



TRAINING CALENDAR 2012 (JAN - JUN)

Global Intelligence Network (M) Sdn Bhd (677152-W)
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Leading
 Training Provider with
Better Quality



To GIN Community,

Many have seen 2011 as a year of transition. With the roller coaster ride of the world economic, many were unable to see the horizon, including us. Despite the difficulty, we strive to make adjustments and focus all of our attention onto one area - Quality.

We have implemented a series of changes throughout the years. Some of which were to reshuffle the panelist of trainers, reconcile the courses format and to amend the course evaluation process. All of which were done to keep one goal in mind - to raise our service level standard.

Initially our aim was to achieve an average score of 4 out of a scale of 5 from our post training assessment, with the rating scale as below:

Very Poor 1	Poor 2	Content 3	Good 4	Very Good 5
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After the evaluation from 55 training courses that carried out, we are glad that we have achieved it. We not just score an average score of 4; however we gain a better review of average score of **4.25**

We are pleased with the results, and will continue to strive for better quality until we achieve a score of 5.

With accreditation from **Millennium International University (State of Delaware, USA)**, we are delighted to inform you that GIN Training Courses will be entitled for **Credit Exchange** for MIU Degree Programs.

Upon your completion of GIN Training Courses, you will be receiving GIN Certificate of Attendance and Certificate of Completion which awarded by MIU. The Certificate of Completion will enable you to carry Credit Exchange for MIU Bachelor, Degree, or Doctoral Degree Programs.

"MIU in collaboration with Asia Pacific Seminary" is Certified ISO 9001:2008 Organization since 2005 for its quality management system in distance and online learning for higher education by Anglo Japanese American (AJA), a certification body of United Kingdom Accreditation Services (UKAS).



Training Calendar 2012 (January - June)

* Training schemes available are:
(1) SBL (2) SBL-KHAS (3) 1Malaysia

PERSONAL DEVELOPMENT	LOCATION	JAN	FEB	MAR	APR	MAY	JUN	SCHEME
Becoming a Powerful Negotiator	Klang Valley	12-13			16-17			(1) (2)
Dealing with Difficult People at Work	Klang Valley	9-10			11-12			(1)
	Penang			19-20		21-22		(1)
Effective Management Skills for Middle Manager	Klang Valley		16-17			24-25		(1)
Effective Record & Filing Management	Klang Valley	18-19			9-10			(1)
Effective Supervisory Skills (Bahasa)	Klang Valley			5-6				(1) (2)
Effective Supervisory Skills (English)	Klang Valley	12-13				8-9		(1) (2)
Effective Written Communication Skills in English	Klang Valley	12-13			16-17			(1)
Essential Middle Management Skills for Challenging Times	Klang Valley			22-23			28-29	(1)
Excellent Customer Service Representative	Klang Valley			8-9			7-8	(1)
Multiculturalism at Workplace	Klang Valley		22-23					(1)
Professional Presentation Skills: Making an Impression	Klang Valley		20-21				19-20	(1) (2)
The Art of Managing Different Generations	Klang Valley			5-6				(1)
The Next Gen Leaders	Klang Valley					14-15		(1)
Top Down Approach to Structured Thinking	Klang Valley				11-12			(1)
Unleash the Power of Holistic Thinking in Problem Solving & Decision-making	Klang Valley	5-6			12-13			(1) (3)
HUMAN RESOURCE	LOCATION	JAN	FEB	MAR	APR	MAY	JUN	SCHEME
Effective Payroll Administration	Klang Valley		20-21			21-22		(1) (3)
Effectively Develop and Enforce HR Documentations, Policies & Standard Operating Procedures	Klang Valley	9-10			9-10			(1) (3)
Employment Act 1955 & HR Documentation	Klang Valley		20-21			14-15		(1) (3)
Managing Discipline and Domestic Inquiry	Klang Valley			19-20			11-12	(1) (3)
MANUFACTURING	LOCATION	JAN	FEB	MAR	APR	MAY	JUN	SCHEME
Cost of Quality	Klang Valley		22-23					(1) (3)
Effective Production Planning, Scheduling and Control	Klang Valley		16-17			7-8		(1) (3)
Good Manufacturing Practice	Klang Valley				9-10			(1) (3)
Manufacturing Cost Reduction Strategy	Klang Valley			8-9			7-8	(1)
Statistical Process Control	Klang Valley					9-10		(1) (3)
Strategic Procurement and Inventory Management	Klang Valley	5-6						(1) (3)
Successful Acceptance Sampling	Klang Valley				18-19			(1) (3)
Technical Report Writing	Klang Valley			5-6			18-19	(1)
FINANCE	LOCATION	JAN	FEB	MAR	APR	MAY	JUN	SCHEME
Cost Reduction & Improvement Strategies	Klang Valley				2-3			(1)
Finance for Non-Finance Professional	Klang Valley		23-24			23-24		(1) (3)
Strategic Credit Policies & Legal Steps to Debt Recovery	Klang Valley			19-20			11-12	(1) (3)
SALES & MARKETING	LOCATION	JAN	FEB	MAR	APR	MAY	JUN	SCHEME
Break Through Sales Performance	Klang Valley			5-6			11-12	(1)
Media Relation 101	Klang Valley		16-17					(1)
Social Media for Corporate Executives	Klang Valley					9-10		(1)



