

COURSE LIST

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11. [Creative Technical Skills | Building, Facility Management, M&E Practices](#)
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ACCOUNTING & FINANCE

- Cost Accounting Techniques For Cost Monitoring And Control
- Finance For Non Finance Managers (Level 1, 2 & 3)
- Financial Statement Preparation & Analysis For Finance Personnel
- GST Treatment & Scheme Available Reaping The Cost Saving For Manufacturing Industry
- GST Procurement and Accounts Payable
- GST Accounts Payable And Accounts Receivable
- GST Essentials & Audit Preparation Process
- GST Post Implementation Costly Issues & Challenges
- Integrated Tax Planning
- Integrated Tax planning For HR Managers
- MFRS 15 - Revenue and Contract from Customers
- Preparing & Managing A Full Set Of Accounts
- Smart Strategies For Smooth & Successful Debt Collection
- Strategic Cost Management For Business Decision And Application
- Strategic GST Planning
- The Essential Of Budgeting Guide And Cash Flow Forecasting
- Updates to Accounting Standards (2016 - 2019)

LEGAL

- Contracts - Understanding Drafting and Contents of Contract
- Data - Personal Data Protection Act
- Malaysian Labour Laws: Employment Act 1955, Labour Ordinance of Sabah 2004, Labour ordinance of Sarawak 2005, Industrial Relations Act 1967
- Employment Act 1955, EPF Act 1991 & SOCSO Act 1969' OSHA Industrial Relations, Trade Unions Act 1959 & Industrial Relations Act 1967
- The Contract of Employment & the Law

TRAINING & DEVELOPMENT

- Kirkpatrick 4 Levels of Training Evaluation
- Identifying Training Needs (TNA), Conducting Training Programmes & Improving Employee Performance Workshop
- Designing and Conducting Training
- Train The Trainer

**HR MANAGEMENT & IR**

- Administrating The Employment Act 1955 & Taking Disciplinary Action Workshop
- Balanced Scorecard and The Performance Management System Workshop
- Creative Business Writing Skills for HR Documents Workshop for HR Executives / Administrators
- Drafting HR Policies, SOPs & The Employee Handbook Under Malaysian Law and Practice Workshop
- Drawing Up Salary Structures and Benefits Plans
- Employment Act 1955, Labour Ordinances Sabah 2004 & Sarawak 2005 & Rules and Regulations & Industrial Relations Act 1967
- Employment Law - Managing Employees Discipline Skills & Understanding Termination Process
- Employment Act 1955, Trade Unions Act 1959 & Industrial Relations Act 1967
- Employment Law, EPF, SOCSO, OSHA Industrial Relations, Trade Unions & Industrial Relations Acts
- Employing, Retaining & RETRENCHING Employees
- Essential Employment, Management, OSHA & Termination Laws for Employers & Managers
- Essential Skills for HR Administrators How to attract & retain good employee
- Handling Non-Performers, Problematic Employees, Indiscipline of Probationers & Confirmed Employees
- Handling Non-performers, Action for Non-performance & Dismissal
- HR for Non-HR & Operational Line Management: *From Employment to Handling Misconduct*
- HR Management, Employment Act 1955, EPF Act 1991 & SOCSO Act 1969'
- HR Processes and Documentation Workshop for HR Practitioners and Administrators
- Human Resource Management: *From Recruitment to Dismissal*
- Improving Your Interviewing & Selection Skills through Behaviour Modelling and Competencies Workshop
- Improving Your Interviewing & Selection Skills through Behaviour Modelling and Competencies Workshop
- Integrated Tax planning For HR Managers
- Interviewing, Selection & Hiring: How to Get The Right Person For the Right Job
- Key Performance Indicators & Key Results Areas (KPI & KRA)
- Malaysian Labour Laws for Line & Non-HR Managers
- Misconduct & Case Law, Domestic Inquiry & Role-play Documentation Workshop
- Performance Appraisal & Management
- Practical Application of Employment Act 1955'
- Reading, Understanding & Interpreting the Employment Act 1955 like a Legal Professional
- Setting Up A Specialised HR Department Workshop
- Strategic HR for Senior Management
- Talent Management & Career Succession Plan
- The Employment Act 1955 Workshop for Non-Legal HR Managers
- The Complete Employment Act 1955 + Contracts of Service & Handbook Workshop
- The Complete Amended Employment Act 1955, Labour Ordinances Sabah 2004 & Sarawak 2005 & Rules and Regulations (A – Z)
- The Laws of Employment and Dismissal in Malaysia
- The Contract of Employment & the Law
- The HR Operations Specialist Workshop
- The Line Manager's Role as Operational HR Manager
- Update Your Professional HR Administrator and HR Assistant Skills
- 'Welcome-to HR' Workshop

