATION

Group Discussion

Audio Visual

Brainstorming

Role-Play

Presentation

Questionnaire

Learning Games

## TESTIMONIAL

*"Terbaik dengan anjuran program dapat buat semua aktiviti dgn layanan fasilitator yang sangat ramah.berharap akan ada aktiviti lain dengan TM. Terima kasih"*

**Nor Sakinah Binti Abdul Malik Yee**  
**FELCRA BERHAD PERAK**

## TRAINING JOURNEY

2 Days

EX-UNITY & TEAMWORK



**100% HRDC CLAIMABLE**

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# UNLEASHING YOUR POTENTIAL IN LEADERSHIP

## GOAL FOR GROWTH

To ensure a good work environment, the relationship between employer and employee needs to be emphasised. This is to ensure the continuity of work in an orderly manner.

## TAILORED BY YOU, FOR YOU!

### Leadership Type

There are various types of leadership styles based on their approach, behaviours, and characteristics.

### Key Principle Of Leadership

Successful leaders incorporate these principles into their leadership approach.

### Effective Leadership Engagement

Involving various approaches & commitment to the growth and success of the team.

### Barrier In Leadership Engagement

To create a more inclusive and productive work environment.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

Audio Visual

## TRAINING JOURNEY

2 Days

EX-LEADERSHIP



**100% HRDC CLAIMABLE**



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# UNLOCKING POTENTIAL AND INSPIRING GROWTH THROUGH COACHING

## GOAL FOR GROWTH

Raise awareness of using different coaching approaches for different targets and understanding the competencies and models for effective coaching.

## TAILORED BY YOU, FOR YOU!

### Introduction Of Coaching

Understand the benefits of coaching and identify different coaching types tailored to various target audiences.

### Fundamental of coaching

Identify the key competencies required to deliver effective coaching.

### The Coaching Model

Explore coaching models, such as GROW & SMART) that support growth and improvement throughout the coaching journey.

### Coaching Tips And Practical

Learn key tips to create meaningful impacts throughout the coaching journey.

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## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

## TESTIMONIAL

*"Thanks so much for this valuable, fruitful training. I really enjoyed it, and appreciated that the trainer made it fun!"*

**FARALIANA BINTI ABDUL RAZAK**  
TEAM LEADER SOCMED

*"Training subject yg sgt baik utk Team Leader,, byk skill2 yg boleh digunakan on the floor"*

**MOHD ADLI BIN ADNAN**  
TL ASSURANCE INBOUND

## TRAINING JOURNEY

2 Days



**100% HRDC CLAIMABLE**

EX-LEADERSHIP



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# THE ART OF ENGAGING AND EFFICIENT TEAM MEETINGS

## GOAL FOR GROWTH

Employers should share essential information to support organizational goals. Leaders must conduct effective meetings to ensure smooth execution and adherence to rules.

## TAILORED BY YOU, FOR YOU!

### Types Of Meetings

There are several types of meetings that serve different purposes and cater to specific needs within an organisation.

### Meeting Challenges

Meetings can face challenges that reduce productivity. By identifying and solving these problems early, meetings can become more effective and efficient.

### Communicating In Meeting

Clear communication in meetings is important for sharing information, ideas, teamwork, and reaching goals.

### Tips For Effective Team Meeting

Helps create productive team meetings that encourage teamwork, clear communication, and progress toward goals.

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## OUR GAMIFICATION

Group Discussion

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Role-Play

## TRAINING JOURNEY

2 Days

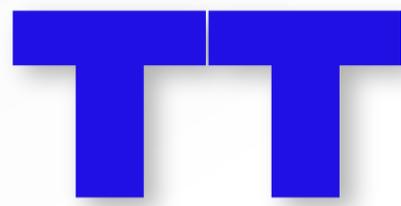


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EX-LEADERSHIP



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# **TECHNOLOGY & TECHNICAL AWARENESS**

## **Fundamental**

Encourage Cyber Accountability By Embracing Cybersecurity  
Building blocks of social media  
Digital Marketing

## **Skills**

Fiber Optic Cable - Operation And Maintenance

# ENCOURAGE CYBER ACCOUNTABILITY BY EMBRACING CYBERSECURITY

## GOAL FOR GROWTH

Cybersecurity awareness educates employees on recognizing and preventing cyber threats. It equips your team with the tools and knowledge to spot risks, avoid becoming targets, and take action to protect the organization

## TAILORED BY YOU, FOR YOU!

**Introduction of Cybersecurity**  
Learn the basics of cybersecurity, including its purpose, key policies, the meaning of information security, and how it protects data from digital threats

### Cybersecurity Threat's

To identify and how to prevent common cybersecurity threats.

