

{New & Exclusive!}

STRENGTH MANAGEMENT™ - LIFO® METHOD SERIES																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Strength Management™ - LIFO® Method : Towards Self and Productivity Enhancement	2	2,000	SBL/SBL KHAS			14-15			13-14			12-13			5-6
2	Strength Management™ - Bridging The Communication Barrier : Connecting People	2	2,000	SBL/SBL KHAS					15-16							
3	LIFO® Teambuilding and Engagement via Experiential Approach	2	2,000	SBL/SBL KHAS							10-11					
4	LIFO® in Leadership	2	2,000	SBL/SBL KHAS										10-11		
5	LIFO® in Selling	2	2,000	SBL/SBL KHAS											19-20	

ACT-CENTRIC - "HOW TO" SERIES (Programmes can be conducted in-house as Modular Series)																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
HUMAN RESOURCE MANAGEMENT																
1	Competency Based Interviewing Skills -- "Ensuring Every Hire = Right & Best Person/Job Match"	2	1,500	SBL				9-10		12-13				8-9		
2	The Performance-Centric Manager	2	1,500	SBL	9-10		19-20					13-14				13-14
3	ALL You Need to Know about Training Needs Analysis -- A Step-by-Step Approach	2	1,500	SBL		13-14							19-20			
4	Effective Disciplinary Management -- How to Handle Grievances, Misconduct and Domestic Inquiry	2	1,200	SBL				4-5		25-26			3-4			6-7
5	Compensation & Benefits -- How to Implement & Manage	3	1,500	SBL					21-22					17-18		3-4
6	Don't Just Be A Trainer.. Be the COMPETENT Trainer/Facilitator Everyone Asks for by Name!	2	1,500	SBL/SBL KHAS					22-23		25-26				21-22	
7	Developing & Cascading Effective Key Performance Indicators (KPI)	2	1,500	SBL				19-20				8-9		8-9		
8	Building and Grooming Tomorrow's Talents Pool	2	1,800	SBL			1-2	24-25		18-19					7-8	
9	Strategic Thinking & Planning -- The Big Picture View for High Performance Team	2	1,500	SBL					9-10		16-17					

LEADERSHIP																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Effective Superior Supervisory Skills to Take You to Greater Heights -- Be the Inspiring Leader to Your Team	2	1,200	SBL/SBL KHAS	5-6		20-21				30-31	1-2			2-3	
2	How Excellent Leaders Lead -- "Leading The People of Tomorrow Today"	2	1,500	SBL			23-24		13-14							
3	Bridging Generation Gaps @ the Workplace - Effectively Managing Gen X & Y	2	1,500	SBL				12-13			9-10			10-11		

COACHING, COUNSELLING AND MENTORING																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Mastering Supervisory Skills @ Workplace -- Towards Employee Engagement & Combat Work Habits & Work Performance Challenge	2	1,500	SBL/SBL KHAS			22-23		10-11		11-12					
2	Coaching & Empowering Staff for High Performance	2	1,500	SBL		20-21				4-5		16-17				
3	Excelling Your Mentoring Skills -- How to Setup & Structure Mentor Mentee Initiatives	2	1,500	SBL					15-16					4-5		

CUSTOMER SERVICE																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Answer Right ! Telephone Etiquette & Courtesies	1	1,200	SBL				13		8						21
2	The Five Stars of Excellent Customer Service -- Mastering Excellent Customer Centric Values	2	1,200	SBL		27-28			24-25		18-19		10-11			
3	Tips to Handle Challenging Customers & Complaints Effectively	2	1,200	SBL	10-11				7-8			6-7				
4	English for Front Line Personnel--Speak Confidently & Fluently!	2	1,200	SBL			26-27		30-31		4-5					

SALES & MARKETING																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Key Account Management -- Understand, Anticipate, Appraise, Appreciate, Develop & Monitor..Learn, Master These and more...	2	1,500	SBL				17-18		5-6						
2	Business Networking & Relationship Building Skills -- What Every Sales Person Must Know and Be Armed With	2	1,500	SBL		9-10			28-29						1-2	19-20
3	Be a Professional Excellent Negotiator!	2	1,500	SBL/SBL KHAS			8-9				23-24					
4	Selling With Passion and Influence	2	1,500	SBL	9-10				3-4					23-24		

GENERAL MANAGEMENT																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Enriching Communication Interpersonal Skills - Dealing with Different Styles	2	1,200	SBL/SBL KHAS		28-29		9-10			2-3					4-5
2	Mastering Presentation Skills -- You Make The Difference!	2	1,500	SBL/SBL KHAS				16-17		27-28					8-9	
3	The Effective Problem Solver & Decision Maker	2	1,500	SBL/SBL KHAS	19-20				24-25			9-10		11-12		
4	Creativity & Innovation : Discovering & Nurturing	2	1,500	SBL				25-26		18-19			17-18		26-27	
5	Enhancing Your Emails & Business Writing Skills	2	1,500	SBL		16-17				20-21				17-18		
6	Finance for Non-Financial Managers/Executives	2	1,200	SBL		15-16			18-19						22-23	
7	Inventory, Purchasing & Store Management Techniques	2	1,500	SBL			21-22			6-7		29-30		22-23		
8	Strategic Procurement Management	2	1,200	SBL					10-11						27-28	
9	Supply Chain Management	2	1,500	SBL				11-12								17-18
10	Cash Flow Management	2	1,500	SBL			5-6							24-25		

"BM" SERIES																
NO.	PROGRAMME	DURATION	FEE (RM)	PSMB SCHEME	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1	Tujuh "S" Menuju ke Arah Suasana Berkualiti Serta Berproduktiviti	2	1,200	SBL	16-17			2-3								
2	Teknik Menyelesaikan Masalah Di Tempat Kerja Secara Sistematis	2	1,200	SBL		2-3			2-3				5-6			
3	Pekerja Dispatch yang Berkualiti	2	1,200	SBL			28-29		23-24							
4	Operasi Stor / Gudang Yang Efektif	2	1,200	SBL		22-23			8-9					15-16		
5	Pembentukan Sahsiyah Diri Untuk Kecemerlangan Dalam Pasukan Kerja	2	1,200	SBL	18-19			23-24			11-12				5-6	
6	Penyelidikan Berkesan Untuk Meningkatkan Kecemerlangan Pembantu Tadbir/Penyelia (Pendekatan Praktikal)	2	1,200	SBL				12-13		20-21		15-16			29-30	

- The above programme is to be conducted at Vistana Hotel, Kuala Lumpur / Sunway Hotel, Seberang Perai / Mutiara Hotel, Johor Bahru
- The listed training programmes are by no means exhaustive. We can further customize programmes to meet your corporate in-house training needs
- Fee quoted is per pax basis
- The organizer reserves the right to postpone/cancel tge programme if necessary due to unforeseen circumstances

Courses conducted in the following region :-

- CENTRAL
- NORTHERN
- SOUTHERN

Branches:
Northern Region Tel : +6016-212 9291
Fax : +604-441 5129
Southern Region Tel : +607-432 4761
Fax : +607-432 4741
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Exclusive Strength Management™ - LIFO® Method Agent for Malaysia

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