**GENERAL MANAGEMENT**

- Dealing With Different Personalities At Work
- Enabling Change and Transformation
- Essential Managerial Tools & Leadership Dynamics for Mid-level Executives
- Handling Conflict Effectively To Create Harmonious Working Environment
- Handling Difficult People At Work
- How to Manage and Lead Subordinates to Higher Productivity
- Increasing Team Profitability By Managing People's Attitude
- Managing Boss, Co-worker and Staff Effectively
- Managing Change During Merger and Acquisition
- Managing Gen X, Gen Y and Gen Z
- Managing Meetings Productively
- Managing Team Dynamics Excellently
- Managing Work Productively
- Managing Your Time To Increase Productivity and Efficiency
- Project Management
- Risk Management: *How to analyze and manage risks in business supply chain, processes and decisions*
- Self-Managing Team
- Tactical People Handling Skills
- Understanding and Managing People's Personality
- Working Efficiently and Productively To Grow With Your Company
- Working With Others To Produce Optimum Results Through Professional Interpersonal Relationship
- Building People Management Skills
- Developing the Dynamic Employee

SECRETARY, OFFICE PROFESSIONAL

- Clerical Development Programme
- Developing Excellent Secretaries and Office Professionals
- Developing Personal Assistants & Secretaries In A Competitive Economy
- Dynamic Secretary Program
- Excellent Office Professionals
- From Admin Assistants to Knowledge Assistants
- Greater Productivity Through Improved Work Processes
- How to Be An Effective Office Administrator Workshop
- Professional Development for Support Staff
- Secretary Of The New Millennium
- Self-management Skills for Administrators/ Support Staff
- Setiausaha yand Dinamik dan Proaktif
- The Minute Takers Workshop



SELF DEVELOPMENT & SOFT SKILLS

- Adapting and Success for Change
- Be Creative and Solve Problems The Right Way
- Changing Mindset and Building a Positive Attitude
- Core Competencies To Advance In Career
- Conflict Management
- Creative Thinking and Problem Solving
- Creative Problem Solving and Decision Making
- Critical Thinking & Reasoning
- Design Thinking for Creative Innovation
- Diversity
- Effective Multitasking And Time Management For Maximum Performance
- Effective Stress Management
- Emotional Intelligence For Success
- Enhancing Your Emotional Intelligence at Work
- Enhancing Work Performance And Add Value To Your Task
- How to handle Job Burnout and Stress Management
- How To Think Positively In Negative Situation
- Increasing Self-Esteem and Confidence To Become Excellent Performer
- Knowledge Management
- Learn How To Prioritize Productively
- Managing IQ & EQ
- Mind mapping, Note Taking, Idea Tree and Other Thinking Tools
- Mind Mapping Reframe for Success
- Motivation and Time Management
- Motivating Yourself For Peak Performance
- Passion For Excellence
- Personal Development: Enhancing Productivity At Work
- Positive Self Development & Personality Improvement
- Positive Work-Culture
- Powerful Presentation Skills – Captivate and Capture your Audience
- Professional Business Etiquette
- Speak Up With Confidence and Conviction – NLP in Public Speaking
- Theory of Constraints
- Time and Stress Management
- Transformasi Diri Cemerlang Diri
- Using NLP in Workplace Character Rejuvenation: Action + Commitment = Results (ACR)
- Verbal Presentation Skills: The Toast Master’s Way for Every Executive & Manager



COMMUNICATION SKILLS

- Assertive Communication Skills
- B.E.S.T – Understanding People and Conflict
- Business Communication
- Communicate Confidently And Effectively With Impact
- Communication and Interpersonal Skills for Technical Professionals
- Communication and Interpersonal Skills for Managers
- Communication and Interpersonal Skills for Executives
- Communications Excellence with MBTI-Introduction
- Effective Telephone Skills
- Excellence in Communication and EQ Using NLP Techniques
- Getting Beyond Hello
- High Impact Presentation Skills
- How To Communicate Professionally at Work
- Managing Conflict Using MBTI as a Tool
- Mastering the Art of Effective Communication
- Negotiating Effectively For Better Outcome
- Negotiation & Influencing Skills
- Participating and Leading Effective Meetings at the Workplace
- Power of NLP in Communications
- Powerful Presentation Skills – Captivate and Capture your Audience
- Professional Telephone Etiquette At Work
- Speak Up With Confidence and Conviction – NLP in Public Speaking
- Strategic Negotiation Skills
- The Secrets of Powerful Professional Communication
- Verbal Presentation Skills: The Toast Master’s Way for Every Executive & Manager

WRITING & LANGUAGE SKILLS

- