ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

HRD CORP
HUMAN RESOURCE DEVELOPMENT CORPORATION

CLAIMABLE

CORPORATE TRAINING

☎ 088 - 235 218

🖨 088 - 245 955

🌐 www.amc.edu.my

📍 **AMC UNIVERSITY COLLEGE**
Lot 43 - 44, 1st Floor,
Likas Square Commercial Centre,
Jalan Istiadat, Likas,
88400 Kota Kinabalu, Sabah.

REGISTERED
HRD CORP
TRAINING PROVIDER

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Training Provider:
**ADVANCED BUSINESS
SYSTEMS CONSULTANTS
SDN. BHD.** (162056-U)

COMPANY
PROFILE

COMPANY BACKGROUND

ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD.
(162056-U)

Advanced Business Systems Consultants Sdn. Bhd. (ABSC) is a distinguished registered training provider situated in Kota Kinabalu, Sabah, Malaysia. ABSC proudly holds full ownership of AMC University College, an esteemed entity certified in accordance with ISO 9001:2015 standards.

ABSC is dedicated to delivering exceptional learning, training, and service. Our mission is to empower the community with essential skills and knowledge, enabling them to unlock their maximum potential.

Our HRD Corp-funded training programs can help companies and organizations improve their efficiency, attract and retain talented employees, and increase their general knowledge. As an approved training provider, ABSC has the expertise and experience to design and deliver training programs that meet HRD Corp's standards and requirements.

AWARDS & ACHIEVEMENTS

Advanced Business Systems Consultants Sdn. Bhd. has earned numerous awards and achievements in recent years, including:

- **Best SME Employer (Sabah Region)**
  Human Resource Development Corporation Awards 2023

- **Certificate of Excellence as Training Provider (Sabah Region)**
  Human Resource Development Corporate Awards 2023

- **Top SME Employer**
  National Human Capital Conference & Exhibition (NHCCE) 2023, Borneo Region

- **Training Providers Award**
  National Human Capital Conference & Exhibition (NHCCE) 2023, Borneo Region

COURSE:
ICT

COURSE LIST

- CompTIA Fundamentals
- Microsoft Azure Fundamentals
- Junior Technician Professional
- Search Engine Optimization (SEO) Essential Training
- Branding and Marketing through Adobe Illustration
- Effective E-Filing and E-Office Management
- Social Media Marketing
- Google Workplace Training
- Introduction to I R 4 0
- Basic Computer Studies Internet Applications
- Blog and Website Development - Blogger
- Blog and Website Development - Wordpress
- Cyber Threat and Prevention
- Facebook and Other Social Networking
- Live Stream Platforms - Social Network
- Payroll - Sage UBS Payroll
- Stock Control - Sage UBS Inventory
- INTRODUCTION TO HACKING ETHICS
- Video and Audio Editing - FILMORA
- Word Processing (Ms Word)
- Cloud Productivity - Microsoft 365
- Database - Ms Access
- ICT Troubleshooting Maintenance
- Project Management Software: Microsoft Project
- Spreadsheet - Microsoft Excel
- Presentation - Microsoft Powerpoint
- Photo Editing (Adobe Photoshop CC)
- Cloud Computing for Construction Information System Control
- A Beginners Guide to Programming Interactive Web Applications with PHP
- Creating business Presentations with Animated Videos
- Creating Publications with MS Publisher
- Business Insights with Google Analytics
- Multimedia Presentation Tool Using Prezi
- Python Programming: A Practical Introduction to Python
- Mastering your Typing skills (Keyboarding)

- Keeping Data with MySQL Database
- Learn Animation Using Adobe Animate CC
- Learn Audio and Video Editing Using Cyberlink Power Director
- Learn Data Analysis with Excel Pivot Table
- Learn Data Visualisation Using Tableau
- 3D Modelling Using Blender
- Fundamentals of Artificial Intelligence
- Basic Data Mining with WEKA
- Learn E-Learning Technologies Through Blended Learning Platform
- Learn How to use React Native to Develop your Own Mobile Apps
- Cloud Computing using OpenStack
- Design your artwork with UI/UX Design (Adobe XD CC)
- Drafting your Design with AutoCAD
- Mobile Platform With Multimedia Apps
- Google Application for Work
- Internet of Things
- Introduction to IR 4 0
- Enforcing E-Office & E-Filing system to an organization
- Exploring Android Operating System
- Learn to design and build cloud apps with Microsoft Azure
- Learn to edit your video with Windows 10 Video Editor
- PSPP Statistical Analysis Software for effective Project Management
- TikTok Marketing Masterclass
- Advanced Facebook Marketing Masterclass
- Microsoft Office Package (Ms Word, Ms Excel & Ms Powerpoint)
- Bookkeeping Level 2
- Bookkeeping Level 1
- Bookkeeping Level 3
- Microsoft Office for Senior Executives (Microsoft Word)
- Microsoft Office for Senior Executives (Microsoft Excel)
- Microsoft PowerPoint for Senior Executives

