

ELEVATING 2025 TO NEW HEIGHTS, TOGETHER!



TRAINING CATALOG

LEARNING & DEVELOPMENT

TRANSFORMING TEAM INTO CHAMPIONS!



OUR TRAINING SOLUTION

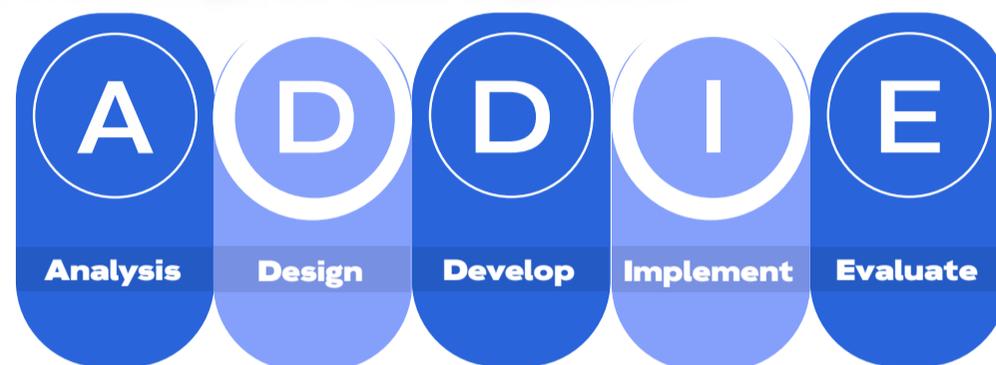
Tailored Training Solutions for Your Business Growth with our Training Services

MORE THAN 10 YEARS OF EXPERIENCE

In managing customer service and providing customer experience service, and serve more than 30 organisations throughout the years.

USING ADDIE MODEL

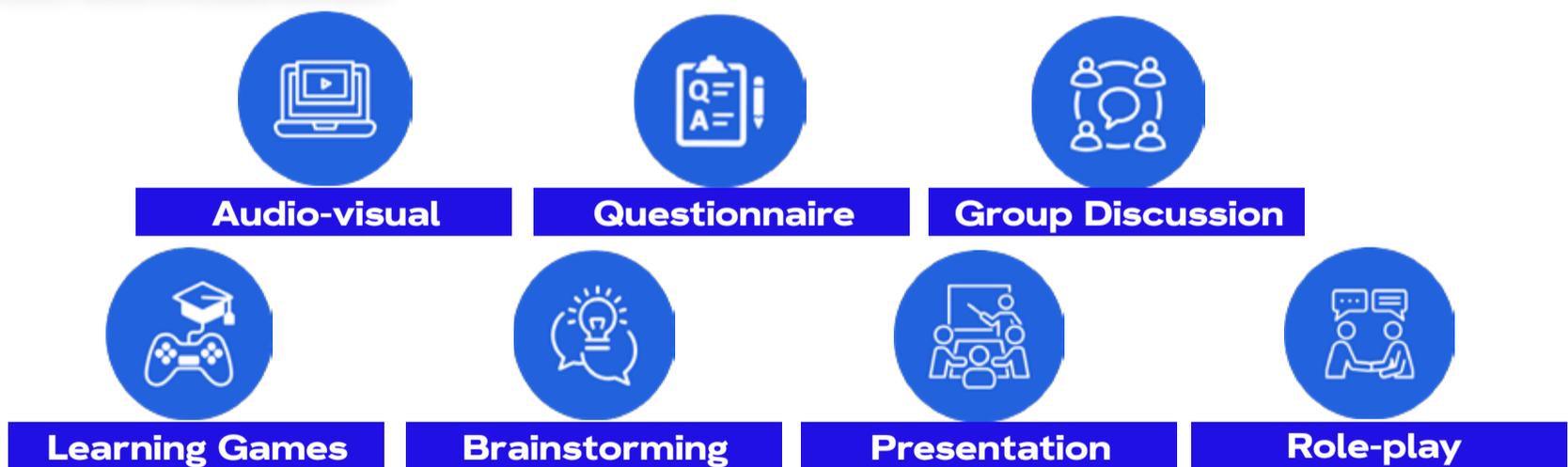
Is a five-phase approach to building effective learning solutions.



