



GLOBAL TRAINING NETWORK ALLIANCES SDN BHD
2010 PUBLIC PROGRAMME DIRECTORY (CENTRAL REGION)
[JANUARY - DECEMBER 2010]

COMPETENCY BASED PROGRAMME FOR MANAGEMENT & SUPERVISORY PERSONNEL					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Leading The People of Tomorrow Today *New	2	21-22 Jan / 3-4 June / 12-13 Aug / 2-3 Dec	1800	SBL
2	The Secret of Motivation "Success Begins From Me"	2	5-6 April / 8-9 July / 12-13 Oct	1200	SBL
3	Take Five! Stress Management For Today's Executive	2	3-4 Feb / 29-30 March / 1-2 July / 9-10 Nov	1200	SBL
4	Corrective Coaching Skills	2	8-9 Feb / 19-20 May / 28-29 Oct / 9-10 Dec	1200	SBL
5	Creativity & Innovation	2	25-26 Jan / 2-3 Mac / 24-25 May / 19-20 Aug	1500	SBL
6	The Manager's Challenge: "Managing Today's Crisis" @ Work *New	2	17-18 June / 16-17 Aug / 25-26 Nov	1500	SBL
7	High Performance Management Team For Global Competitiveness	2	19-20 Jan / 2-3 March / 8-9 June / 24-25 Nov	1200	SBL
8	Improving Your Subordinates Commitment	2	11-12 Jan / 25-26 March / 1-2 June / 15-16 Nov	1200	SBL
9	LEADING THE SHIP Program - Building Talents & Successors	2	24-25 Feb / 11-12 April / 20-21 Sept / 11-12 Nov	1500	SBL
10	Managing Conflicts & Communicating Effectively Through Emotional Intelligence	2	8-9 Feb / 4-5 May / 14-15 Oct / 6-7 Dec	1200	SBL
11	Misconduct & Domestic Inquiry Documentation & Procedures	2	10-11 Feb / 11-12 Mar / 13-14 May / 8-9 Dec	1200	SBL
12	Journey of Personal and Team Excellence *New	2	15-16 Mar / 22-23 June / 7-8 Sept / 29-30 Nov	1200	SBL
13	NLP For Improving Employee Performance	2	3-4 Feb / 19-20 April / 14-15 June / 24-25 Aug	1500	SBL
14	The People Challenge: Influential Leadership	2	8-9 Mar / 20-21 May / 14-15 July	1500	SBL
15	Transforming Minds Towards Peak Performance *New	2	22-23 Feb / 26-27 April / 24-25 June	1200	SBL
16	The Performance-Centric Manager	2	21-22 April / 16-17 June / 22-23 Sept / 22-23 Nov	1500	SBL
17	The Problem Solver & Decision Maker	2	17-18 Mar / 10-11 June / 23-24 Aug	1200	SBL
18	Competent Trainer For The 21st Century	2	27-28 Jan / 2-3 Sept / 8-9 Nov	1500	SBL
19	Strategic Negotiation Skills (Practical Approach)	2	26-27 July / 3-4 Nov	1500	SBL
20	Strength Management™ Workshop Towards Individual Productivity, Resolving Interpersonal Differences And Team Performance Enhancement *New	2	3-4 March / 5-6 May / 7-8 July / 22 - 23 Sept	2000	SBL Khas
21	Competency Based Interviewing Skills	2	6-7 April / 12-13 July	1500	SBL
22	The Power of Now! Take Action	2	1-2 June / 7-8 July	1200	SBL
23	Mentoring & Facilitation Skills	2	22-23 July / 1-2 Oct	1500	SBL
ADMINISTRATIVE COMPETENCIES SKILLS DEVELOPMENT					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Business Report Writing and Email Etiquette	2	20-21 April / 15-16 July / 25-26 Oct	1200	SBL
2	Effective Presentation & Delivery Skills	2	11-12 Mar / 3-4 Aug	1500	SBL
CUSTOMER SERVICE					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Handling Complaints & Retaining Customers Effectively	2	8-9 Mar / 20-21 May / 14-15 July	1200	SBL