PERSONAL DEVELOPMENT

Become A Powerful Negotiator

12-13 Jan 2012, Klang Valley
16-17 Apr 2012, Klang Valley

Trainer: Ron

Normal Fees: RM 1590

This course provides you a systematic framework that could help you to negotiate like a pro. By following the systematic framework, it could ensure you to obtain constants results. As you are clear with your steps, it is very unlikely you will make careless mistakes and control by the other party.



SALES AND MARKETING

Breakthrough Sales Performance

5-6 Mar 2012, Klang Valley
11-12 Jun 2012, Klang Valley

Trainer: Denzel

Normal Fees: RM 1590

This course aims to help the participants to rise up to the challenges and become "tougher"; the salespeople must equip themselves with a tougher emotion and mentality, successful selling strategies and superb inner power to break-thru' the barriers that are preventing them to achieve their sales targets and results.



MANUFACTURING

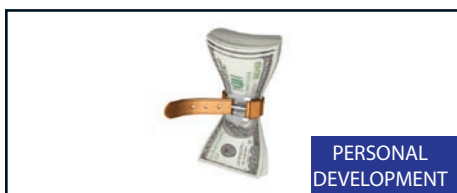
Cost of Quality

22-23 Feb 2012, Klang Valley

Trainer: Kalpana

Normal Fees: RM 1590

Cost of Quality is a methodology used by organizations to show the financial impact of the quality activities conducted or the effect of poor quality on the profitability of an organization. Cost of quality segregates the various components involved in quality activity and communicated the costs involved by good or poor quality in a language well understood by the top management; the dollar value.



PERSONAL DEVELOPMENT

Cost Reduction & Improvement Strategies

2-3 Apr 2012, Klang Valley

Trainer: Dr. Liew

Normal Fees: RM 1590

In view of the current financial crisis, this course is designed to create awareness on the effect of costs / wastage on your organisation's profitability. The many exercises, group discussion and case studies are aimed to equip you with the skills to reduce cost. Reviewing and putting the tools of improving productivity to practice will certainly enhance the value of your organisation. You can achieve the bottom line of improving your organisation's cash flow and profitability, today.



PERSONAL DEVELOPMENT

Dealing With the Difficult People at Work

9-10 Jan 2012, Klang Valley

19-20 Mar 2012, Penang

11-12 Apr 2012, Klang Valley

21-22 May 2012, Penang

Trainer: Dr. Kong

Normal Fees: RM 1590

In this course we in hope that you will learn about yourself and patterns of behaviors that you have encountered but haven't taken the time to understand as fully as needed. You will later learn about the techniques and models to deal with difficult people in a productive and successful way.



