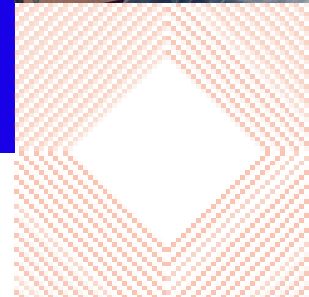


# VADS BUSINESS PROCESS TRAINING CATALOGUE

17/04/2026



# 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 organizations throughout the years.




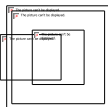


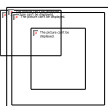
## Using ADDIE Model

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

## HRDC Certified Training Provider &

**Trainers** Training programs are HRDC claimable training with expert trainers that is Certified HRDF trainers.

## Our Methodology

-  Group Discussion
-  Learning Games
-  Audio Visual
-  Questionnaire
-  Presentation
-  Role-Play
-  Brainstorming

## Certifications

Certified CX Management  
- Practitioner (CCXMP)





## 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

**6391**  
**PAX TRAINED**

**40**  
**REGISTERED  
MODULES**

**16**  
**CERTIFIED  
HRDC TRAINERS**

**59**  
**CLIENTS**



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**  
**12 MODULES**

**EX**  
**EMPLOYEE  
EXPERIENCE**  
**11 MODULES**

**TT**  
**TECHNOLOGY  
& TECHNICAL**  
**4 MODULES**

**AI**  
**ARTIFICIAL  
INTELLIGENCE**  
**13 MODULES**

# CX

## CUSTOMER EXPERIENCE

### **Communication Skills**

- Developing Effective Communication Skills
- Mastering Email Etiquette
- English Language for Customer Service

### **Sales Skills**

- Bring Heart To Sales
- The Ultimate Hook in Sales
- Strategic Negotiation in Sales

### **Service Excellence**

- Service With Heart
- Effective Customer Management
- A SMILE For Better Customer Satisfaction
- Protocol & Etiquette for VIP's
- Managing Difficult Client
- Customer Service Excellence

# DEVELOPING EFFECTIVE COMMUNICATION SKILLS



**CUSTOMER FIRST,  
EXCELLENCE ALWAYS!**

Putting customers at the heart of everything we do and delivering service that exceeds expectations.

## DAY 1



### WHAT IS EFFECTIVE COMMUNICATION?

Effective communication ensures the message is delivered clearly, accurately, and understood.



### WHY POWER OF COMMUNICATION IMPORTANT?

Powerful communication is important because it builds trust, reduces misunderstandings, and drives effective action.



### HOW TO MASTER ART OF CLEAR COMMUNICATION?

Listen, empathize, communicate clearly, treat all fairly, resolve conflicts, and stay positive

## DAY 2



### WHAT ARE COMMUNICATION ROADBLOCKS?

Communication roadblocks block clarity and weaken understanding across voice, writing, and body language.



### HOW TO OVERCOME THE BARRIERS IN COMMUNICATION?

Overcome communication barriers by listening actively, expressing clearly, and adapting your message to the audience.



### WHAT ARE THE KEY WAYS TO BOOST YOUR COMMUNICATION POWER?

Expressing your ideas clearly, listening actively, speak clearly and understanding others' perspectives.

## LEARNING OUTCOMES



### NEXT LEVEL COMMUNICATION

- ⇨ Speak Clearly
- ⇨ Listen Actively
- ⇨ Use Positive Body Language

## WHAT CUSTOMER SAY

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

WAN KAMALIA BINTI WAN AB RAZAK  
SUK Terengganu



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# MASTERING EMAIL ETIQUETTE



**MASTER YOUR EMAIL,  
MASTER YOUR IMAGE!**

Write clear, professional emails to earn respect and make strong impressions.

## DAY 1



### WHAT IS EMAIL ETIQUETTE?

Professional rules for writing emails that are clear, polite, effective, and make a positive impression.



### WHICH ELEMENTS MAKEUP PROPER EMAIL ETIQUETTE?

Using clear subjects, professional tone, proper formatting, quick replies, and polite sign-offs for effective communication.



### HOW EMAIL ETIQUETTE IS IMPORTANT?

Good email etiquette keeps messages clear, respectful, effective and professional while building trust.

## DAY 2



### HOW CAN EMAIL OVERLOAD BE MANAGED?

Best email practices include proofreading, using a respectful tone, being concise, responding promptly and ending politely.



### WHAT ARE THE BEST PRACTICES OF EMAIL ETIQUETTE?

Best email practices include proofreading, using a respectful tone, being concise, responding promptly and ending politely.



### HOW CAN CHALLENGING EMAILS BE HANDLED EFFECTIVELY?

Handle challenging emails by staying calm, understanding the sender, responding professionally, and proofreading.

## LEARNING OUTCOMES



### ESSENTIAL SKILLS FOR PROFESSIONAL EMAILS

- ⇨ Clear Subject Line
- ⇨ Proper formatting
- ⇨ Proofreading

## WHAT CUSTOMER SAY

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

NOOR HASZUMAIMAH BINTI YUSOF  
ASNB



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# ENGLISH LANGUAGE FOR CUSTOMER SERVICE



**TALK RIGHT,  
SERVE RIGHT!**

Speak clearly, understand customers, and provide top-notch service.

## DAY 1



### WHAT IS THE ROLE OF ENGLISH IN CUSTOMER SERVICE?

English in customer service helps communicate clearly, solve problems, build trust, and stay professional.



### WHY IS ENGLISH IMPORTANT IN CUSTOMER SERVICE?

Enables clear communication with customers, helps resolve issues efficiently, builds trust, and ensures a professional image.



### HOW DOES ENGLISH HELP IN DELIVERING CUSTOMER SERVICE?

English helps communicate clearly, solve issues, and provide a professional, positive customer experience.

## DAY 2



### HOW TO SPEAK ENGLISH CONFIDENTLY IN CUSTOMER SERVICE?

Speak clearly, be polite, practice often, and focus on customer needs to communicate confidently.



### WHAT ARE THE BEST WAYS TO USE ENGLISH IN CUSTOMER SERVICE?

Use clear, polite, and simple English to connect, respond, and serve professionally. Also, ensures effective service and satisfied customers.



### HOW CAN ENGLISH IMPROVE CUSTOMER COMMUNICATION?

English helps staff communicate clearly, respond well, and build good relationships with local and international customers.

## LEARNING OUTCOMES



### KEY TECHNIQUES FOR USING ENGLISH IN SERVICE

- ◆ Use Proper Grammar
- ◆ Use Polite and Professional Tone
- ◆ Practice Regularly

## WHAT CUSTOMER SAY

*“Good session, Good sharing info...WOW  
Everything is beyond expectation”*

NOOR HASZUMAIMAH BINTI YUSOF  
ASNB



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# BRING HEART TO SALES



**HEARTFELT SERVICE,  
POWERFUL SALES!**

Show genuine care, build trust, and turn every interaction into a sales opportunity.

## DAY 1



### WHAT IS H.E.A.R.T APPROACH?

A method to listen to customers, understand their needs, and help them buy while building trust.



### HOW TO UNDERSTAND CUSTOMERS?

Listen carefully, understand their needs, and guide them with care to the right solution.