COURSE:
ICT

COURSE LIST

- Cloud Productivity for Senior Executive Using Google Workspace Course
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA)
- Transform Your Data into Insights: Mastering Microsoft Power BI
- MICROSOFT AZURE (CLOUD) CERTIFICATION
- COMPTIA SECURITY
- DIGITAL E-BUSINESS (FACEBOOK CERTIFIED DIGITAL MARKETING ASSOCIATE)
- DIGITAL TOOL FOR WORKPLACE (GOOGLE DRIVE CLOUD CERTIFIED IN G-SUITE)
- The Power of Digital Marketing
- Become a Graphic Design Wizard (Adobe Illustrator CC)
- Become a Graphic Design Wizard (Adobe Indesign CC)
- Become a Graphic Design Wizard (GIMP)
- Become a Graphic Design Wizard (Inkscape)
- Become a Graphic Design Wizard (Open Office -Draw)
- Become a Graphic Design Wizard (Sketchup Make)
- Develop Your Own Website (Squarespace/Weebly)
- DEVELOP YOUR OWN WEBSITE (WIX)
- Mobile Application Development (Android Application Development with Eclipse)
- Mobile Application Development (Android Studio)
- Video Production & Editing (Adobe After Effect CC)
- Video Production & Editing (Adobe Premier Rush CC)
- Digital E-Business (Facebook Certified Digital Marketing Associate)
- Microsoft Office Specialist (Office 365 & Office 2019)
- The Power of Digital Marketing
- Crisis Management, Business Resilience and Continuity - Adapting New Norms to Excel
- Financial Accounting using SQL Accounting
- Focusky: Advanced Tool for Creating Engaging Presentations
- Managing Projects with OpenProj and Zoho Projects

- Financial Accounting for Beginners with AutoCount
- Powerful Software suites Designed for PDF Files
- Recording and Broadcasting with OBS Studio
- Smartphone System with Google Apps
- Ultimate Microsoft Guide for Windows 11
- Organizing a Virtual Meeting
- Smartphone System with Google Apps
- Ultimate Microsoft Guide for Windows 11
- Utilizing Artificial Intelligence Applications
- Effective Document Creation Using OpenOffice Writter
- Editing Videos with Adobe Premiere Pro
- Financial Accounting for Beginners with Access UBS
- Effective Data Sheets Using WPS Sheets
- Effective Presentation Using WPS Slides
- Creating a Database with OpenOffice Base
- Creating Graphics with Adobe Express
- Designing UI/UX with Figma
- Designing a Website using Mobirise
- Coding with JavaScript
- Coding in the HTML & CSS Language
- Coding in the C Language
- Creating Informative Graphics with Adobe Illustrator CC
- Creating Graphics with Canva
- Advertising with Google Ads
- Analyzing Data with Apache Spark
- Analyzing Data with Google Looker Studio
- Advanced 3D Design with 3ds Max
- 3D Design for Beginners with 3ds Max
- Advanced Financial Accounting with AutoCount
- Advanced Financial Accounting with Access UBS
- SPREADSHEET (MICROSOFT EXCEL 2019) LEVEL 1 - BEGINNERS
- SPREADSHEET (MICROSOFT EXCEL 2019) LEVEL 2 - INTERMEDIATE
- SPREADSHEET (MICROSOFT EXCEL 2019) LEVEL 3 - ADVANCED

WORD PROCESSING (MS WORD)

Microsoft Word is an important education application. It is important to process raw facts into meaningful information. It can benefit teachers and students to create innovative methods of learning and teaching. It helps to transmit educa-tional materials and practice systematically in school and university faster with higher quality.

Participants for the Microsoft Word Expert-level use the advanced features for content management, and advanced formatting. Candidates will create and manage professional documents for a range of specific purposes and conditions. They will modify their Word environments to meet project needs, and to enhance productivity.

COURSE CONTENT

- ☑ Manage documents and templates
- ☑ Prepare documents for review
- ☑ Manage document changes
- ☑ Perform advanced editing and formatting Create styles
- ☑ Create and manage indexes
- ☑ Create and manage references
- ☑ Manage forms, fields, and mail merge operations

Duration
1 day

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

SPREADSHEET (MS EXCEL) LEVEL 1

Excel may seem intimidating at first, but by just starting to use the program for basic tasks in your life, you'll get a better feel for how it works and also how it can make everything you do so much easier.

This training course teaches participants the details of editing and managing workbook options and settings. Participants will learn how to systemise common tasks, apply advanced analysis methods to more convoluted data sets, collaborating on worksheets with others, and share Excel data with other applications.

COURSE CONTENT

- ☑ Managing workbooks
- ☑ Referencing data in another workbook
- ☑ Protecting worksheets and workbooks
- ☑ Creating custom formats
- ☑ Creating custom styles and themes
- ☑ Creating advanced formulas
- ☑ Defining named ranges and objects
- ☑ Crafting advanced charts and tables

Duration
1 day

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

COMPTIA SECURITY+

CompTIA Security+ is a global certification that validates the baseline skills you need to perform core security functions and pursue an IT security career.

CompTIA Security+ is the first security certification IT professionals should earn. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs.