HUMAN RESOURCE

Effectively Develop and Enforce HR Documentation, Policies & Standard Operating Procedures

9-10 Jan 2012, Klang Valley

9-10 Apr 2012, Klang Valley

Trainer: Serene

Normal Fees: RM 1590

This course is designed to provide useful tips to participants to become competent in the design, formulation and structure of HR documents, policies and SOP, and to understand and recognize the salient and sensitive points to be observed, to avoid the elements that will turn your documents and practices into liabilities.



PERSONAL DEVELOPMENT

Effective Management Skills for Middle Manager

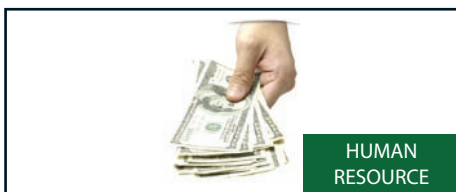
16-17 Feb 2012, Klang Valley

24-25 May 2012, Klang Valley

Trainer: Maj (Rtd) Michael

Normal Fees: RM 1590

Managers need to be carefully nurtured and guided up their career ladders. The growth and wellbeing of organizations lay in the hands of managers. This course is designed to prepare managers for changes in their roles and responsibilities as they progress up their organizational career ladders.



HUMAN RESOURCE

Effective Payroll Administration

20-21 Feb 2012, Klang Valley

21-22 May 2012, Klang Valley

Trainer: Cyril

Normal Fees: RM 1590

This course looks at the various benefits in kind or cash that should be paid to employees under the Employment Act 1955 as well as making the necessary deductions and contributions for SOCSO, EPF and income tax according to the new MTD Schedule.



MANUFACTURING

Effective Production Planning, Scheduling and Control

16-17 Feb 2012, Klang Valley

7-8 May 2012, Klang Valley

Trainer: Andrew

Normal Fees: RM 1590

In today's competitive global and business environment, it is essential to have a thorough knowledge and understanding of production planning and scheduling so as to reduce the overall manufacturing costs and thus improve productivity.



Effective Record & Filing Management

18-19 Jan 2012, Klang Valley
9-10 Apr 2012, Klang Valley

Trainer: Kalpana

Normal Fees: RM 1590

You will be able to learn numerous methods of filing system which is both highly efficient and user-friendly. You will also be guided on methods to resolve conflicts and overcome obstacles face at your workplace in carrying out the function to create highly robust records maintenance and filing system function for the maximum benefit of the organization.



Effective Supervisory Skills (Bahasa Melayu or English)

12-13 Jan 2012, Klang Valley (English)
5-6 Mar 2012, Klang Valley (Bahasa Melayu)
8-9 May 2012, Klang Valley (English)

Trainer: Nathan

Normal Fees: RM 1390

This course aims to equip the participants with the right skills to prepare them for the future challenges, assume leadership roles, continually seek ways to improve the way they work in line with their company's mission, and demonstrate a thorough understanding of customers' business needs.



Effective Written Communication Skills in English

12-13 Jan 2012, Klang Valley
16-17 Apr 2012, Klang Valley

Trainer: David

Normal Fees: RM 1390

This course aims to help participants communicate with their readers in a way they understand – whether it's composing a letter that hits the right tone or writing an email that is short, concise and succinct yet polite and courteous. It is primarily intended for participants for whom English is a second language, whose business English writing skills are underdeveloped and insufficiently practiced.



Employment Act 1955 & HR Documentation

20-21 Feb 2012, Klang Valley
14-15 May 2012, Klang Valley

Trainer: Serene

Normal Fees: RM 1590

Improper written and design of HR Documentations can result in the Labour Court and the Industrial Court ruling in favour of employees and costly monetary compensation. This course will show you the technicalities and 'know-how' to effectively implement the relevant Employment Act and requirement to your HR documentations.