### HOW TO PERSUADE AND SELL?

Create a strong first impression, communicate value clearly, and guide customers confidently to close the sale.

## DAY 2



### HOW TO BUILD TRUST WITH CUSTOMERS?

Be honest, listen actively, deliver on promises, and show genuine care in every interaction.



### WHY IS EMPATHY IMPORTANT IN SALES INTERACTIONS?

Understanding customers' feelings helps build trust, connect meaningfully, and offer solutions that truly meet their needs.



### WHY SELLING WITH HEART CREATE LOYAL CUSTOMERS?

Showing genuine care and integrity strengthens relationships, making customers return and recommend your brand.

## LEARNING OUTCOMES



### KEYS TO SELLING WITH HEART

- ⇨ Build Trust
- ⇨ Ask Great Questions
- ⇨ Create Win-Win Solutions



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# THE ULTIMATE HOOK IN SALES



**STRONG HOOK,  
WIN SALES!**

A strong hook grabs attention, build interest, and leads to higher sales success.

## DAY 1



### WHAT IS ULTIMATE HOOK IN SALES?

A strategic opening that captures customers' attention, shows value and spark their interest.



### WHY THE ULTIMATE HOOK IMPORTANT IN SALES?

The ultimate hook is important because it grabs attention, shows value, engages customers, and drives higher sales.



### HOW DOES THE ULTIMATE HOOK WIN CUSTOMERS?

Immediately capturing their attention, showing value, and encouraging them to engage with your product or service.

## DAY 2



### HOW DO YOU CREATE THE ULTIMATE HOOK IN SALES?

By understanding customer needs, crafting a clear and compelling opening, highlighting value and engaging their interest from the start.



### HOW DOES THE ULTIMATE HOOK HELP SALES?

A strong hook builds trust, stands out from competitors, sparks conversation, sets the tone, and reduces customer hesitation.



### WHAT MAKES A HOOK POWERFUL TO CUSTOMERS?

A hook becomes irresistible when it is clear, relevant, highlights value, sparks curiosity, and immediately connects with the customer's needs or interests.

## LEARNING OUTCOMES



### THE ULTIMATE HOOK STRATEGIES FOR SALES

- ◆ Highlight Value Quickly
- ◆ Grab Attention Immediately
- ◆ Be Relevant and Personalized

## WHAT CUSTOMER SAY

*"Sesi modul dan juga training fundan bagus untuk produktiviti."*

NURUL MAISYA BINTI ROSLI  
PERSOLKELLY



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# STRATEGIC NEGOTIATIONS IN SALES



**THINK STRATEGICALLY,  
SELL EFFECTIVELY!**

Stay vigilant, protect with purpose, and secure your digital world to lead the change.

## DAY 1



### WHAT IS NEGOTIATIONS IN SALES?

Negotiation in sales is discussing terms with a customer to reach a mutually beneficial agreement



### WHY NEGOTIATIONS INSALES IMPORTANT?

It helps close deals, build strong relationships, and ensure both parties feel satisfied with the outcome



### HOW TO WIN DEALS WITH STRATEGIC DIALOGUE?

Actively listening, asking the right questions, clarifying interests, and collaboratively exploring solutions to reach a win-win outcome

## DAY 2



### WHO BENEFITS FROM SMART NEGOTIATION INSALES?

Negotiation skills help salespeople close deals and build trust, while customers get fair value.



### WHAT BLOCKS SUCCESSFUL NEGOTIATION?

Poor planning, unclear communication, low confidence and misunderstandings affect results. Recognizing them helps improve outcomes.



### HOW TO FIND YOUR WINNING SPOT IN MARKETING DETAILS?

Find your winning spot by knowing your BATNA, identifying the ZOPA and striking a win-win deal

## LEARNING OUTCOMES



### MASTER DEALS WITH SMART METHODS

- ✦ Stay Calm and Professional
- ✦ Adapt Your Approach
- ✦ Close Confidently

## WHAT CUSTOMER SAY

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

RABIATUL ADAWIYAH  
PERSOLKELLY



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# SERVICE WITH HEART



**EMPOWER WITH CARE,  
INSPIRE WITH HEART!**

Deliver each task with genuine care and commitment, ensuring every interaction leaves a meaningful impact.

## DAY 1



### WHAT IS SERVICE?

Service is about understanding needs, acting with care, and building trust through positive, memorable experiences for customers.



### WHY BUSINESS SETTINGS ARE IMPORTANT?

Service is about understanding needs, acting with care, and building trust through positive, memorable experiences for customers.



### HOW H.E.A.R.T HELP TO IMPROVE THE SERVICES?

H.E.A.R.T are important in service because they help customer with care, respond well and build trust.

## DAY 2



### WHAT ARE BARRIERS IN SERVICES?

Service barriers are problems like poor communication or unclear processes. Learning about them helps improve service and build trust.



### HOW TO WIN CUSTOMER?

Be friendly and professional, listen to customer needs, communicate clearly, and show genuine care to build trust from the first interaction.



### WHAT KEYS TO DELIVER GREAT SERVICE?

Deliver great service by understanding needs, communicating clearly, showing care, and solving problems efficiently.

## LEARNING OUTCOMES



### WINNING WAYS TO SERVE WITH HEART

- ✦ Actively Listen to The Customers
- ✦ Show Empathy
- ✦ Communicate Clearly

## WHAT CUSTOMER SAY

*"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



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# EFFECTIVE CUSTOMER MANAGEMENT



**YOUR EXPECTATION,  
OUR PRIORITY!**

Create experiences that impress, engage, and inspire loyalty

## DAY 1



### WHAT IS EFFECTIVE CUSTOMER MANAGEMENT?

Effective customer management means focusing on customers' needs to build positive, long-term relationships.



### WHY IT MATTERS?

To improve customer satisfaction, build trust, and encourage long-term loyalty.



### HOW DO WE MANAGE CUSTOMER EFFECTIVELY?

By understanding customer needs, communicating clearly, and delivering consistent service.

## DAY 2



### WHAT IS CALL INTERACTION CYCLE?

A call interaction cycle is the complete process of handling a customer call from start to finish.



### WHY MASTER CUSTOMER SERVICE TOOLS?

Understand your customers, get the basics right, add personal touches, show empathy, surprise customers and make interactions unforgettable.



### HOW TO MAINTAIN PROFESSIONALISM?

Be polite, communicate clearly, take ownership, and provide reliable, respectful support.

## LEARNING OUTCOMES



### MASTER CUSTOMER CARE

- ◆ Listen Actively
- ◆ Exceed Expectations
- ◆ Take Ownership

## WHAT CUSTOMER SAY

*"Fun & Engaging!"*

JAYSHREN  
BMCC



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# A SMILE FOR CUSTOMER SATISFACTION



**YOUR SMILE,  
THEIR JOY!**

Your smile connects, engages and drive sales.

## DAY 1



### WHAT IS SERVICE?

Understanding customer needs, providing timely support, and creating a positive experience that builds trust.



### WHY ASSESS THE LEVEL OF SERVICES?

Assessing service levels helps meet customer expectations and build trust.



### WHEN TO USE PERCEPTION SENSE IN CUSTOMER SERVICE?

Use perception sense to understand what customers feel, not just what they say, and respond appropriately.