Duration
5 days

Time
9:00am - 05:00pm

COURSE CONTENT

- ☑ Comparing and Contrasting Attacks
- ☑ Comparing and Contrasting Security Controls
- ☑ Assessing Security Posture with Software Tools
- ☑ Explaining Basic Cryptography Concepts
- ☑ Implementing a Public Key Infrastructure
- ☑ Implementing Identity and Access Management Controls
- ☑ Managing Access Services and Accounts
- ☑ Implementing a Secure Network Architecture
- ☑ Installing and Configuring Security Appliances
- ☑ Installing and Configuring Wireless and Physical Access Security
- ☑ Deploying Secure Host, Mobile, and Embedded Systems
- ☑ Implementing Secure Network Access Protocols
- ☑ Implementing Secure Network Applications
- ☑ Explaining Risk Management and Disaster Recovery Concepts
- ☑ Summarizing Secure Application Development Concepts
- ☑ Explaining Organizational Security Concepts

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

DIGITAL E-BUSINESS (FACEBOOK CERTIFIED DIGITAL MARKETING ASSOCIATE)

Facebook Certified Digital Marketing Associate is a certification program intended for people who seek entry-level marketers, including students and jobseekers. Facebook Certified Digital Marketing Associate is a prerequisite for more advanced Facebook Blueprint certifications.

It leads you to the Associate-level exam covering foundational advertising concepts on Facebook, Instagram, and Messenger. Earning a Facebook Certified Digital Marketing Associate certification will qualify you for a position as an entry level digital marketing or digital marketers' executives.

Duration
5 days

Time
9:00am - 05:00pm

COURSE CONTENT

- ☑ Get Started with Marketing on Facebook
- ☑ Growing your business with Instagram: What you need to know
- ☑ The do's and don'ts of Facebook advertising
- ☑ How to set a budget and schedule for your Facebook ads
- ☑ How Facebook's ad review process works
- ☑ How to advertise on Instagram
- ☑ How to edit and improve your Facebook ads
- ☑ How to get started with Facebook Ads Manager
- ☑ How to structure campaigns in Ads Manager
- ☑ How to choose a campaign objective in Ads Manager
- ☑ How to create your audience in Ads Manager
- ☑ How to choose a placement, set a budget and schedule your ads in Ads Manager
- ☑ How to set up and use the Facebook pixel for your ad campaigns
- ☑ The essential guide to split tests
- ☑ How to monitor and edit your Facebook ad campaign

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

The Cisco Certified Network Associate (CCNA) course gives you a broad range of fundamental knowledge for all IT careers. This course covers such as configuration of switches, routers and wireless LAN controllers, also added with managing devices and identifying basic security threats. This course also gives you a foundation in network programmability, automation and software-defined networking.

COURSE CONTENT

- ☑ Introduction to networking
- ☑ Implementing Ethernet LANs
- ☑ Implementing VLANs and STP
- ☑ Ipv4 Addressing
- ☑ Ipv4 Routing
- ☑ OSPF
- ☑ IP version 6
- ☑ Wireless LANs
- ☑ IP Access Control Lists
- ☑ Security Services
- ☑ IP Services
- ☑ Network Architecture
- ☑ Network Automation

Duration
5 days

Time
9:00am - 05:00pm

COURSE:
COMMUNICATION

COURSE LIST

- Business English At Workplace

- Effective Oral Presentation For Online Audience

- Communication And Interpersonal Skills

- Conversational Mandarin

- Korean Language

- Grooming And Etiquette

- Conversational Korean For Intermediate Level

- Writing Effective English For Digital Marketing

- Effective Report & Proposal Writing For Business

- Effective Email & Letter Writing For Business

- Home Based Communication Strategies - The Influence Mentality As Road To Recovery

- Communication And Interpersonal Skills

- Communication And Interpersonal Skills In Customer Service

COMMUNICATION AND INTERPERSONAL SKILLS IN CUSTOMER SERVICE

Excellent customer service is vitally important to all business organizations especially for service businesses. In order to provide the best customer service, effective communication and interpersonal skills is required to give a great first impression and lasting memory that a customer would come back for the service.

COURSE CONTENT

☑ DAY 1 – LECTURE AND WORKSHOP
- Under Customer and their Needs
- Effective Communication Skills
- Interpersonal skills is essential
- Customer Service Cycle
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 – LECTURE AND WORKSHOP
- Create First Impression
- Win Customer's Heart
  - Exercise 2
  - Presentation Presentation/Discussion
- Dealing with Difficult Customers
- Handling Customers Complaints
  - Exercise 3
  - Presentation/Discussion

Duration
2 days

Time
9:00am - 05:00pm

GROOMING & ETIQUETTE

This course focuses on personal grooming and etiquette to help individuals
project a polished and professional image in various social and professional
settings. Participants will learn essential grooming and etiquette principles
through interactive learning methods, including practical exercises, case
studies, role plays, and discussions.