HRDC CERTIFIED TRAINING PROVIDER & TRAINERS

Our training programs are HRDC claimable training with experts trainers that is Certified HRDF trainers.

OUR METHODOLOGY



CERTIFICATIONS



OUR CORE VALUES

In VADS BP, we believe that when we merge customer experience and employee experience, it leads to better overall business performance and success

5339

PAX TRAINED

57

CLIENTS

21

**REGISTERED
MODULES**

16

**CERTIFIED HRDC
TRAINERS**



We are HRDC Certified Training Providers 100% Managed By VADS Business Process Sdn Bhd

The training horizon we designed is the best one for the organization

CX

**CUSTOMER
EXPERIENCE**

8 MODULES

EX

**CUSTOMER
EXPERIENCE**

9 MODULES

TT

**TECHNOLOGY
& TECHNICAL
AWARENESS**

4 MODULES

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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!

What is Service

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



Frontliner &
Backend



Supervisor

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

CONNECT WITH US NOW! [CLICK HERE](#)



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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!

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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE



CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

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



100% HRDC CLAIMABLE

CX-SERVICE EXCELLENT

CONNECT WITH US NOW! [CLICK HERE](#)



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

PERFECT FOR



**Frontliner &
Backend**



Supervisor

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



100% HRDC CLAIMABLE

CX-SERVICE EXCELLENT



CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

Group Discussion Learning Games

Brainstorming Questionnaire

Presentation Role-Play

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CX-SERVICE EXCELLENT

CONNECT WITH US NOW! CLICK HERE





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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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 ZULHELMY BIN LATIP
MMU

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

ROSMAHHANI ABD GANI
ASNB

TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

Group Discussion Learning Games

Brainstorming Questionnaire

Presentation Role-Play

Audio Visual

TRAINING JOURNEY

2 Days

EX-PERSONAL DEVELOPMENT



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner & Backend



Supervisor

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

CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

Group Discussion Learning Games

Brainstorming Questionnaire

Presentation Role-Play

Audio Visual

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

EX-LEADERSHIP



CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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



CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner & Backend



Supervisor

OUR GAMIFICATION

Group Discussion

Learning Games

Brainstorming

Questionnaire

Presentation

Role-Play

TRAINING JOURNEY

2 Days



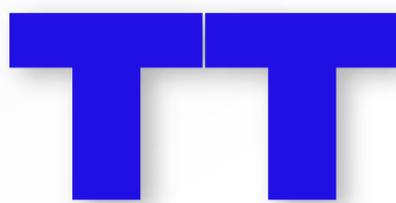
100% HRDC CLAIMABLE

EX-LEADERSHIP



CONNECT WITH US NOW! CLICK HERE





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 to Cybersecurity

Learn and understand cybersecurity policy and it's impact on the community.

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.

PERFECT FOR



Frontliner &
Backend



Supervisor

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 SABL
EPIC BERHAD

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

TT-FUNDAMENTAL

CONNECT WITH US NOW! CLICK HERE



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

PERFECT FOR



Frontliner &
Backend



Supervisor

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

TT-FUNDAMENTAL



CONNECT WITH US NOW! CLICK HERE 

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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

Group Discussion Learning Games

Brainstorming Questionnaire

Presentation Role-Play

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

TT-FUNDAMENTAL



CONNECT WITH US NOW! CLICK HERE



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.

PERFECT FOR



Frontliner &
Backend



Supervisor

OUR GAMIFICATION

Group Discussion

Learning Games

Brainstorming

Questionnaire

Presentation

Role-Play

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

TT-SKILLS



CONNECT WITH US NOW! [CLICK HERE](#)

AI

EMPOWERING GROWTH, INNOVATION AND PRODUCTIVITY

Essentials

Essential AI for Workplace Productivity (AI-OFF-01-02)

Proficiency

Essential AI for Educators (AI-EDU-01-02)

AI For Research (AI-EDU-04-02)

Gen AI Integration In Finance and Accounting (AIF&A-01-02)

Gen AI Integration In Manufacturing and Production (AI-MFG-01-02)

Gen AI Integration In Sales and Marketing (AI-S&M-01-02)

AI Tools Mastery for SMEs (AI-SME-01-02)

Gen AI Integration In Supply Chain Management (AI-SCM-01-02)

AI Program Manager Level 1 (AI-PMR-01-02)

Mastery

AI Program Manager Level 2 (AI-PMR-02-02)

Certified AI Instructor (AI-EDU-03-04)

AI Skills Bootcamp for SME Finance Professionals (AI-F&A-02-03)

ESSENTIAL - AI FOR WORKPLACE PRODUCTIVITY

GOAL FOR GROWTH

This two-day program helps you understand and use AI to work smarter. You'll learn what AI is, how it works, and how it can make your daily tasks easier. The course also guides you on using AI responsibly with awareness of ethics, bias, and privacy.

TAILORED BY YOU, FOR YOU!

Day 1: Understanding AI

Day One introduces what AI is, how it works, and how it can make your job easier. Participants will learn basic AI terms, explore how AI tools process information, and see real examples of how AI is used in different roles to improve productivity. The session also focuses on using AI responsibly understanding ethics, fairness, and privacy. By the end of day one, participants will understand AI fundamentals and know how to apply them safely and effectively in their work.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Hands-On Learning

Day Two focuses on practical experience. Participants will learn how to write clear and effective AI prompts and use popular AI tools to handle everyday tasks such as managing emails, analyzing data, creating presentations, and writing reports. Through guided exercises, they will discover how AI can save time and reduce repetitive work. By the end of the program, participants will have real experience using AI tools, a plan to include AI in their daily workflow, and the confidence to promote responsible AI use within their organization.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



PROFICIENCY - GEN AI INTEGRATION IN FINANCE AND ACCOUNTING

GOAL FOR GROWTH

This two-day course, “**AI in Finance & Accounting**,” helps participants understand how AI transforms financial work. It covers basic AI concepts like generative AI, machine learning, data handling, and ethics, with real examples.

TAILORED BY YOU, FOR YOU!

Day 1: AI Fundamentals in Manufacturing

Introduces the basics of Artificial Intelligence (AI) and how it supports finance and accounting. Participants will learn about key technologies such as **Machine Learning, Generative AI, and Data Processing**. Real examples show how AI can automate reporting, improve forecasting, detect errors, and enhance accuracy. The session also highlights the importance of using AI responsibly, focusing on **ethics, privacy, and fairness**. By the end of Day One, participants will understand how AI works and how it can be applied effectively and safely in financial tasks

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Practical AI Applications in Finance and Accounting

Day Two focuses on hands-on learning and real-world practice. Participants will learn how to use AI tools to automate everyday tasks such as data entry, report generation, financial analysis, and forecasting. They will also explore how to create effective prompts and apply AI to improve accuracy and productivity. By the end of Day Two, participants will gain practical experience using AI, develop a simple plan to apply it in their work, and build confidence to support AI adoption within their organization.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



PROFICIENCY - GEN AI INTEGRATION IN MANUFACTURING & PRODUCTION

GOAL FOR GROWTH

This two-day program helps manufacturing professionals learn how to use Artificial Intelligence (AI) to boost efficiency, quality, and decision-making through a mix of theory and hands-on practice.

TAILORED BY YOU, FOR YOU!