## DAY 2



### WHAT IS WOW SERVICES?

Customer experiences that exceed expectations, delight, and leave a lasting impression.



### HOW TO ACHIEVE WOW SERVICES?

Understand your customers, get the basics right, also, add personal touches, show empathy, surprise customers and make interactions unforgettable.



### WHY WOW SERVICES?

They delight customers, create loyalty, and make your brand memorable, turning simple interactions into experiences customers love and share.

## LEARNING OUTCOMES



### SECRETS TO DELIVERING WOW SERVICES

- ◆ Show Empathy and Care
- ◆ Exceed Expectations
- ◆ Know Your Customer

## WHAT CUSTOMER SAY

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

MOHD ZULHELMI BIN LATIP  
MMU Melaka



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# PROTOCOL & ETIQUETTE FOR VIPs



**PROTOCOL PERFECT,  
IMPRESSION LASTS!**

Perfect etiquette, memorable experiences, every time.

## DAY 1



### WHAT IS PROTOCOL & ETIQUETTE?

Rules and practices that guide professional, polite, and respectful behavior, especially in formal or VIP settings.



### WHO ENSURES PROTOCOL IS FOLLOWED?

Event organizers and staff are responsible for ensuring VIP protocol is observed, maintaining professionalism and respect.



### WHY DOES GOOD ETIQUETTE MAKE A LASTING IMPRESSION?

Good etiquette shows respect, care, and professionalism, leaving VIPs with a positive and memorable experience.

## DAY 2



### WHO ARE VIPs?

VIPs (Very Important Persons) are individuals who receive special attention due to their status, position or influence.



### WHY IS PROTOCOL IMPORTANT FOR VIPs?

Protocol ensures that interactions with VIPs are organized, respectful, and appropriate, reflecting professionalism and leaving a positive, lasting impression.



### HOW TO MANAGE VIP CRISES?

Stay calm, act swiftly, communicate clearly, and maintain discretion during VIP crises.

## LEARNING OUTCOMES



### BEST PRACTICES FOR VIP PROTOCOL AND ETIQUETTE

- ◆ Practice Polite Etiquette
- ◆ Show Professionalism
- ◆ Maintain Confidentially.



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# MANAGING DIFFICULT CLIENT



**STAY CALM,  
STAY PROFESSIONAL!**

Stay calm, empathize, and turn challenges into solutions.

## DAY 1



### WHAT STRATEGIES TO MANAGE DIFFICULT CLIENTS?

Stay calm, listen actively, show empathy, and focus on solutions



### WHY IS MANAGING DIFFICULT CLIENTS IMPORTANT?

It protects relationships, maintains professionalism, and builds trust.



### HOW SHOULD WE RESPOND TO DIFFICULT CLIENT BEHAVIOR?

Respond calmly, set clear boundaries, and communicate respectfully.

## DAY 2



### WHAT ARE COMMON CONFLICT APPROACHES?

Conflict styles are the ways people respond to disagreements, ranging from avoiding to collaborating.



### HOW DO WE RECOGNIZE TRIGGERS IN DIFFICULT CLIENT?

By careful observation of behavior, attentive listening, and identifying patterns that may lead to frustration or conflict.



### WHY 3R MODEL IS IMPORTANT?

It helps individuals identify triggers, regain control, and respond effectively, ensuring professional, calm, and constructive interactions.

## LEARNING OUTCOMES



### MASTERING DIFFICULT CLIENT INTERACTIONS

- ⚡ Listen Actively
- ⚡ Show Empathy
- ⚡ Offer solutions



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# CUSTOMER SERVICE EXCELLENCE



**BEYOND SERVICE,  
INTO EXPERIENCE!**

Go beyond basic service to create memorable and meaningful customer service.

## DAY 1



### WHAT IS CUSTOMER SERVICE EXCELLENCE?

Delivering outstanding service that delights customers and builds loyalty.



### WHY IT IS IMPORTANT?

To build customer trust and loyalty, enhances brand reputation, increases repeat business, and creates positive word-of-mouth.



### HOW GOOD SERVICE BUILDS LOYALTY?

By meeting needs, resolving issues promptly, and creating positive experiences.

## DAY 2



### HOW TO UNDERSTAND CUSTOMERS' PERSONALITIES?

Listen, observe, ask, adapt and use profiling tools to understand customer personalities.



### WHY FOLLOW CUSTOMER SERVICE PRINCIPLES?

To ensure consistent satisfaction, build loyalty, and create memorable customer experiences.



### HOW TO ENHANCE SERVICE REPUTATION?

Provide great service, listen, train staff, resolve issues, and showcase success.

## LEARNING OUTCOMES



### CUSTOMER SERVICE SUCCESS

- ◆ Understand Your Customer
- ◆ Be Responsive
- ◆ Stay Positive



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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
- Conflict resolution and complaint handling

### **Leadership**

- Unleashing your potential in leadership
- Unlocking potential and inspiring growth through coaching
- The art of engaging and efficient team meeting
- Essential leadership mastery

### **Unity & Teamwork**

- Conquering challenges through dynamic teamwork

# CULTIVATING A SUCCESS MINDSET IN THE WORKPLACE



**YOUR MIND,  
YOUR SUCCESS!**

Positive thinking fuels success by guiding your actions and achieving your goals.

## DAY 1



### WHAT IS MINDSET?

A person's mindset is their way of thinking and behaving, which affects how they see and interact with the world.



### WHY MINDSET IS IMPORTANT IN WORKPLACE?

A positive mindset shapes decisions, boosts performance, and helps overcome challenges at work.



### HOW TO BUILD A SUCCESS MINDSET AT WORK?

Focus on positive thinking, set clear goals, embrace challenges, and learn from feedback to achieve workplace success.

## DAY 2



### WHAT KEY STEPS TO A SUCCESS MINDSET?

Focus on growth, stay motivated, overcome obstacles, and continuously improve.



### WHY MANAGE STRESS TO SUCCESS?

Focus on growth, stay motivated, overcome obstacles, and continuously improve.



### HOW TO STAY POSITIVE FOR A SUCCESS MINDSET?

Focus on opportunities, maintain optimism, and approach challenges with a solution-focused attitude.

## LEARNING OUTCOME



### POWER YOUR MINDSET

- ⚡ Think Positive
- ⚡ Set Clear Goals
- ⚡ Embrace Challenges

## WHAT CUSTOMER SAY

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

MOHD ZULHELMY BIN LATIP  
MMU



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# UNLOCKING YOUR TRUE POTENTIAL THROUGH SELF EMPOWERMENT



**EMPOWERED MINDS,  
LIMITLESS POTENTIAL!**

An empowered mind unlocks confidence, fuels growth, and turns potential into powerful results.

## DAY 1



### WHAT IS SELF EMPOWERMENT FOR SUCCESS?

Taking control of your mindset, actions, and growth to achieve personal and professional success.



### HOW DO COPING SKILLS SUPPORT SELF EMPOWERMENT?

Coping skills help you manage stress, stay emotionally balanced, and remain confident when facing challenges.



### HOW LANGUAGE EMPOWER US?

Positive and clear language builds confidence, shapes mindset, and empowers ourselves and others.