Essential Middle Management Skills for Challenging Times

22-23 Mar 2012, Klang Valley
28-29 Jun 2012, Klang Valley

Trainer: Maj (Rtd) Michael

Normal Fees: RM 1590

Managers need to continuously enhance their skills as managers to stay relevant and keep pace with continuous changes in the environment. This course focuses on 4 key areas of motivation, delegation, human relation, and team building. This course can be taken as a natural progression from Part 1. This Part 2 course can also be taken as an independent stand alone course.



Excellent Customer Service Representative

8-9 Mar 2012, Klang Valley
7-8 Jun 2012, Klang Valley

Trainer: Manimala

Normal Fees: RM 1590

Delivering quality customer service requires knowledge, forethought and a great deal of concentrated effort doing "the right things". This course aims to show the participants what these "right things" are, and help them to attain it through a straight forward, step-by-step process.



Finance for Non-Finance Professional

23-24 Feb 2012, Klang Valley
23-24 May 2012, Klang Valley

Trainer: Dr. Ooi

Normal Fees: RM 1590

This 2-day practical skills workshop aims to equip non-accounting / finance professionals with the knowledge, skills and tools required to understand finance concepts and analyze financial statements. A practical "business-critical" approach using real case studies will be used throughout the workshops.



Good Manufacturing Practice

9-10 Apr 2012, Klang Valley

Trainer: Andrew

Normal Fees: RM 1590

What are world class manufacturing practices? Why are some companies role models for others? Is your company a leader or a follower? The program intends to shed some light and is designed to provide the participants a good overview of what is generally required in terms of good practices in manufacturing, with key focus in the areas of quality, productivity, supervisory functions and other related components of manufacturing.



Managing Discipline and Domestic Inquiry

19-20 Mar 2012, Klang Valley
11-12 Jun 2012, Klang Valley

Trainer: Serene

Normal Fees: RM 1590

Today, employer-employees relationship has become complex, governed by various legislations which need to be understood and which employers must conduct their employees relationship within the parameters. Improper implementations of Employment Act and other legislations, and improper handling of Disciplines and Domestic Inquiry procedures can result in the Labour Court and the Industrial Court ruling in favour of employees and costly monetary compensation.



Manufacturing Cost Reduction Strategy

8-9 Mar 2012, Klang Valley
7-8 Jun 2012, Klang Valley
Trainer: Andrew
Normal Fees: RM 1590

Mention cost cutting most employees would shiver and run for cover. Reasons? People have associated cost cutting with cuts in overtime, benefits, or even retrenchment – no wonder. The session aims to share techniques of cost savings and simultaneously looks at handling your competitive advantage i.e. your people.



Media Relation 101

16-17 Feb 2012, Klang Valley
Trainer: David
Normal Fees: RM 1590

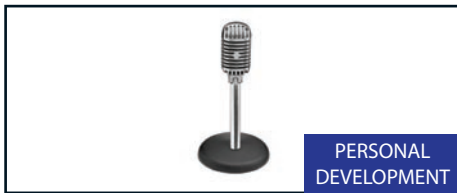
People now expect companies and organisations to be more accountable for promises made. Serious objectives drive organisational communications, whether to increase awareness, improve reputation and trust, create a point of difference, educate, reassure, inform, or persuade. This workshop is for executives who need to make effective use of the media to promote a positive image of their organisation.



Multiculturalism at Workplace

22-23 Feb 2012, Klang Valley
Trainer: Manimala
Normal Fees: RM 1590

Multiculturalism workplace could bring benefits such as better decision making, higher creativity and innovation, greater success in marketing to foreign and ethnic minority communities. Conversely, cultural differences can also increase costs through higher turnover rates, interpersonal conflict, and communication breakdowns. This course aim to equip the participants with tools that will help them improve their ability to communicate and bridge the differences through acceptable words and actions.