Day 1: AI Fundamentals in Manufacturing

Day One introduces the basics of AI and its role in modern manufacturing. Participants will learn about Generative AI and Agentic AI, and how these technologies can improve productivity and innovation. Real examples such as predictive maintenance, quality control, and generative design show how AI can solve common industry challenges. The session also covers how to prepare and manage manufacturing data for AI applications. The day ends with a short discussion on identifying AI opportunities within participants' own work areas

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Practical AI Applications

Day Two focuses on hands-on learning and real-world practice. Participants will learn how to use AI tools to automate everyday tasks such as data entry, report generation, financial analysis, and forecasting. They will also explore how to create effective prompts and apply AI to improve accuracy and productivity. By the end of Day Two, participants will gain practical experience using AI, develop a simple plan to apply it in their work, and build confidence to support AI adoption within their organization.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



PROFICIENCY - GEN AI INTEGRATION IN SALES & MARKETING

GOAL FOR GROWTH

This 2-day immersive training helps professionals master the use of **Artificial Intelligence (AI)** to transform sales and marketing performance. It empowers participants to harness AI for smarter decision-making, personalized customer engagement, and ethical innovation.

TAILORED BY YOU, FOR YOU!

Day 1: Understanding and Applying AI in Sales & Marketing

Participants begin by exploring the **foundations of Artificial Intelligence (AI)** what it is, how it works, and the core technologies driving it. They will learn how AI is reshaping the sales and marketing landscape by improving efficiency and personalization. Through guided, practical sessions, participants discover how to **use AI for customer targeting and personalization, optimize sales funnels using predictive insights, and generate engaging marketing content** with AI tools. By the end of the day, they'll have a clear understanding of how AI can enhance their daily marketing strategies and decision-making.

PERFECT FOR



**Frontliner &
Backend**



Supervisor

Day 2: Building and Implementing AI-Driven Marketing Strategies

Day Two focuses on hands-on learning and real-world practice. Participants will learn how to use AI tools to automate everyday tasks such as data entry, report generation, financial analysis, and forecasting. They will also explore how to create effective prompts and apply AI to improve accuracy and productivity. By the end of Day Two, participants will gain practical experience using AI, develop a simple plan to apply it in their work, and build confidence to support AI adoption within their organization.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



PROFICIENCY - AI TOOLS MASTERY FOR SMEs

GOAL FOR GROWTH

This 2-day training, “AI Tools Mastery for SMEs,” helps small and medium businesses use Artificial Intelligence to grow faster. It focuses on improving productivity, automating daily tasks, and making smarter business decisions in today’s digital world..

TAILORED BY YOU, FOR YOU!

Day 1: Exploring AI Foundations for SMEs

Participants begin by learning the **core concepts and practical uses of Artificial Intelligence (AI)** tailored for small and medium businesses. Through live demos and guided exercises, they discover how AI can **automate daily operations, simplify workflows, and enhance financial and marketing decisions**. By the end of the day, participants will understand how to apply AI tools to improve efficiency and support better business outcomes.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Applying AI for Real Business Growth

The second day focuses on **hands-on learning and strategic application**. Participants will **experiment with AI Chabot's, analytics tools, and automation platforms**, applying them to real-world business situations. The day concludes with each participant creating their own **AI adoption roadmap**, providing a clear, personalized plan to integrate AI effectively for long-term growth, better customer engagement, and improved productivity.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



PROFICIENCY - GEN AI INTEGRATION IN SUPPLY CHAIN MANAGEMENT

GOAL FOR GROWTH

This 2-day training, “**AI in Supply Chain Management**,” teaches how to use AI to make supply chains work better. It helps improve planning, delivery, and supplier management for smoother and faster operations.

TAILORED BY YOU, FOR YOU!