## DAY 2



### HOW TO DEVELOP SELF EMPOWERMENT?

Set goals, build confidence, take responsibility, learn, stay positive, and manage stress.



### WHY UNDERSTAND EMPOWERMENT PRINCIPLES?

Know empowerment principles to grow, act confidently, and inspire others.



### HOW DOES SELF EMPOWERMENT BOOST SUCCESS?

It builds confidence, resilience, and the ability to achieve your goals.

## LEARNING OUTCOME



### PATHWAYS TO SELF EMPOWERMENT

- ◆ Build Confidence
- ◆ Set Clear Goals
- ◆ Use Empowering Language



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# NURTURING CONNECTIONS THROUGH DYADIC COMMUNICATION



**ONE CONVERSATION,  
ENDLESS IMPACT!**

Every meaningful conversation strengthen relationships, builds trust, and creates lasting influence.

## DAY 1



### WHAT IS DYADIC COMMUNICATION?

One-on-one interaction between two people, where both exchange ideas, feelings, or information directly.



### WHY DYADIC COMMUNICATION IS IMPORTANT?

It builds trust, strengthens relationships, and ensures clear understanding through one-on-one interactions and active listening.



### HOW TO COMMUNICATE EFFECTIVELY?

Listen actively, expressing ideas clearly, using positive language, and adapting your message to your audience.

## DAY 2



### WHY LISTENING IS IMPORTANT?

Listening is important because it helps build understanding, trust, and stronger, more meaningful relationships.



### WHAT STRATEGIES HELP CLARIFY MESSAGES EFFECTIVELY?

Asking questions, paraphrasing, summarizing key points, and using simple, clear language.



### HOW IS APPEARANCE IMPORTANT?

Appearance creates first impressions, reflects professionalism, and influences how others perceive and respond to you

## LEARNING OUTCOME



### PRINCIPLES OF EFFECTIVE COMMUNICATION

- ◆ Ask Questions
- ◆ Use Positive Language
- ◆ Speak Clearly



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# REPLY AND REACT



**MANAGE EMOTIONS,  
RESPOND WITH PURPOSE!**

Pause, focus, and respond to create impact.

## DAY 1



### WHAT IS FEEDBACK?

Responding to someone's behavior or actions with the goal of helping them become more effective.



### WHY FEEDBACK IN ORGANIZATIONS?

It helps employees improve performance, grow skills, and align with goals, while fostering learning, accountability, and teamwork.



### HOW FEEDBACK IS IMPORTANT?

It guides improvement, reinforces positive behavior, and supports personal and professional growth.

## DAY 2



### WHY GIVE FEEDBACK EFFECTIVELY?

Effective feedback helps improve performance, develop skills, and strengthen relationships.



### HOW TO REACT ON FEEDBACK?

Listen carefully, stay open-minded, ask questions, reflect thoughtfully, act, and show appreciation.



### WHAT ARE BARRIERS IN GIVING FEEDBACK?

Fear, poor timing, unclear messages, emotions, and hierarchy can block effective feedback.

## LEARNING OUTCOME



### RESPOND AND REACT WITH IMPACT

- ◆ Pause Before Responding
- ◆ Stay Calm
- ◆ Choose Word Carefully



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# STRESS MANAGEMENT



**BEAT STRESS,  
BOOST PERFORMANCE!**

A calm mind leads to stronger productivity and sustainable success at work.

## DAY 1



### WHAT IS STRESS?

Stress is how the body reacts to pressure. Understanding it helps us stay healthy, focused, and perform better



### HOW TO RECOGNIZE STRESS?

Stress sends warning signs in our body and mind. Noticing them early helps us manage it before it grows.



### WHEN STRESS DEVELOP AT WORK?

Stress at work develops when demands, pressure, or conflicts exceed your ability to cope, affecting focus, productivity, and well-being.

## DAY 2



### WHY MANAGE WORK PRESSURE?

Managing work pressure helps you stay focused, productive, healthy, and make better decisions.



### HOW TO STRESS-FREE AT WORK?

By prioritizing tasks, taking breaks, staying organized, communicating clearly, relaxing, and keeping a healthy work-life balance.



### WHAT IS 4A?

The 4A ( Avoid, Alter, Accept & Adapt) approach helps employees manage stress and perform better at work.

## LEARNING OUTCOME



### SMART WAYS TO MANAGE STRESS

- ⇨ Prioritize and Plan The Tasks
- ⇨ Stay Active To Reduce Tension
- ⇨ Organize Own Schedule



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# CONFLICT RESOLUTIONS AND COMPLAINT HANDLING



**LESS TALK,  
MORE SOLUTIONS!**

Focus on resolving issues quickly and effectively to restore trust and satisfaction.

## DAY 1



### WHAT IS CONFLICT?

Disagreement or clash that arises when individuals or groups have different views, interests, needs, or expectations.



### WHY CONFLICT RESOLUTION IMPORTANT?

Conflict resolution helps reduce tension, improve understanding, and maintain positive working relationships.



### HOW TO RESOLVE CONFLICT?

Listen actively, stay composed, clarify issues, communicate clearly, seek common ground, and agree on solutions.

## DAY 2



### WHAT ARE THE KEYS IN COMPLAINT?

Listen carefully, understand the issue, apologize, when necessary, provide solutions, and follow up.



### HOW DO WE HANDLE COMPLAINTS PROFESSIONALLY?

By staying calm, showing empathy, communicating clearly, and resolving issues promptly.



### WHY IS EFFECTIVE COMPLAINT HANDLING IS IMPORTANT?

It builds trust, improves satisfaction, and strengthens long-term relationships.

## LEARNING OUTCOME



### BEST PRACTICES IN COMPLAINT HANDLING

- ◆ Listen With Empathy
- ◆ Respond Calmly
- ◆ Resolve and follow up



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# UNLEASHING YOUR POTENTIAL IN LEADERSHIP



**LEAD WITH PURPOSE,  
GROW WITH IMPACT!**

Unlock your strength to lead with confidence and impactful.

## DAY 1



### WHAT IS LEADERSHIP POTENTIAL?

Leadership potential is the ability to grow, influence others, and lead effectively through skills, mindset, and behavior.



### WHY LEADERSHIP POTENTIAL IMPORTANT?

It enables leaders to perform better, inspire others, and drive positive change.



### HOW CAN LEADERS DEVELOP THEIR FULL POTENTIAL?

By building skills, seeking feedback, learning continuously, and reflecting on experiences.

## DAY 2



### WHAT SKILLS MAKE AN EFFECTIVE LEADER?

Effective leadership requires strong communication, sound decision-making, and adaptability.



### WHY IS UNDERSTANDING LEADERSHIP STYLES IMPORTANT?

Understanding leadership styles helps leaders adapt their approach, motivate teams, and achieve better results.



### HOW TO OVERCOME LEADERSHIP BARRIERS?

Overcome leadership barriers by developing self-awareness, improving communication, embracing feedback, and fostering collaboration.

## LEARNING OUTCOME



### KEY PRACTICES FOR SUCCESS

- ◆ Seek Continuous Learning
- ◆ Set Clear Goals
- ◆ Demonstrate Resilience



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# UNLOCKING POTENTIAL AND INSPIRING GROWTH THROUGH COACHING



## COACH TO SUCCESS!

Transform capabilities into results through thoughtful guidance and support.