Professional Presentation Skills: Making an Impression

20-21 Feb 2012, Klang Valley
19-20 Jun 2012, Klang Valley
Trainer: Nathan
Normal Fees: RM 1590

This course is designed to help you to understand what makes a high-impact presentation, to put into practice and been critiqued on new skills learned. From dynamic introductions to powerful closings, during this workshop you will have an opportunity to practice and refine your presentation skills.



Social Media for Corporate Executives

9-10 May 2012, Klang Valley
Trainer: David
Normal Fees: RM 1590

Business-to-business decision-makers spend 1% of their time buying and 99% of their time researching and talking to each other. Over half of them use social media to connect customers, create leads, build their brands and tap into new sources of innovation. This two-day workshop is an introduction to the ways to use online social media, for public relations, customer relationship marketing, sales promotion, and brand-building.



Statistical Process Control

9-10 May 2012, Klang Valley
Trainer: Kalpana
Normal Fees: RM 1590

Statistical Process Control (SPC) is the statistical methods used to monitor and improve the quality of the output of a manufacturing process. This program is a comprehensive program that will teach participants all that they ever need to know about SPC concepts and methods to implement SPC effectively. It is the only SPC program participants will ever need to attend as it combines both the basic and advanced concepts of SPC and gives a complete education to the participants on the effectiveness and benefits of implementing SPC at their workplace.



Strategic Credit Policies & Legal Steps to Debt Recovery

19-20 Mar 2012, Klang Valley
11-12 Jun 2012, Klang Valley
Trainer: Dr. Liew
Normal Fees: RM 1590

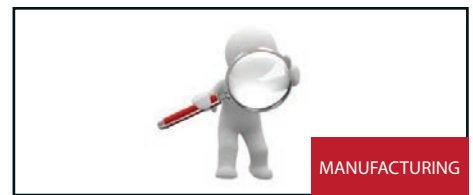
In order to be an effective collector, you need to have the heart of an entrepreneur. This course will help to provide you with an environment that stimulates proactive behavior in order to achieve greater goals for yourselves and your organization. Real-current problematic debt cases will be analyzed and scenario solutions will be required of you and your training workshop team under the guidance of the trainer.



Strategic Procurement and Inventory Management

5-6 Jan 2012, Klang Valley
Trainer: Andrew
Normal Fees: RM 1590

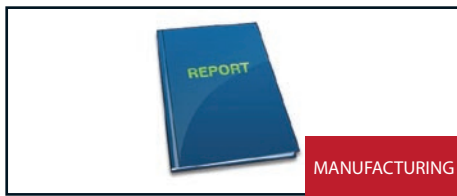
Purchasing plays an important role in the profitability and success of every business. The way the purchasing function is managed and run will greatly influence the company's bottom line. This program aims to provide Purchasing personnel with the knowledge to be efficient, effective and ultimately to purchase materials and services at the best prices without sacrificing quality and service. It highlights on how Purchasing personnel can help to increase productivity and achieve savings through effective purchasing.



Successful Acceptance Sampling

18-19 Apr 2012, Klang Valley
Trainer: Kalpana
Normal Fees: RM 1590

Acceptance sampling is a methodology used inspecting a portion of the products in a lot for the purpose of making a decision on the lot as conforming or non-conforming to quality specifications. This course will show you the practical techniques in applying acceptance sampling in your organization for maximum benefits.



Technical Report Writing

5-6 Mar 2012, Klang Valley
18-19 Jun 2012, Klang Valley

Trainer: Kalpana

Normal Fees: RM 1590

This course aims to provide accurate method of technical report writing, and the soft skills involved in communicating the information precisely to audience of different background. It is a 'complete' program which will address all the skills needed to be an efficient technical report writer and presenter.



The Art of Managing Different Generations

5-6 Mar 2012, Klang Valley

Trainer: Ron

Normal Fees: RM 1590

Managers are increasingly grappling with generational differences in their work forces. Problems can arise from differing mindsets and communication styles of workers born in different eras. In this course, participants will learn the art of managing different generations by effectively address and take advantage of the difference in values and expectations of each generation.