COURSE CONTENT

☑ Personal Grooming and Appearance:
- Understanding the importance of personal grooming.
- Skincare, haircare, and wardrobe choices.
- Dress codes and attire for different occasions.
- Maintaining a professional image

☑ Social Etiquette and Interpersonal Skills:
- Introduction to social etiquette and its significance.
- Proper introductions and greetings.
- Conversation skills and active listening.
- Handling common social situations with grace

☑ Dining Etiquette:
- Formal vs. informal dining etiquette.
- Table settings and utensil usage.
- Dining dos and don'ts in professional settings.
- Navigating international dining customs

☑ Communication and Body Language:
- Effective verbal communication techniques.
- Non-verbal communication and body language.
- Managing conflicts and difficult conversations.
- Building rapport and professional relationships

☑ Cultural Sensitivity and Diversity:
- Understanding cultural differences in etiquette.
- Avoiding cultural faux pas.
- Adapting etiquette to diverse social and professional settings.
- Promoting inclusivity and respect.

Duration
Half Day

Time
9:00am - 01:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

EFFECTIVE REPORT & PROPOSAL WRITING FOR BUSINESS

The ability to communicate your ideas to potential clients or top management is highly dependent on your ability to deliver your proposal utilising excellent writing abilities. It is necessary to write in a clear, succinct, complete, and correct manner. It must deliver your message in a clear and understandable manner. The course will assist you in identifying the types of writings that fall into this category, as well as the methodologies and persuasive
approaches required to produce a well-written business document.

Duration
1 day

Time
9:00am - 05:00pm

COURSE CONTENT

☑ **WHAT IS A REPORT?**
- How are routine and non-routine reports different?
- What are the types of non-routine reports?
- The Structure and Organising of a Report

☑ **WHAT IS A PROPOSAL?**
- How is a proposal different from a report?
- What are the purposes of proposals?
- What does a proposal look like?

☑ **ELEMENTS OF BASIC REPORT WRITING**
- Introduction of the report
- What is in the report?
- The purpose of the report
- Who are the target audience?
- Sample reports.
- Good and Bad reports
- Customizing a template

☑ **ELEMENTS OF BASIC PROPOSAL WRITING**
- Introduction of the proposal
- What is in the proposal?
- The purpose of the proposal
- Who are the target audience?
- Sample proposal
- Good and Bad reports
- Good and Bad proposal

WRITING EFFECTIVE ENGLISH FOR DIGITAL MARKETING

Writing Effective English for Digital Marketing is aimed at developing an awareness of language use and the relevant practical skills necessary in digital marketing. There is particular emphasis on the appropriate vocabulary and writing skills needed to be engaging, efficient and effective when targeting online audiences.

Participants will learn the fundamental principles of writing and cover topics that help to better understand how best to promote products and services through various digital media. This course provides the trainee with practical guidance on writing for social media, blogging, email, and websites. Trainees will have the chance to perform individual writing practice as well as collaborative writing exercises. Learning is further enhanced through group activities, feedback, and discussions.

Duration
1 day

Time
9:00am – 05:00pm

COURSE CONTENT

☑ WRITING RULES
- Understanding proper grammar and usage
- Using correct and appropriate vocabulary
- Avoiding clichés
- Identifying some common mistakes marketers make

☑ WRITING FOR DIGITAL MARKETING PLATFORMS
- Identifying the various writing styles for digital marketing
- Understanding market trends
- Identifying your target audience
- Knowing the ideal length for blog posts, Facebook posts and other marketing content

☑ WRITING FOR SOCIAL MEDIA
- Writing social media with humour, strong voice and tight writing
- The effective use of hashtags
- Writing Facebook posts
- Writing for WhatsApp

☑ WRITING FOR OTHER ONLINE MARKETING CHANNELS
- Writing a great headline
- Writing for email marketing
- Writing better blog posts
- Writing a landing page

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

EFFECTIVE EMAIL & LETTER WRITING FOR BUSINESS

To keep ahead of the competition, all businesses must project a professional image in every aspect. It is critical that any written documentation be free of errors. Because the style, content, and message of your letter can either enhance or detract from your professional reputation, it is critical that the style, content, and message are concise, correct, and acceptable.

COURSE CONTENT

☑ THE IMPORTANCE OF WRITING WELL

☑ THE MUST-KNOW STEPS IN WRITING

☑ UPDATE YOUR VOCABULARY

☑ OUTSHINE WITH COURTESY

Duration
1 day

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

COURSE:
LEADERSHIP AND MANAGEMENT

COURSE LIST

- Creative Thinking Techniques For Problem Solving
- Effective Decision Making Tools
- Leadership Skills Development For Executives
- Prioritization Management To Achieve Productivity
- Embracing Teamwork
- Leading With Emotional Intelligence
- Sense Of Urgency At Work
- High Productivity And Effective Executive
- Managing Stress And Anxiety In The Workplace
- Sustainable Business Through Csr Framework
- Iso 9001 Awareness Training
- Iso 9001- Internal Quality Audit Training
- Effectives Meetings
- Sense Of Urgency At Work
- Eq - Based Behavioral Interview & Selection Skills
- The Leader Within You
- Positive Vibes At Work Place
- Master The Art Of Leadership, Communication And Team Building
- Essential Management & Leadership Skills
- Creative Thinking & Work Life Balance
- Agile Leadership In The Modern Workplace
- Essential Management Skills For Administrative Staff
- Overcoming Operational Challenges In The Workplace
- Teaching And Learning Excellence
- Teaching And Learning Excellence
- Effective People Skills