Day 1: Understanding AI in Supply Chain Operations

Participants begin by learning the **basics of Artificial Intelligence (AI)** and how it supports supply chain optimization. They explore key areas such as **demand forecasting, logistics management, and supplier collaboration**, using real-world examples to see how AI improves accuracy and decision-making. By the end of the day, participants will understand how AI creates a smarter, more efficient, and connected supply chain.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Applying AI for Smarter Supply Chain Solutions

The second day focuses on **hands-on learning and practical strategies**. Participants use **AI tools for demand prediction, risk management, and process automation**, while exploring new technologies like **Agentic AI** and learning about **ethical AI use**. The session ends with a **practical planning workshop**, where participants design their own AI-driven solutions to strengthen supply chain efficiency, resilience, and real-time responsiveness.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! **CLICK HERE** 



PROFICIENCY - AI PROGRAM MANAGER

Level 1- AI Power Play for Business Leaders

GOAL FOR GROWTH

This two-day program help leaders and managers use Artificial Intelligence (AI) to improve business performance and drive future success. Participants will learn to **identify AI opportunities, build strong teams, and create a plan for sustainable growth.**

TAILORED BY YOU, FOR YOU!

Day 1: Understanding AI and Its Business Impact

Participants will explore what Artificial Intelligence (AI) is, how it works, and how it can help businesses grow. Through simple examples and discussions, they'll learn how AI improves efficiency, supports better decisions, and drives innovation. AI's Strategic impact, high-value. **Participant explore AI projects and build AI-Ready teams.** The session also helps participants identify the right AI projects for their goals while understanding key principles of governance, risk, and ethics to ensure responsible use of AI.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Building AI-Ready Teams and Action Plans

The second day focuses on putting strategy into action. Participants learn how to build AI-ready teams, foster collaboration across departments, and design upskilling strategies. They will end the day by creating a clear AI adoption roadmap—outlining the steps and resources needed to launch AI projects confidently and drive sustainable business growth.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



PROFICIENCY – ESSENTIAL AI For Educators

GOAL FOR GROWTH

To help educators understand how Artificial Intelligence (AI) can transform teaching and learning. This program empowers them to apply AI tools that enhance productivity, creativity, and student engagement in education..

TAILORED BY YOU, FOR YOU!

Day 1: Understanding AI in Education

Participants explore the fundamentals of AI, its applications, and its impact on education and future jobs. They will learn how AI can support lesson planning, classroom management, and administrative tasks through guided examples and discussions. The session helps educators build confidence in recognizing where and how AI can add value to their daily teaching practices.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: Applying AI for Teaching Innovation

Participants gain hands-on experience using AI tools for content creation, assessment, and research enhancement. They will also practice effective prompting, learn to design AI-supported syllabi, and develop strategies to solve common classroom challenges using AI-powered solutions. The session emphasizes creativity, collaboration, and practical integration of AI to create engaging, future-ready learning environments.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! CLICK HERE



PROFICIENCY - AI For Research

GOAL FOR GROWTH

To empower researchers to use Artificial Intelligence (AI) to enhance the quality, speed, and integrity of academic research. This course helps participants integrate AI across all stages of research to produce more accurate, ethical, and impactful outcomes.

TAILORED BY YOU, FOR YOU!

Day 1: AI Across the Research Workflow

AI Across the Research Workflow: Participants will explore how AI supports each stage of academic research—from topic selection and literature review to data collection and organization. They will learn to use AI tools for summarizing research papers, managing citations, and automating data preparation, making the research process faster and more systematic.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 2: AI for Analysis, Writing & Publication

This session focuses on applying AI for data analysis, visualization, and academic writing. Participants will gain hands-on experience using AI for statistical modelling, generating insights, improving writing clarity, detecting plagiarism, and ensuring ethical and responsible use of AI in publishing. elaborate more.

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



Mastery Series - AI PROGRAM MANAGER

Level 2- AI Mastery & Transformation Blueprint

GOAL FOR GROWTH

To help leaders and managers scale AI from pilot projects to organization-wide adoption. The course guides participants to build practical AI strategies, governance models, and performance frameworks for lasting business growth.

TAILORED BY YOU, FOR YOU!

Day 1 – Building the AI Transformation Blueprint:

Participants will dive into the foundations of scaling AI across an organization. The day covers strategic alignment between AI and business goals, assessing data and infrastructure readiness, and designing governance models that support responsible AI growth. Through interactive discussions and real-world case studies, participants will identify success factors and challenges in moving from isolated AI projects to enterprise-wide transformation.