The Next Gen Leaders

14-15 May 2012, Klang Valley

Trainer: Ron

Normal Fees: RM 1590

This two-day workshop is based on the trainer's personal experience and the knowledge he learned from many great leaders like Ken Blanchard, Stephen Covey, Dr. Gary Chapman, John Christensen and his NLP mentor Sam Witteveen. Using the combine lessons he learned from these great leaders, he came up with a very unique and up-to-date program for today's aspiring leaders.



Top Down Approach to Structured Thinking

11-12 Apr 2012, Klang Valley

Trainer: Manimala

Normal Fees: RM 1590

Structured thinking is an important tool for both professionals and non-professionals. The top down approach/principle basically is an entire thinking process that is directing your thoughts to a single point in order to answer questions that exists in the listeners mind. This 2-day practical skills workshop aims to equip professionals with the knowledge, skills and tools to use the approach/principle to discover and clarify the points that they need to make.



Unleash The Power of Holistic Thinking in Problem Solving & Decision Making

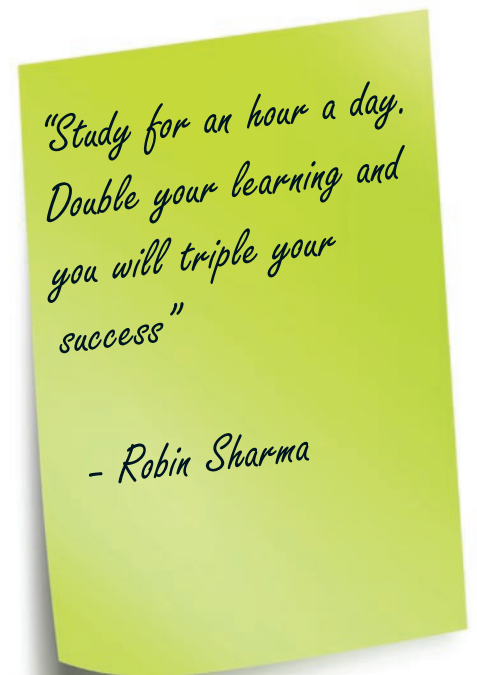
5-6 Jan 2012, Klang Valley

12-13 Apr 2012, Klang Valley

Trainer: Maj (Rtd) Michael

Normal Fees: RM 1590

The job of the executive staff is to solve problems and make decisions at their level instead of passing everything up to their higher level managers. Executives need to be well trained and prepared with problem-solving and decision-making skills for the benefit of their departments and their organisation. This training in problem solving and decision-making will help executives build confidence in managing problems at the workplace.



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HRDF Claimable

All the trainings are 100% claimable under HRDF SBL Scheme. * Subject to PSMB approval



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You will entitle 5% discount if you register early. For more information, please visit our website or contact us.



Group Discount

3 pax - 5% discount
5 pax - 7% discount
8 pax - 10% discount



Free Vouchers

FREE voucher of RM 20 for every participants if you register online.



Satisfaction Guaranteed

If you are not satisfied with our trainings, we will refund your money in full. * Terms & conditions apply

Trainer Profiles

Andrew started his consulting and training experience in 1991 as a management consultant attached with a US based consultancy firm. He has extensive consulting experience in Indonesia, Thailand and Malaysia, specializing in the areas of productivity improvement, cost savings, behavioral change survey and training. His clients came from such diverse industries as Electronics & Electrical, Steel Mill, Food Processing, Garment & Knitting, Furniture, Fertilizer, and Yarn/Thread. His last position was the Vice President of Operations before joining the manufacturing fraternity as Head of Departments with multiple responsibilities in the areas of Training, Facility, Industrial Engineering, Productivity, and Safety. Under his leadership, the company won the National Productivity Award in 1999, organized by the National Productivity Corporation (NPC) and presented by the previous Malaysian Prime Minister, Tun Dr. Mahathir. He became the General Manager for an organization listed on the Stock Exchange of Malaysia/Bursa Malaysia before setting up his own management consultancy practice.