### Personal Data Protection Act

The impact of data breaches according to Personal Data Protection Act (PDPA)

### Fostering Security & Accountability Culture

How to make cybersecurity a culture in our daily and working environment.

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## OUR GAMIFICATION

Group Discussion

Audio Visual

Brainstorming

Role-Play

Presentation

Questionnaire

Learning Games

## TESTIMONIAL

*"Penceramah terbaik setakat ini. Sebutan jelas, sangat berpengetahuan berkenaan topik yg dibawa. Bertenaga, tidak bosan dan mengharapakan anda kembali lagi ke EPIC"*

**ROSMALIANI SABLI**  
**EPIC BERHAD**

## TRAINING JOURNEY

2 Days

TT-FUNDAMENTAL



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# BUILDING BLOCKS OF SOCIAL MEDIA

## GOAL FOR GROWTH

Provide individuals with fundamental skills to manage social media, create and optimize content, engage audiences, and utilize platforms for effective marketing, communication, and brand growth.

## TAILORED BY YOU, FOR YOU!

### Who Is Your Customer?

Type of generations  
Customer level of knowledge

### What is Social Media?

Uncovering the various social media platforms and identifying how to set the direction of conversations on social media.

### English In Social Media

Enhance your digital communication skills by exploring digital knowledge and lingo. Learn how to structure effective sentences to convey messages clearly in the digital realm.

### How To Manage Your Customer

Uncovers the art of understanding customers and managing challenging digital interactions.

## OUR GAMIFICATION

Group Discussion      Learning Games

Brainstorming      Questionnaire

Presentation      Role-Play

Audio Visual

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## TRAINING JOURNEY

2 Days

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# DIGITAL MARKETING

## GOAL FOR GROWTH

This program will teach participants the basics of Digital Marketing and how to apply it in real life. It covers why businesses should invest in it, the key channels to use, and best practices for success.

## TAILORED BY YOU, FOR YOU!

### Introduction to Digital Marketing

The process of promoting and selling products, while the marketing funnel outlines the steps customers take from discovery to purchase, helping businesses guide them effectively.

### Ecommerce

Learn how to build your own e-commerce store with a hands-on approach while exploring Instaweb's features and development options.

### Overview of the Social Media Landscape

Explore 11 Facebook tools like Insights and Ads, discover Instagram's marketing and analytics features, learn to craft a creative brief for Facebook and Instagram Ads, and master email marketing strategies using Engine Mailer.

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## OUR GAMIFICATION

Group Discussion

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Role-Play

## TRAINING JOURNEY

2 Days

TT-FUNDAMENTAL



**100% HRDC CLAIMABLE**



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# FIBER OPTIC CABLE OPERATION AND MAINTENANCE

## GOAL FOR GROWTH

This hands-on course covers fiber cable installation, including planning, splicing, termination, testing, and troubleshooting, with a focus on safety and industry best practices.

## TAILORED BY YOU, FOR YOU!

The essential aspects of fiber optics technology.

### Pulling

Learn fiber transmission, FTTH, safety, tools, and installation practices for various environments.

### Splicing

Master cable preparation, splicing tools, and machine operation.

### Testing

Understand loss calculations, testing equipment (OTDR, OLTS, etc.), troubleshooting, and CA-2C exam prep.

### Internal Wiring

Study wavelengths, the electromagnetic spectrum, PON components, and internal wiring with CA-1C exam preparation.

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2 Days



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TT-SKILLS



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**Customized Team-Building Solutions**

# TEAM BUILDING

**TRANSFORMING TEAMS INTO CHAMPIONS!**

## WHY CHOOSE US

- Interactive, Fun and Engaging Activities
- Tailored Programs for your Unique Needs
- Expert facilitation by Experienced Trainers

## OUR SOLUTIONS FOR YOU

- Lift Up Productivity
- Boost Communication & Collaboration
- Foster Trust & Teamwork
- Improve Employee Engagement & Morale

**ARE YOU READY TO TAKE YOUR TEAM TO THE NEXT LEVEL?**

**SCAN HERE**



**CONTACT US  
TODAY!**



## Let's Connect!

**Nor Irfan Arjunawanto Mohd Noor**  
Asst. General Manager Solutions & Consultant, TM One BPO  
[norirfan@tm.com.my](mailto:norirfan@tm.com.my)

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# THANK YOU