### DAY 1



#### WHAT IS COACHING?

A process where a person guides, supports, and develops another person to improve their skills, performance, or achieve specific goals.



#### WHY COACHING IS IMPORTANT?

It develops skills, boosts performance, builds confidence, and helps individuals achieve their goals, creating stronger teams and better results.



#### HOW TO DELIVER EFFECTIVE COACHING?

Coach effectively by listening, questioning, giving feedback, setting goals, supporting, and following up.

### DAY 2



#### WHY UNDERSTAND COACHING TYPES?

Knowing coaching types helps choose the right approach to develop skills and achieve results effectively.



#### WHAT IS GROW COACHING MODEL?

GROW helps set goals, explore options, and create actionable steps for success.



#### WHY SMART TECHNIQUE

Ensures goals are clear, realistic, and actionable, helping individuals and teams stay focused, track progress, and achieve results effectively

### LEARNING OUTCOME



#### UNLOCK YOUR LEADERSHIP POTENTIAL

- ◆ Be Specific
- ◆ Measure Progress
- ◆ Align With Purpose



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# THE ART OF ENGAGING AND EFFICIENT TEAM MEETINGS



**FOCUSED DIALOGUE,  
DECISIVE OUTCOMES!**

*Clear discussions that drive timely, effective decisions.*

## DAY 1



### WHAT IS ENGAGING AND EFFICIENT TEAM MEETINGS?

Focused, well-structured discussions that actively involve participants and lead to clear decisions and actions.



### WHY IT IS IMPORTANT?

They save time, improve alignment and lead to better decisions and outcomes.



### HOW TO RUN EFFICIENT AND ENGAGING TEAM MEETINGS?

By setting clear objectives, managing time well, and encouraging active participation.

## DAY 2



### HOW DO LEADERS ENSURE MEETINGS DELIVER SUCCESS?

By guiding discussions, keeping focus, and closing with clear actions and accountability.



### HOW TO COMMUNICATE IN A MEETING?

Communicate with clarity and purpose by listening actively, speaking concisely, staying on topic, and driving discussions toward decisions.



### HOW TO COMMUNICATE IN A MEETING?

Unclear agendas, unfocused discussions, poor time control, low engagement, and lack of clear outcomes..

## LEARNING OUTCOME



### HOW TO COMMUNICATE IN A MEETING?

- ◆ Set Clear Objectives
- ◆ Communicate Clearly
- ◆ Engage Participants



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# ESSENTIAL LEADERSHIP MASTERY



**LEAD WITH VISION,  
INSPIRE WITH ACTION!**

Set a clear direction and motivate others through decisive, impactful leadership.

## DAY 1



### WHAT IS ESSENTIAL LEADERSHIP MASTERY?

It is the ability to guide, influence, and inspire others effectively while achieving organizational goals.



### WHY IS LEADERSHIP MASTERY IMPORTANT?

It drives team performance, builds trust, and ensures long-term success.



### HOW CAN LEADERS DEVELOP MASTERY IN LEADERSHIP?

By continuously learning, seeking feedback, practicing skills, and reflecting on experiences.

## DAY 2



### HOW DOES A LEADER'S PERSONALITY AFFECT THE TEAM?

A leader's personality shapes team culture, motivation, and engagement, influencing how people respond and perform.



### WHAT IS EMOTIONAL INTELLIGENCE IN LEADERSHIP?

Ability to recognize, understand, and manage emotions in yourself and others to build strong relationships and make better decisions.



### HOW COACHING TECHNIQUES ENHANCE LEADERSHIP?

Using coaching techniques helps leaders develop talent, empower team members, and drive growth through guidance and support.

## LEARNING OUTCOME



### KEY PRACTICES FOR LEADERSHIP MASTERY

- ◆ Communicate Effectively
- ◆ Develop Self-Awareness
- ◆ Lead By Example



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# CONQUERING CHALLENGES THROUGH DYNAMIC TEAMWORK



**ONE TEAM,  
ONE DREAM!**

Shared goals and strong collaboration empower teams to overcome challenges and achieve success together.

## DAY 1



### WHAT IS THE IMPORTANCE OF RHYTHM IN TEAMWORK?

When teams move in rhythm, collaboration flows, challenges fade, and success grows



### HOW STRONG COMMUNICATION BUILD TRUST?

Strong communication strengthens trust, aligns goals, and empowers teams to perform at their best.



### WHY TEAM HARMONY MATTERS?

Team harmony matters because it builds trust, boosts collaboration, and helps the team achieve goals faster.

## DAY 2



### WHY EFFECTIVE LEADERSHIP IMPORTANT?

Effective leadership is important in team building because it guides, motivates, and unites the team toward common goals.



### HOW TO RESOLVE CONFLICTS EFFECTIVELY?

Learn practical strategies to manage disagreements and communicate effectively, helping prevent escalation and create positive, collaborative outcomes in the workplace.



### HOW TEAM SOLVE PROBLEMS TOGETHER?

Collaboration helps teams solve problems faster, leverage strengths, and achieve shared success.

## LEARNING OUTCOMES



### POWER MOVES TO ELEVATE TEAM DYNAMIC

- ✦ Communicate With Clarity
- ✦ Build Trust Intentionally
- ✦ Manage Conflict Together
- ✦ Respect Diverse Perspectives

## WHAT CUSTOMER SAY

*"We really enjoy every single moment! Trainers did a very good job. Keep up the good work!"*

NOTAZILA YANG  
KPJ IPOH



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# TT

## **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



**SECURE TODAY,  
SAFE TOMORROW!**

Stay vigilant, protect with purpose, and secure your digital world to lead the change.

## DAY 1



### WHAT IS CYBERSECURITY?

Cybersecurity means keeping computers, networks, and data safe from online threats.



### WHY CYBERSECURITY?

Understanding cybersecurity helps you spot threats, protect your data, and stay safe online.



### WHERE ARE THE CYBER THREATS?

From phishing to ransomware, threats are everywhere. Awareness is your first line of defense



### HOW TO PROTECT YOURSELF FROM HACKER?

VPNs, two-factor authentication, and strong passwords, your first line of defense against hackers

## DAY 2



### HOW DO CYBER AWARENESS IMPORTANT?

Cyber attacks are everywhere. Cyber awareness reduces risks and promotes safer online behavior.



### WHO IS AT RISK?

Online harassment can turn into cyberstalking. Protect your privacy, stay alert, and do not let anyone follow you online.



### WHY FREE-WIFI ISN'T SAFE?

Public Wi-Fi is convenient, but your personal data could pay the price. Stay alert, protect your data!



### WHICH SMART DEVICE NEED BETTER SECURITY?

Every smart device could be a hacker's entry point—let's learn on how to secure it!

## LEARNING OUTCOMES



### SMART WAYS TO OUTSMART CYBER ATTACKS

- ◆ Think before your click
- ◆ Use strong and unique password
- ◆ Be sure to alert on urgency tactics

## WHAT CUSTOMER SAY

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

ROSMALIANI SABLI  
EPIC BERHAD



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# BUILDING BLOCKS OF SOCIAL MEDIA



**BUILD SMARTER,  
ENGAGE BETTER!**

Essential elements for structured and impactful social media use.