Cyril has vast real work experience, in local and multinational companies, of more than 18 years in the field of Human Resources Management, Administration and Operations in various industries: banking, manufacturing, hospitality, tourism, and publications. He last held the position of Director of Administration and Human Resources.

Cyril has a BA (English) and MA (Human Resource Management). He is a PSMB Certified Trainer for Corporate Programs (PSMB/ TTT 0217) and a PSMB Approved Trainer in English and Business Communication for the PSMB Graduate Training Scheme; He trains and facilitates programs in Human Resource Management, Employment Laws, Managerial Skills, Customer Relations, Soft Skills, English and Business Communication.

David has 30 years' experience in public relations, corporate and marketing communications, and corporate training; providing "best practice" solutions to achieve communications and training objectives for national and international organisations.

He has worked as a senior consultant with the world's two largest public relations and marketing communications consultancies, as a senior international manager for leading business publisher Dow Jones & Co. – publishers of the Wall St. Journal, and inhouse and as an external consultant to more than 20 Fortune 500 multinational firms in the U.S., Europe, and Asia-Pacific, including Malaysia

Denzel has carried with him more than 13 years of professional training and business presentation experience. Throughout his years of speaking experience, Denzel has trained more than 15,000 individuals from all walks of life throughout Malaysia and internationally – Malaysia, China, Singapore, Indonesia, Thailand, Brunei and Vietnam.

At the height of his career, Denzel was a Vice President involved in coaching & mentoring the professional growth & development of sales force in the functions of sales motivation, sales training and skills development.

Dr. Kong, PhD, a senior General Manager of a public listed company for 10 years - Professional Accountant for 11 years, - and the last 10 years as a business consultant to businesses, and potential entrepreneurs on the Net.

At the peak of his career, he was senior General Manager for 3 Public listed companies and thus has wide experience in stock markets, business systems and human relations. During his tenure, he has faced numerous challenging situations and deal with various challenging individuals, and yet he shown tremendous tenacity and excellent people skills to overcome these challenges.

Dr. Liew is a fellow member of the Chartered Institute of Management Accountants, UK and is a Chartered Accountant by profession. He has a Asia Pacific Executive MBA (for senior executives) from the National University of Singapore and a PhD in international finance with Rushmore University of USA.

Dr. Liew had worked in private sector companies, ranging from family-run businesses to professionally manage multi-national corporations in South Asia and the ASEAN region. He has accumulated more than 26 years working experience in senior financial & operational management positions spearheading the profitability and growth of companies.

Dr. Ooi, CTP, ACIS, CFP, MBA, DBA, PhD(hc) is an international Certified Training Professional certified by the Asian Regional Training and Development Organization (ARTDO), Philippines, an Associate member of the Institute of Chartered Secretaries and Administrators, U.K., a Certified Financial Planner of the Institute of Financial Planning, Malaysia. He is a Corporate Consultant as well as an international Lecturer and Trainer with more than 15 years of experience. He has managed transactions on Acquisitions and Mergers worth more than USD 20 million and have also conducted lecturing and training extensively for more than 8000 people, including entrepreneurs, senior managers, managers and executives from various industries such as multinational companies, public listed companies, small medium enterprises, non-government organizations and government universities and other organizations in Malaysia, Vietnam, Philippines, Middle East and China.

Kalpna, a BSc Chemistry (Hons) Graduate from University of Malaya and a Certified Quality Engineer from American Society for Quality. Mdm. Kalpna had held the position as a Quality Assurance Manager in a multinational organization in the semiconductor industry. Throughout her tenure, Mdm. Kalpna has successfully implemented various quality and productivity improvement activities. She has also successfully lead her organizations in various certification and customer audit, enabling her organization to increase their clientele and business.

Mdm. Kalpna was also recently honoured as she was chosen to serve as a judge for the prestigious International Team Excellence Award, a prestigious award conferred to deserving organizations by American Society for Quality, in Philadelphia, Pennsylvania in October 2009. It was an honour for Malaysia as she was the only participating judge from the Asea Pacific Region.