- Effective Time, Task & Work Planning
- Achieving Administrative Excellence
- Sense Of Urgency At Work
- Prioritization Management To Achieve Productivity
- Leadership Skills Development For Executives
- High Productivity And Effective Executive
- Effective Decision Making Tools
- Creative Thinking Techniques For Problem Solving
- The Thinking Manager
- Enhancing Supervisorial Leadership For Team Performance
- Higher-order Thinking Skills For Executives
- Scenario Planning For Business Practice
- Creative Thinking Techniques For Problem Solving
- Leadership In A Digital Age
- Managing Services Successfully
- Strategic Planning And Decision Making Tools
- Effective Interpersonal Skill
- Time Styles
- Managing Time And Priority Effectively
- Effective Presentation Skills
- Positive Vibes At Work Place
- Precision Leadership Enrichment
- Developing People Skills At Work
- Roadmap To Quality: Iso 9001:2015 Awareness Training
- Accounting For Non-financial Managers
- Protege Development Intensive

HIGHER-ORDER THINKING SKILLS FOR EXECUTIVES

In today's ever changing dynamic environment, organizations continue to expose to risks and uncertainties. Leaders managing for any organizations are experiencing growing challenges but at the same time, opportunities to succeed. To deal with both challenges and opportunities leaders must be ready to solve complex problems and make creative decisions to capitalize opportunities.

This requires a set of Higher-Order Thinking Skills that every leader should possess.

COURSE CONTENT

☑ DAY 1 - LECTURE AND WORKSHOP
- Understand Higher-Order Thinking Skills (HOTS) taxonomy
- Apply HOTS for problem solving
  - Exercise 1
  - Presentation

☑ DAY 2 - LECTURE AND WORKSHOP
- Use HOTS in decision making
  - Exercise 2
  - Presentation
- Leading team with HOTS
  - Exercise 3
  - Presentation

Duration
2 days

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

EFFECTIVE PRESENTATION SKILLS

The importance of effective presentation skills is paramount these days to both individual and organization success. Presentation is required for almost every jobs and professions when meeting clients, prospective customers, colleagues, management, suppliers to present ideas, proposal or plan. A good presentation will always provide a higher chance of winning over the audience confidence and acceptance. This program is designed for those who wish to improve their presentation skills to practice in the workplace.

Duration
2 days

Time
9:00am - 05:00pm

COURSE CONTENT

☑ DAY 1 – LECTURE AND WORKSHOP
- Presentation Skills in a Nutshell
- Preparation, Preparation, Preparation
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 – LECTURE AND WORKSHOP
- Design the Presentation Topic
  - Exercise 2
  - Presentation Presentation/Discussion
- Master the Delivery Skills
  - Exercise 3
  - Presentation/Discussion

STRATEGIC PLANNING AND DECISION MAKING TOOLS

Strategic planning is no longer an option for SMEs as the business environment is ever changing. Whether to start a new business or reviewing existing business strategies, SMEs needs to plan and anticipates new trends or developments for business sustainability.

Managers must be equipped with variety of strategic planning and decision making tools to plan for their companies to be resilient towards the dynamic environment.

Duration
2 days

Time
9:00am - 05:00pm

COURSE CONTENT

☑ DAY 1 – LECTURE AND WORKSHOP
- Review Current Plan or Develop a New Plan
- Vision, Mission and Goals must Be Right
- Strategic Planning Process
- Decision Making Tools
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 – LECTURE AND WORKSHOP
- Define Vision, Mission and Goals
- Analyse and Develop Strategies
  - Exercise 2
  - Presentation Presentation/Discussion
- Draft Out a Strategic Plan
  - Exercise 3
  - Presentation/Discussion

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

DEVELOPING PEOPLE SKILLS AT WORK

This interactive program is designed to bring out the thinking and approach styles of employees, how it can help and where it can blind them. It will also focus on determining mental blocks and ways to overcome them towards Building a Dynamic Team Synergy that thrives in Challenging Times and Way Forward.

The workshop is structured in such a way as to provide participants every possible opportunity to implement the different skills, behaviours and principles immediately after they are introduced and explained. Learning is supported by:
• Interactive Lectures
• Small Group work dynamics
• Discovery/ Experiential Learning – Indoor activities
• War Stories
• Brain Teasers

COURSE CONTENT

☑ Understanding People Engagement Skills

☑ Foundation of People Skills Enhancement

☑ You Think, You Speak!

☑ Creating a Positive Team Performing Culture

☑ Skills for Improving Work Achievement

☑ Developing Team Effort through Ownership Instillation and ICARE Values

Duration
2 days

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

ENHANCING SUPERVISORIAL LEADERSHIP FOR TEAM PERFORMANCE

As role models of good practice, professionals, managers, supervisors, team leaders must possess and exhibits excellent leadership skills. This program is designed to help you to reveal your potentials in your team as a team leader. It is a tool box of skills and hands on know-how for managing, engaging and leading a team. Each subject grooms specific objectives focused on developing Macro leadership skills to attain Modelling, Driving and Mentoring...Manage Less and Lead More!