## DAY 1



### WHAT IS DIGITAL MARKETING?

Online platforms that facilitate communication, content sharing, and audience engagement.



### WHY SOCIAL MEDIA FOR BUSINESS?

It helps businesses increase brand visibility, engage customers, and support business growth.



### HOW TO USE SOCIAL MEDIA EFFECTIVELY?

By sharing relevant content, interacting with audiences, and using platforms strategically to achieve business goals.

## DAY 2



### WHAT IS SOCIAL MEDIA LINGO?

It is the informal words, abbreviations, and phrases used online to communicate quickly and engage audiences.



### WHAT ROLE DOES ENGLISH PLAY IN SOCIAL MEDIA?

English serves as a global language, enabling wider communication, audience reach, and professional engagement online.



### WHY ARE SOCIAL MEDIA ETHICS IMPORTANT?

Ensure responsible communication, protect reputation, and maintain trust with audiences online.

## LEARNING OUTCOME



### MASTERING THE ESSENTIALS OF SOCIAL MEDIA

- ✦ Think Before Post
- ✦ Choose The Right Platforms
- ✦ Engage Consistently



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# DIGITAL MARKETING



**MARKETING SMARTER,  
INSPIRE WITH ACTION!**

Smart digital to reach your audience effectively and drive faster business growth.

## DAY 1



### WHAT IS DIGITAL MARKETING?

Digital marketing is the use of online channels, tools, and strategies to promote products, services, and brands.



### WHY IS DIGITAL MARKETING IMPORTANT?

It helps businesses reach a wider audience, engage customers, and drive measurable results in real-time.



### HOW DIGITAL MARKETING DRIVE BUSINESS GROWTH?

By increasing visibility, generating leads, boosting conversions, and building long-term customer relationships.

## DAY 2



### WHAT IS E-COMMERCE?

E-commerce is the buying and selling of products or services online through websites, apps, or digital platforms.



### HOW E-COMMERCE WORK?

E-commerce works by enabling customers to browse, order, pay, and receive products or services digitally.



### HOW CAN BUSINESS SUCCEED IN E-COMMERCE?

By offering user-friendly platforms, quality products, secure payments, excellent customer service, and effective digital marketing.

## LEARNING OUTCOME



### BEST PRACTICES IN DIGITAL MARKETING

- ◆ Know Your Audience
- ◆ Leverage Multiple Channels
- ◆ Measure and Optimize



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# FIBER OPTIC CABLE – OPERATION AND MAINTENANCE



**STRONG LINKS,  
SMOOTH NETWORKS!**

Effective maintenance keeps fiber optic network efficient and error-free.

## DAY 1



### WHAT IS FIBER TO THE HOME (FTTH)?

Delivering high-speed internet and communication directly to homes via optical fiber.



### WHAT ARE FIBRE SAFETY PRECAUTIONS?

Use protective gear, handle fibers carefully, and follow safe work practices to prevent injury and equipment damage.



### HOW ARE SPLICING TOOLS USED CORRECTLY?

Splicing tools align and fuse fibers precisely to minimize signal loss and ensure strong connections.

## DAY 2



### WHAT IS END-TO-END LOSS IN A FIBER NETWORK?

It is the total signal power loss from the transmitter to the receiver across the entire fiber link.



### WHY IS PROPER INTERNAL WIRING INSTALLATION IMPORTANT?

Proper installation prevents signal loss, physical damage, and future network problems.



### WHAT COMMON ISSUES IN INTERNAL FIBER WIRING?

Common issues includes excessive bending, poor termination, dirty connectors, and loose connections.

## LEARNING OUTCOME



### BEST PRACTICES FOR FIBER OPTIC CABLE

- ⇨ Regular Inspection
- ⇨ Use proper tools
- ⇨ Follow safety procedures



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# AI

## ARTIFICIAL INTELLIGENCE

### **Essentials**

- Leveraging AI in Social Media Platform
- Essential AI for Workplace Productivity

### **Mastery**

- AI Program Manager Level 2
- Certified AI Instructor
- AI Skills Bootcamp for SME Finance Professionals

### **Proficiency**

- Essential AI for Educators
- AI For Research
- Gen AI Integration In Finance and Accounting
- Gen AI Integration In Manufacturing and Production
- Gen AI Integration In Sales and Marketing
- AI Tools Mastery for SMEs
- Gen AI Integration In Supply Chain Management
- AI Program Manager Level 1

# LEVERAGING AI IN SOCIAL MEDIA PLATFORM



**THINK SMART,  
POST SMARTER!**

Think smart, post smarter and turn insights into engagement.

## DAY 1



### WHAT IS SOCIAL MEDIA?

Social media is a powerful tool that connects people, amplifies messages, and creates influence in the digital world.



### WHY SHOULD YOU POST SMART?

Your reputation can be ruined in a blink on social media. Smart posting protects your reputation and builds trust online.



### HOW CYBER THREATS SPREAD IN YOUR FEED?

Cyber threats spread through fake links, scam ads, and malicious posts shared by hackers in your social media feed.

## DAY 2



### HOW TO ENGAGE YOUR AUDIENCE ONLINE?

Engage your audience online with attractive content, clear contact info, and active interaction to build trust and amplify your message.



### HOW AI ENHANCES SOCIAL MEDIA?

AI improves social media by personalizing content, boosting engagement, detecting risks, and automating interactions.



### HOW TO PROMPT LIKE A PRO?

Prompting like a pro requires giving clear and specific instructions so the AI understands exactly what you want and delivers better results.

## LEARNING OUTCOMES



### LEVEL UP YOUR SOCIAL MEDIA WITH AI

- ◆ Make Connections Digitally
- ◆ Create Smarter Content
- ◆ Boost Engagement
- ◆ Stay Ahead of Time

## WHAT CUSTOMER SAY

*"Tenaga pengajar memberikan penerangan yang jelas dan mudah faham. Tenaga pengajar yang sangat ramah dan mesra. Sangat-sangat membantu."*

MUHAMMAD FIRDAUS BIN ABDUL NASIR  
SUK Negeri Sembilan



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# ESSENTIAL AI FOR WORKPLACE PRODUCTIVITY



## DAY 1



### WHAT IS AI FOR WORKPLACE PRODUCTIVITY?

AI tools and systems that automate tasks, analyze data, and improve efficiency in daily operations.



### WHY AI IS IMPORTANT?

AI reduces manual work, minimizes errors, and accelerates decision-making processes.



### HOW AI ENHANCE DAILY OPERATIONS?

By automating repetitive tasks and providing real-time insights for smarter actions.

## DAY 2



### WHICH AI TOOLS IMPROVE WORKPLACES?

Tools such as intelligent automation, data analytics platforms, and AI-driven assistants.



### WHICH TASKS CAN AI PERFORM AUTOMATICALLY?

AI can automate a wide range of routine and repetitive tasks, helping businesses save time, reduce errors, and improve productivity.



### HOW DOES AI SUPPORT DECISION-MAKING?

AI turns data into insights and predictions, enabling faster and more confident decisions.