Day 2 – Implementation, Measurement & Governance:

On the second day, participants will translate their strategic vision into actionable plans. They will learn how to build AI implementation roadmaps, define clear KPIs and ROI metrics, and integrate performance monitoring systems. The session also explores AI governance, ethics, and compliance frameworks to ensure sustainable and secure deployment. By the end of the day, participants will develop a customized AI transformation plan complete with performance and accountability measures for their organization.

PERFECT FOR



Frontliner &
Backend



Supervisor

TRAINING JOURNEY

2 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



Mastery Series – CERTIFIED AI INSTRUCTOR

10001520865

GOAL FOR GROWTH

To equip educators and trainers with the skills to teach and apply AI effectively in education. This program prepares participants to become certified AI instructors who can drive AI-powered teaching and learning innovation.

TAILORED BY YOU, FOR YOU!

Day 1 – Understanding AI Foundations in Education:

Participants will explore the core concepts of Artificial Intelligence, including its history, key technologies, and real-world applications in education. They will gain insights into how AI is transforming learning environments and how educators can adapt to these changes.

Day 2 – Teaching AI Concepts and Tools:

This session focuses on effective strategies for teaching AI to learners of different levels. Through guided demonstrations and hands-on practice with AI tools and platforms, participants will learn how to design engaging lessons, integrate AI into classroom activities, and simplify complex AI concepts for students.

PERFECT FOR



Frontliner &
Backend



Supervisor

Day 3 – Applying AI for Educational Innovation:

Participants will discover how to use AI for teaching enhancement, research, and administrative efficiency. They will explore real-world case studies and practical applications, developing AI-driven solutions to common educational challenges such as personalized learning, assessment, and content creation.

Day 4 – Designing and Delivering AI Training Programs:

The final day centres on developing and presenting AI-based curriculum and training modules. Participants will design their own AI teaching framework, demonstrate instructional delivery, and complete their certification assessment to qualify as Certified AI Instructors ready to lead AI education initiatives.

TRAINING JOURNEY

4 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)



Mastery Series – AI Skills Bootcamp For SME Finance Professionals

GOAL FOR GROWTH

To empower finance professionals in SMEs with the essential AI skills and tools needed to transform financial operations. This boot camp enables participants to automate processes, enhance decision-making, and drive sustainable business growth through AI adoption.

TAILORED BY YOU, FOR YOU!

Day 1: Understanding AI Fundamentals in Finance

Participants will explore the foundations of Artificial Intelligence, including Generative AI and prompt engineering, with a focus on their practical applications in finance and accounting. Through guided examples and SME-based case studies, they will learn how AI can streamline operations, improve accuracy, and support better financial management.

Day 2: Applying AI for Financial Automation and Analysis

This session emphasizes hands-on application of AI tools for automating repetitive finance tasks such as budgeting, forecasting, and expense management. Participants will gain experience using AI-powered platforms to analyse financial data, generate insights, and develop automated reports that improve efficiency and decision-making.

Day 3 – Building AI-Driven Financial Strategies for SMEs:

On the final day, participants will integrate their learning into practical projects by designing AI-enhanced workflows tailored to SME needs. They will collaborate to create strategic AI implementation plans that optimize operations, reduce costs, and strengthen their organization’s long-term competitiveness.