COURSE CONTENT

- ☑ The Roles of Supervisor / Team Leader
- ☑ Team Leadership
- ☑ People Elevation Skills
- ☑ Motivating Yourself and Others
- ☑ Energizing Communication
- ☑ Essentials of a Great Team
- ☑ Out Performing Team Performance

Duration
2 days

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

COURSE:
SALES AND MARKETING

COURSE LIST

- Essential Selling Skills
- Excellent Service At Every Customer Contact Point
- Mindset Tuning For Sales Excellence
- Breaking Sales Barriers Within - Rethinking Business Relationship
- Art Of Negotiations Skills
- Achieving Customer Satisfaction
- Essential Selling Skills
- Excellent Service At Every Customer Contact Point
- Art Of Negotiation Skills
- Sales & Marketing Masterclass 4.0
- Achieving Customer Satisfaction
- Branding And Brand Marketing Your Business Successfully
- Sales Skills For Beginners
- Intrapreneurship In Organization
- Tactical Selling For Bottom-line Results
- The Execution Of Sales & Marketing

BRANDING AND BRAND MARKETING YOUR BUSINESS SUCCESSFULLY

The importance of branding in building a successful business should not be underestimated.

A strong brand could help a company attract customers, increase revenues and profitability and gain market shares in the long term. This program will present you on how to leverage brand to build your business successfully.

Duration
2 days

Time
9:00am - 05:00pm

COURSE CONTENT

☑ DAY 1 - LECTURE AND WORKSHOP
- Understand Branding Strategy
- Create a new Brand and Rebranding
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 - LECTURE AND WORKSHOP
- Leverage Company Brand to Build Business
  - Exercise 2
  - Presentation Presentation/Discussion
- Brand Marketing to Increase Revenues
  - Exercise 3
  - Presentation/Discussion

SALES SKILLS FOR BEGINNERS

In today's competitive environment whereby customers are well-educated with latest information through content-filled social media, employees without sales background may face challenges to sell or propose anything to customers easily. This program is designed for those who are new to sales to acquire the basic selling skills.

COURSE CONTENT

☑ DAY 1 – LECTURE AND WORKSHOP
- Basic Principles of Selling
- The Essential Sales Skills
- Understand the Sales Process
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 – LECTURE AND WORKSHOP
- Tackle Sales Challenges Stage by Stage
  - Exercise 2
  - Presentation Presentation/Discussion
- Techniques to Conquer Prospects
  - Exercise 3
  - Presentation/Discussion

Duration
2 days

Time
9:00am - 05:00pm

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

ACHIEVING CUSTOMER SATISFACTION

This highly practical two days' workshop is designed to focus on the practical day-to-day skills required to deliver great customer service at outlets as we serve Customers. To be successful today – Customer interfacing staff need to be able to do more than just describing the features of the service – they need to focus on really understanding customers' needs and establishing long-term relationship of trust and mutual respect.

Understanding your Customer, learning how to put the Customer first and leveraging the potential that lies in every person on your team that touches a Customer is the winning formula for this century. While we believe that the environment that management creates has a tremendous impact on how employees treat Customers, we also realize that employees also need certain skills to put their commitment towards exceptional Customer service in action, at Centers or Outlets.

Duration
2 days

Time
9:00am - 05:00pm

COURSE CONTENT

☑ POWER OF CUSTOMER SATISFACTION
- Who is a Customer (Internal and External)
- What is Customer Satisfaction
- Recognizing Customers
- Exceeding Customer expectations
- "Voice of Customer"

☑ POSITIVE WORK ATTITUDES FOR CUSTOMER SATISFACTION
- Positive work attitude
- Self-analysing in order to provide excellent customer satisfaction
- Building success attitudes
- Your attitude towards your customer, your work, the organization and yourself
- Being proactive ...You Reach Out First

☑ LISTENING EFFECTIVELY
– "IT'S NOT WHAT YOU SAY BUT HOW YOU SAY IT"
- Thinking before talking
- "What you say and how you say it"
- Role of tone, volume and facial actions (non-verbal)
- Cultural diversity in communication
- Listening Skills

☑ SERVICE EXCELLENCE
- What the Customer 'sees'
- Keeping the service promise
- Credibility – build the trust
- The human touch – EQ of the Customer Satisfaction
- Up Selling...Dare to Be Remarkable

SALES & MARKETING MASTERCLASS 4.0

Strategic Marketing approach is intended to help you take your first steps to creating a content marketing strategy that works for your organization.

Good, effective, creative, targeted, personalized content can make or break a customer's buying decision or level of engagement within seconds in today's fast-paced, post-digital networked society.

The purpose of a content Strategic Marketing is to create a roadmap that will help the organization and its employees develop and maintain content that is relevant, meaningful and useful to its targeted audiences. Effective content marketing strategies, which are implemented well also help generate leads, nurture relationships with prospects in the sales pipeline, support thought leadership, foster engagement and move potential customers through the sales funnel and purchasing life cycle.