2	Building a Customer Service Excellence Culture	2	5-6 April / 17-18 June	1200	SBL
3	Creating a "WOW" Customer Service Experience	1	24-25 Feb / 12-13 Aug	850	SBL
4	Telephone Etiquette & Customer Care	1	22-23 Feb / 14-15 June / 2-3 Nov	850	SBL
SALES AND MARKETING MANAGEMENT					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Effective Selling Skills	2	24-25 Feb / 20 - 21 April / 5-6 July / 14-15 Dec	1500	SBL
2	Leading The Sales Team *New	2	10-11 May / 19-20 July / 27-28 Sept	1800	SBL
3	Enhancing Sales Productivity Through Key Account Management	2	10-11 Feb / 28-29 April / 5-6 Aug	1800	SBL
OPERATIONS MANAGEMENT					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Cost Reduction Techniques & Effective Negotiation Skills For Purchasers	2	8-9 Feb / 26-27 April / 6-7 Sept	1080	SBL
2	Effective Warehouse & Inventory Management Skills	2	21-22 June / 7-8 Nov	900	SBL
3	International Trade, Incoterm & Letter of Credit* New	2	8-9 Mar / 10-11 May	1200	SBL
4	Debt Collection	2	18-19 May / 12-13 July	1500	SBL
5	Finance for Non-Financial Professionals	2	10-11 May / 19-20 July / 27-28 Sept	1200	SBL
6	Supply Chain Management* New	2	15-16 April / 7-8 Nov	1500	SBL
SAFETY, QUALITY & PRODUCTIVITY					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Chemical Safety Handling & Labeling of Hazards	2	4-5 Mar / 3-4 May / 29-30 July	1200	SBL
2	Cost of Quality - Reduction & Waste Control	2	29-30 April / 28-29 June / 3-4 Aug	1080	SBL
3	Kaizen : "The Strategy for Continuous Improvement"	2	1-2 July / 28-29 Sept / 7-8 Nov	980	SBL
4	Lean Manufacturing	2	21-22 June / 4-5 Oct	980	SBL
5	Good Manufacturing Practices	2	15-16 April / 10-11 June	1,080	SBL
6	Poka-Yoke	2	15-16 Mar / 25-26 May	1,080	SBL
7	Industrial Hygiene Training	1	15 Mar / 21 June / 24 Sept	850	SBL
8	Occupational Safety & Health (OSHA) Training	1	19 Mar / 9 April / 31 May / 3 Aug / 10 Dec	850	SBL
SPECIFIC COMPETENCY COURSES IN BAHASA MALAYSIA					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	7S Ke Arah Suasana Berkualiti	1	29 Jan / 27 May / 7 June / 30 Aug / 6 Dec	850	SBL
2	Pembentukan Sahsiah Diri Untuk Kecemerlangan	1	12 Feb / 23 April / 2 June / 26 Nov	850	SBL
3	Kemahiran Menyelesaikan Masalah Secara Sistematik	2	1-2 Mar / 27-28 July / 16-17 Dec	1200	SBL
4	Operasi Stor / Gudang Yang Berkesan	2	24-25 Mar / 6-7 May / 9-10 Aug	1200	SBL
5	Peranan Sebagai Penyelia / Eksekutif (Pendekatan Praktikal)	2	30-31 Mar / 19-20 May / 21-22 July	1200	SBL
SPECIFIC COMPETENCY COURSES IN ENGLISH					
NO.	PROGRAMME	DURATION	DATE	FEE (RM)	PSMB SCHEME
1	Speaking English Confidently @ Workplace	2	22-23 Mar / 17-18 May / 17-18 Aug	1080	SBL
2	Business Communication English	2	12-13 April / 3-4 June / 18-19 Oct	1200	SBL

- The above programme is to be conducted at Vistana Hotel, Kuala Lumpur
- The listed training programmes are by no means exhaustive. We can further customise programmes to meet your corporate in-house training needs
- Fee quoted is per pax basis
- FREE** paintball gift vouchers are incorporated into our public programmes to include fun and action into learning