Maj (Rtd) Michael has a total of 43 years working experience and this is his 25th year as a HRD Trainer. He has conducted training and development programs for more than 17,600 participants. His prior experience in the public sector provided very rich experiences in people management and development.

Michael has two Masters of Business Administration (MBA) degrees, one in General Management from the University of Bath U.K. and the other in Human Resource Development (HRD) with a Distinction, from the University of Hull, U.K. He also holds a Diploma in Marketing from the Chartered Institute of Marketing, U.K. He is a Certified Trainer of the American Management Association (AMA). Michael was a lead trainer for the "Certificate of Training Practice" (CTP), a Train the Trainers program by the Chartered Institute of Personnel Development, U.K. He has also been certified as a trainer by "Persona" and "Eagle's Nest," two leading training and development organizations in the United States. Michael Chua is a Certified Professional Trainer (CPT) by the Human Resource Development Corporation (HRDC). He is also a recipient of Malaysian Institute of Management "Training Excellence Award" 2008 & 2009.

Manimala has served for more than 15 years in senior managerial positions prior to pursuing her postgraduate studies. As a Senior Marketing Manager at Westport Malaysia, she had managed the customer service and marketing department. During her tenure, she had to do business development as well as customer service and marketing of the port business. Part of her job description was to do presentation to customers and staff training especially on customer service issues. She had attended Port Operations Training at Le Harve, France and Senior Management Development Programme (SMDP) of the Harvard Business School Alumni Club of Malaysia (HBSACM) and served as the Honorary Secretary of The Associate Wings' Committee of HBSACM from Sept 2003- Oct 2004. She also represented Westport with the Ministry of Transport/ MATRADE delegation to countries such as India (Chennai), Sri Lanka (Colombo), Indonesia (Jakarta, Surabaya & Semarang), the Emirates (Dubai), France (Marsailles) and Netherlands (Amsterdam).

Nathan has over 17 years of extensive experience in the training industry. Coached by world renowned gurus such as Bob Proctor, Phillip Teal and Chris Newton, Nathan has trained more than 6000 people towards achieving excellent in performance. An entrepreneur himself, Nathan co-founded a chemical supply company in 1997. During his tenure in the company, he shows excellent entrepreneurship skills where he solve matters of employee work performance and grievances, as well as overcome other business challenges. He expanded 3 new branches within a year and achieves tremendous positive growth for the company. Later, he left the company and devoted his time in training and developing others to live their life in fullness.

Ron is a CERTIFIED BEHAVIOURAL and CAREER CONSULTANT (The Institute of Motivational Living, Inc. USA) which helps individuals uncover their strengths, natural preferences in areas of learning and thinking, motivations and interests, and assist them in career decisions and planning. He is a registered trainer with the Pembangunan Sumber Manusia Berhad (PSMB). He has formal education in Business Administration, Interactive & Counseling Psychology as well as Hotel & Catering Management. He has also recently completed his Master in Business Administration (MBA) from the Swiss Management Forum. He is a member of the Toastmasters International since 1998 and has won numerous speech competitions in the last 10 years.

Ron has close to 25 years of work experience, of which, more than 10 years is in a managerial position. He was also an advisor to the Managing Director of a retail company where he spent some time providing advice in matters related to employee performance and ways to handle staff grievances.

Serene, a Human Resource Trainer/Consultant and a certified Master Class Trainer has been enthusiastically involved in all aspects of human capital development and management for 17 years. Serene holds an MBA (Distinction) in General Management, a Diploma in Private Secretaryship and she is also a certified NLP Practitioner by ISNS. Serene was the Group Operation Manager for a diversified group of companies where her portfolio includes taking care of the Human Resources division, Operations division and Property Management. Later, she joined a local leading property development company as Head of HR where she handles the whole spectrum of Human Resource Management, Development and Administration for several companies under the group.