Duration
2 days

Time
9:00am - 05:00pm

COURSE CONTENT

☑ Personas: Setting Goals and Objectives

☑ Marketing Tools and Tactics

☑ Unlevel the Playing Field

☑ Delivering Presentations that SELL

☑ Building Relationship Strategic Marketing

☑ A Structure for a Successful Sales Process

Training Provider:
ADVANCED BUSINESS SYSTEMS CONSULTANTS SDN. BHD. (162056-U)

ART OF NEGOTIATION SKILLS

Negotiations can and does cause mistakes to be made, as misunderstandings kill potential deals, deadlocks, stifle opportunities and money is "left on the table."

Our custom-made 2 days program help our clients' negotiation skills so that they can make the most out of every opportunity while building a win-win relationship. It is also build to give self-confidence when conducting a face-to-face meeting, besides providing a competitive edge whilst maintaining and building a positive relationship.

COURSE CONTENT

☑ Unravel the Mystery of Negotiation

☑ Getting Prepared for Negotiation

☑ Laying the Groundwork

☑ EQ in Negotiation

☑ Stages in Negotiation

☑ "Nothing Happens" - Until You Close That Negotiations

☑ Beyond Closing

Duration
2 days

Time
9:00am - 05:00pm

COURSE:
TEAM BUILDING

COURSE LIST

- Cohesive Team Building Workshop

- Team Building: Developing Critical Thinking And Collaborative Skills

- Embracing Teamwork

- Bridging Team Bonds: A Two-day Team Building Intensive

BRIDGING TEAM BONDS

This two-day workshop is designed to deepen participants' understanding of team dynamics, improve communication, and foster team cohesion. It offers practical exercises, case studies, and outdoor activities to enhance teamwork skills, promoting a more collaborative and effective work environment.

COURSE CONTENT

☑ Understanding Team Dynamics (Day 1):
- Definition of Team Cohesion
- The Significance of Effective Teamwork
- Types and Stages of Team Cohesion
- Influencing Factors

☑ Effective Communication (Day 1):
- Verbal and Non-Verbal Communication Skills
- Active Listening Techniques
- Team Communication Practices
- Building Clear and Open Communication Channels

☑ Problem-Solving and Conflict Resolution (Day 2):
- Recognizing and Addressing Conflicts
- Conflict Resolution Strategies
- Problem-Solving Techniques
- Creating a Conflict-Resilient Team

☑ Building Lasting Team Relationships (Day 2):
- Fostering a Positive Team Culture
- Promoting Mutual Respect and Trust
- Celebrating Diversity within Teams
- Achieving Higher Team Performance and Job Satisfaction

Duration
2 days

Time
9:00am - 05:00pm

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COHESIVE TEAM BUILDING WORKSHOP

Cohesion in a team is the ability of a group or team to function as a whole in achieving a common objective. It is about understanding how every team member collaborates well in a team toward shared goals. The higher the level of cohesion, the more productive and performing is a team.

COURSE CONTENT

☑ DAY 1 – LECTURE AND WORKSHOP
- What is Scenario Planning
- Scenario Planning is Essential for Business
- Organization
- Scenario Thinking Principles
  - Exercise 1
  - Presentation/Discussion

☑ DAY 2 – LECTURE AND WORKSHOP
- Scenario Planning Methods
  - Exercise 2
  - Presentation Presentation/Discussion
- Scenario Analysis and Problem Solving
  - Exercise 3
  - Presentation/Discussion

Duration
Half day

Time
9:00am - 01:00pm

EMBRACING TEAMWORK

Teamwork is essential for any organisation to achieve success. A high performance team must come from all the team members' effective collaboration and positive contribution towards a common goal. As a team member, one has to embrace teamwork and perform to the best of their abilities. Hence, every team member must learn how to become an effective team player.

COURSE CONTENT

☑ The Importance of Teamwork

☑ Goals and Motivation

☑ Become an Effective Team Member

☑ Personal Productivity

☑ Communication to Team Success

☑ Solving Problem Together

☑ Conflict and Collaboration

Duration
1 day

Time
9:00am - 05:00pm

Training Provider:
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SYNERGY IN ACTION: CRAFTING COLLABORATIVE TEAMS WORKSHOP

"Synergy in Action" is not just a workshop; it's a dynamic experience that will leave your team inspired, connected, and better equipped to tackle the challenges of the modern workplace together.

COURSE CONTENT

- ☑ Welcome participants and set a positive tone.

- ☑ Icebreaker activity to help team members get to know each other.

- ☑ Interactive session on the importance of team dynamics.

- ☑ Discussion on roles and responsibilities within the team.

- ☑ Workshop on effective communication strategies.

- ☑ Team-building activities to improve collaboration and problem-solving.

- ☑ Trust-building exercises and discussions.

- ☑ Group activities to strengthen bonds and build trust among team members.

- ☑ Training on decision-making processes.

- ☑ Team-based problem-solving scenarios.