PERFECT FOR



Frontliner &
Backend



Supervisor

TRAINING JOURNEY

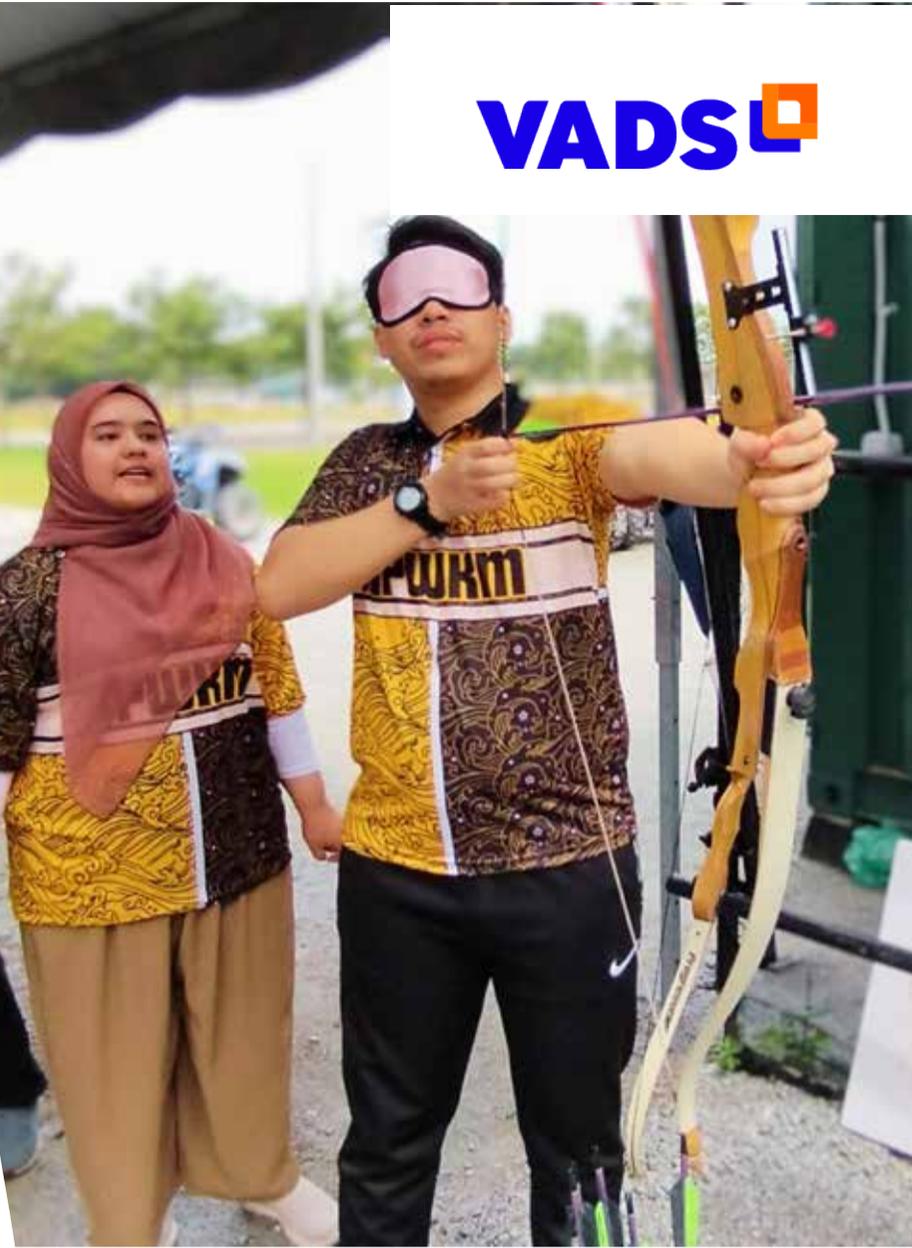
3 Days



100% HRDC CLAIMABLE

CONNECT WITH US NOW! [CLICK HERE](#)





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?



CONTACT US TODAY!



Let's Connect!

Nor Irfan Arjunawanto Mohd Noor
Asst. General Manager Solutions & Consultant, TM One BPO
norirfan@tm.com.my

Nur Shazwani Mohd Shah
Manager Solutions & Consultant, TM One BPO
nurshazwani.mdshah@tm.com.my

Mohd Nashreeq Md Isa
Manager Facilities & People Development, TM One BPO
nashreeq.isa@tm.com.my

THANK YOU