## LEARNING OUTCOME



### BOOST PRODUCTIVITY WITH AI

- ◆ Automate Tasks
- ◆ Gain Insights
- ◆ Enhance Efficiency



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# ESSENTIAL AI FOR EDUCATORS



**INNOVATE TODAY,  
INSPIRE TOMORROW!**

Empower educators to teach smarter, faster, better.

## DAY 1



### WHAT IS AI IN EDUCATION?

AI refers to intelligent systems that enhance teaching, learning, and administrative processes in modern classrooms.



### HOW CAN AI SUPPORT TEACHING?

AI streamlines planning, management, and admin, letting educators focus on students.



### WHAT VALUES DOES AI BRING TO EDUCATORS?

AI streamlines tasks, supports lesson planning, and empowers educators to teach more effectively.

## DAY 2



### WHAT AI APPLICATIONS FOR TEACHING?

From syllabus design to prompt creation AI enhances creativity, collaboration, and classroom effectiveness.



### WHICH AI TOOLS SUPPORT TEACHING INNOVATION?

Content generators, assessment platforms, and AI-assisted research tools empower educators to teach smarter.



### HOW CAN AI SOLVE CLASSROOM CHALLENGES?

ConAI personalizes learning, streamlines tasks, enhances engagement, and supports creative, data-driven teaching for future-ready classrooms.

## LEARNING OUTCOME



### AI-DRIVEN TEACHING EXCELLENCE

- ◆ Boost Creativity
- ◆ Improve Accessibility
- ◆ Save Time



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# AI FOR RESEARCH



**FROM DATA,  
TO DISCOVERY!**

AI transforms raw data into actionable insights, accelerating research and innovation.

## DAY 1



### WHAT IS AI IN RESEARCH WORKFLOW?

AI streamlines research processes, from planning to analysis, making work faster and more efficient.



### HOW AI AUTOMATE DATA PREPARATION?

It cleans, formats, and structures data for analysis, reducing manual effort.



### WHY AI IN RESEARCH?

AI enhances productivity, ensures consistency, and supports data-driven decision-making throughout the research process.

## DAY 2



### HOW AI SUPPORT DATA ANALYSIS AND VISUALIZATION?

AI automates statistical modeling and creates clear, interactive visualizations to reveal patterns and trends.



### HOW AI DETECT PLAGIARISM EFFECTIVELY?

AI scans documents, compares content with data bases, and flags potential originality issues accurately.



### WHY USE AI ETHICALLY IN RESEARCH?

Responsible AI ensures fairness, transparency and integrity in research while avoiding misuse.

## LEARNING OUTCOME



### AI-DRIVEN RESEARCH EXCELLENCE

- ◆ Manage Citations
- ◆ Ensure Ethical Research
- ◆ Boost Collaboration



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# GEN AI INTEGRATION IN FINANCE AND ACCOUNTING



**NEXT-GEN FINANCE,  
AI-DRIVEN!**

Enhance accuracy and efficiency across finance and accounting workflows.

## DAY 1



### WHAT IS AI IN FINANCE AND ACCOUNTING?

AI automates tasks, analyzes data, and improves financial decision-making.



### HOW AI IMPROVE FINANCIAL PROCESSES?

It automates reports, improves forecasts, detects errors and increases accuracy across accounting operations.



### WHY USE RESPONSIBLY IN FINANCE?

Ethical AI ensures privacy, fairness, and compliance, maintaining trust and integrity in financial operations.

## DAY 2



### HOW TO INTEGRATE AI INTO WORKFLOWS?

Plan AI adoption in phases, train staff, and align tools with business objectives for smooth integration.



### WHY HANDS-ON AI MATTERS?

Hands-on use builds confidence, familiarity, and ensures effective implementation across teams.



### HOW AI PROMPTS BOOST PRODUCTIVITY?

Well-designed prompts guide AI to produce precise outputs, saving time and improving efficiency.

## LEARNING OUTCOME



### BOOST FINANCE AND ACCOUNTING WITH AI

- ◆ Automate Tasks
- ◆ Optimize Workflows
- ◆ Enhance Accuracy



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# GEN AI INTEGRATION IN MANUFACTURING & PRODUCTION



**POWERING THE FUTURE,  
WITH AI**

AI drives smarter reporting while improving accuracy, speed, and overall productivity.

## DAY 1



### WHAT IS AI IN MANUFACTURING?

AI in manufacturing means using smart technology to automate work, improve quality, and make better decisions in production.



### HOW DOES AI SUPPORT SUPPLY CHAIN?

AI support supply chain by streamline operations, forecast demand, manage inventory, and prevent disruptions.



### WHY AI IN DATA IN INNOVATION?

AI in data innovation lets manufacturers use data to optimize processes, reduce costs, and drive smarter production strategies.

## DAY 2



### HOW TO WORK SMARTER WITH AI?

Learn to automate tasks, generate reports, and analyze data efficiently with AI, turn everyday work into smarter, faster workflows



### HOW TO DEVELOP PRACTICAL AI PLANS?

Create actionable AI plans and confidently drive adoption in your team.

## LEARNING OUTCOMES



### HOW TO WORK SMARTER WITH AI?

- ◆ Connect Data Intelligently
- ◆ Automate Repetitive Task
- ◆ Enhance Accuracy and Quality
- ◆ Streamline Workflows with AI



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# GEN AI INTEGRATION IN SALES AND MARKETING



**INNOVATION,  
EVERY INTERACTION!**

Delivering smarter, faster, and more personalized customer experience through Generative AI.

## DAY 1



### WHAT CORE TECHNOLOGIES BEHIND AI?

Machine learning, NLP, and predictive analytics for smarter data-driven decisions.



### WHY AI IS IMPORTANT IN SALES & MARKETING?

Boosts efficiency, personalizes customer experiences, and drives smarter decisions, helping businesses stay competitive.



### HOW DOES AI TRANSFORMS SALES & MARKETING?

Automates tasks, predicts customer behavior, and creates targeted, effective campaigns

## DAY 2



### HOW AI IMPROVES ACCURACY AND PRODUCTIVITY?

Automates tasks and enhances accuracy in reports, analysis, and forecasting.



### HOW AI PROMPT ENHANCE MARKETING ?

Well-crafted AI prompts generate insights, content, and strategies that improve targeting, engagement, and campaign results.



### HOW TO INTEGRATE AI DAILY?

Use AI tools in routine tasks to boost productivity, automate workflows, and support smarter decision-making.

## LEARNING OUTCOME



### SMARTER WITH AI

- Enhance Decision-Making
- Boost Customer Experience
- Streamline Operations



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# AI TOOLS MASTERY FOR SMEs



**AI MADE SIMPLE,  
GROWTH MADE REAL!**

Simplifying AI tools for SMEs to drive real business growth and smarter decision-making.

## DAY 1



### WHAT IS AI FOR SMEs?

AI is technology that helps SMEs automate tasks and make smarter decisions.



### WHY AI IS IMPORTANT FOR SMEs?

It boosts efficiency, reduces costs, and helps businesses stay competitive in a fast-changing market



### HOW AI HELPS SMEs?

AI streamlines operations, improves marketing and financial decisions, and drives growth through data-driven insights.

## DAY 2



### WHAT AI TOOLS CAN SMEs USE?

AI chatbots, analytics, and automation tools help streamline operations and drive growth.