- ☑ Reflection session on the day's activities.

- ☑ Group discussion on insights gained and lessons learned.

- ☑ Action planning for implementing new strategies within the team.

Duration
1 day

Time
9:00am - 05:00pm

Training Provider:
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COURSE:
CIDB

COURSE LIST

- Asas Penyelenggaraan Jalan Raya

- Skecthup

- Penjubinan Tiling

- Project Management

- Pelepaan - Plastering

- Construction Site Supervisor

- Kerja Bata - Bricklaying

- Autocad

ROAD MAINTENANCE BASICS

Quality is among the challenges faced by Malaysia's construction industry. Failure to comply with set standards, weaknesses in design, and poor workmanship are among the main factors contributing to low construction quality.

Therefore, training and accreditation programs for road maintenance aim to enhance the knowledge and professionalism of supervisors.

COURSE CONTENT

☑ DAY 1:
- INTRODUCTION TO ROAD MAINTENANCE BASICS
- RO1 (PAVEMENT)
- RO2 (SHOULDER)

☑ DAY 2
- RO3 (GRASS CUTTING) / RO5 (BRIDGES AND CULVERTS) / RO7 (DRAINS)
- RO4 (MAINTENANCE OF ROAD FURNITURE)
- B (ROUTINE INSPECTION)

Duration
2 days

Time
9:00am - 05:00pm

AUTOCAD

This introductory course to AutoCAD is suitable for architects, engineers, designers, facilities planner, drafter, technician and those who are interested in knowing how to set up, create, and edit 2D drawings. Concepts covered in this course include: drawing setup, 2D drawing and editing tools, navigation techniques, layers and properties, text and dimensions, layouts and viewports, as well as basic plotting procedures.

COURSE CONTENT

☑ Getting Started with AutoCAD

☑ Basic Drawing & Editing Commands

☑ Drawing Precision in AutoCAD

☑ Making Changes in Your Drawing

☑ Advanced Object Types

☑ Advanced Editing Commands

☑ Organizing Your Drawing with Layers

☑ Getting Information From Your Drawing

☑ Text

☑ Adding Dimensions

☑ Hatching

☑ Inserting Blocks

☑ Setting Up a Layout

☑ Printing Your Drawing

Duration
2 days

Time
9:00am – 05:00pm

Training Provider:
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CONSTRUCTION SITE SUPERVISOR

Quality is one among the many challenges faced by Malaysia's construction industry. Failure to comply with the prescribed standards, weaknesses in design and poor work are among the main factors that cause the quality of construction to be low.

Therefore, the training and accreditation program for the maintenance of the Site Supervisor is aimed at increasing the knowledge and professionalism of supervisors.

COURSE CONTENT

☑ Apply Communication Technique

☑ Plan Work

☑ Organise Work

☑ Enforce Safety

☑ Control Budget

☑ Evaluate Works

☑ Train Workforce

Duration
2 days

Time
9:00am - 05:00pm

Training Provider:
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COURSE:
SAFETY & HEALTH

COURSE LIST

- Occupational Safety And Health (OSH) In Workplace – Office
- Construction Osh Management Guidelines
- Fire Safety: A One-Day Workshop

OCCUPATIONAL SAFETY AND HEALTH (OSH) IN WORKPLACE OFFICE

Participants in this course will learn about occupational safety and health (OSH) in theworkplace, particularly in the office. The office is typically thought of as a safe place towork, but there are still risks there that can result in accidents and diseases. Hence, developing knowledge in OSH will equip them to identify hazards and prevent the occurrence of accidents and diseases.

COURSE CONTENT

☑ WORKSHOP
1. OSH Statutory Provisions

2. Why is OSH important in the office?

3. Hazard types in the office.

4. Office safety and health measures

5. Q & A

Duration
1 day

Time
9:00am – 05:00pm

Training Provider:
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FIRE SAFETY

This one-day workshop is designed to deepen participants' understanding of how to protect people and property as effectively as possible and to minimize any operational interruptions and loss of customer base. Fire safety is therefore a long-term investment that must be carefully planned to ensure the continued success of the hotel. It offers practical exercises to enhance teamwork skills, promoting a more collaborative and effective work environment.

Duration
1 day

Time
9:00am - 05:00pm

COURSE CONTENT

☑ Introduction to fire safety & The Regulatory Reform (Fire Safety) Order 2005:
- Definition of Fire Safety
- The Significance of Fire Safety (Four E's)
- Influencing Factors

☑ Fire Prevention:
- Prevention Triangle
- Detection and Communication
- Occupant Protection
- Containment and Extinguish

☑ Preventing Fire Spread:
- 4 things control (Convection, Conduction, Radiation, Direct Burning)
- Structural measures
- Fire stopping contractors

☑ Evacuation procedures:
- Evaluate the emergency
- Determine exit routes
- Identify safe area
- Develop Evacuation Procedures
- Assign responsibilities

☑ Tackling small fires:
- Practical exercises
- Operate an extinguisher

☑ Staff fire safety checks:
- Types of fire extinguishers
- Plan an escape route
- Extinguish the fire if you can

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