### HOW AI BOOST CUSTOMER ENGAGEMENT ?

AI boosts customer engagement by delivering personalized experiences and instant responses based on customer data.



### WHAT IS AI ADOPTION ROADMAP?

A clear plan to integrate AI into daily operations and drive sustainable long-term growth.

## LEARNING OUTCOME



### SMARTER SMEs WITH AI TOOLS

- ⇨ Leverage AI Insights
- ⇨ Automate Routine Work
- ⇨ Boost Customer Engagement



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# GEN AI INTEGRATION IN SUPPLY CHAIN MANAGEMENT



**THINK AI,  
DELIVER BETTER!**

Harness Gen AI to streamline operations and boost supply chain performance.

## DAY 1



### WHAT IS AI IN SUPPLY CHAINS?

AI in supply chains uses intelligent systems to analyze data, automate tasks, and improve planning and operations.



### HOW DOES AI WORK FOR SUPPLY CHAINS?

AI analyzes supply chain data to forecast demand, manage inventory, and improve logistics.



### WHY AI FOR SUPPLY CHAINS?

To increase efficiency, reduce costs, improve accuracy, and help businesses respond faster to market changes.

## DAY 2



### HOW AI IMPROVE DEMAND AND MANAGE RISKS?

AI analyzes historical and real-time data to forecast demand accurately and identify potential supply chain risks.



### WHY AI ETHICAL MATTER IN SUPPLY CHAINS?

Using AI responsibly ensures fair, transparent decisions, reduces bias, and maintains trust with partners and customers.



### HOW AI BOOST EFFICIENCY?

AI automates repetitive tasks like inventory updates, scheduling, and logistics, saving time and improving accuracy.

## LEARNING OUTCOME



### MASTERING GEN AI IN SUPPLY CHAINS

- ◆ Leverage AI For Insights
- ◆ Automate Key Operations
- ◆ Enhance Collaboration



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# AI PROGRAM MANAGER LEVEL 1



**SMART LEADERSHIP,  
STARTS HERE!**

Helping managers use AI to improve performance and drive sustainable growth.

## DAY 1



### WHAT IS AI IN BUSINESS?

Using AI to improve decisions, efficiency, and business performance.



### HOW AI IMPROVE BUSINESS PERFORMANCE?

By boosting efficiency, supporting better decisions, and driving innovation.



### WHICH AI OPPORTUNITIES HELP BUSINESS?

AI improves efficiency, boosts revenue, enhances customer satisfaction, and drives strategic growth.

## DAY 2



### HOW AI MAKE TEAMS COLLABORATE ACROSS DEPARTMENT?

AI tools enable seamless communication, data sharing, and joint decision-making, breaking silos and fostering teamwork.



### HOW TO UPSKILL EMPLOYEES FOR AI?

Provide targeted training, hands-on practice, and continuous learning programs to develop AI knowledge and practical skills.



### HOW TO BUILD AI-READY TEAMS?

Assemble diverse talent, define clear roles, and create a culture that embraces innovation and data-driven decision-making.

## LEARNING OUTCOME



### MASTERING AI PROGRAM MANAGEMENT

- ◆ Align AI with Business Goals
- ◆ Build AI-Ready Teams
- ◆ Implement Responsibly



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# AI PROGRAM MANAGER LEVEL 2



## DAY 1



### WHAT IS AI TRANSFORMATION BLUEPRINT?

A framework to scale AI across the organization and align with business goals.



### HOW TO ALIGN AI WITH BUSINESS GOALS?

Prioritize AI projects that support strategy, improve performance, and deliver measurable value.



### WHAT ARE THE KEY SUCCESS FACTORS IN AI?

Strong leadership, skilled teams, clear strategy, and the right resources to drive successful AI adoption.

## DAY 2



### HOW DO YOU TURN AI STRATEGY INTO ACTION?

Translate AI goals into concrete projects, timelines, and responsibilities to deliver measurable results.



### WHY BUILD AN AI IMPLEMENTATION ROADMAP?

Provides a plan to prioritize projects, allocate resources, and guide teams to achieve AI objectives efficiently.



### HOW TO CREATE A CUSTOMIZED AI PLAN?

Design a tailored roadmap with clear steps, accountability, and performance tracking for successful AI adoption.

## LEARNING OUTCOME



### SHAPING THE FUTURE WITH AI

- ◆ Align AI with Strategic Goals
- ◆ Foster an AI-Ready Culture
- ◆ Prioritize High-Value AI Projects



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# CERTIFIED AI INSTRUCTOR



**CHANGE THE WORLD,  
WITH AI.**

Empower yourself to lead change and drive real-world impact with AI.

## DAY 1



### WHAT IS CERTIFIED AI INSTRUCTOR?

A Certified AI Instructor is a qualified professional recognized to train others in understanding and applying AI effectively and responsibly.



### HOW TO TEACH AI TO DIFFERENT LEARNERS?

Tailor lessons to students' skill levels with clear explanations and relevant examples.



### HOW TO DESIGN ENGAGING LESSONS WITH AI?

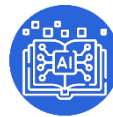
Plan interactive activities, use AI tools, and link lessons to real-world applications to engage students

## DAY 2



### HOW TO CREATE AI SOLUTIONS FOR EDUCATION?

Translate AI goals into concrete projects, timelines, and responsibilities to deliver measurable results.



### WHY IS STRUCTURED AI CURRICULUM ESSENTIAL?

Ensures consistency, measurable outcomes, and high-quality learning experiences.



### WHERE DOES AI TRAINING CREATE STRATEGIC VALUE?

In building future-ready talent, strengthening digital capabilities, and accelerating organizational transformation.

## LEARNING OUTCOME



### WHY IS STRUCTURED AI CURRICULUM ESSENTIAL?

- ◆ Create Impactful AI Learning
- ◆ Lead The Future of Education
- ◆ Design Effective AI Learning



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# AI SKILLS BOOTCAMP FOR SME FINANCE PROFESSIONALS



**SMARTER FINANCE.  
AI SKILLS,**

Use AI to make smarter, faster, data-driven decisions in SME finance.

## DAY 1



### WHAT IS AI IN FINANCE?

AI in finance uses technology to analyze data, automate tasks, and support smarter financial decisions.



### WHICH AI TOOLS HELP FINANCE TEAMS?

Tailor lessons to students' skill levels with clear explanations and relevant examples.



### HOW CAN AI STREAMLINE FINANCE TASKS?

Automates repetitive tasks, reduces errors, and speeds up financial operations.

## DAY 2



### WHICH FINANCE TASKS BENEFIT MOST FROM AI?

Budgeting, forecasting, expense management, and report generation are ideal for AI automation.



### WHICH FINANCE TASKS BENEFIT MOST FROM AI?

Use AI to streamline financial processes, automate repetitive tasks, and improve efficiency across operations.



### HOW CAN AI BOOST SME COMPETITIVENESS?

Leverage AI insights to make smarter decisions, optimize costs, and innovate faster than competitors.

## LEARNING OUTCOME



### AI-POWERED SME FINANCE

- ⇨ Automate Finance Tasks
- ⇨ Make Smarter Decisions
- ⇨ Drive Business Growth



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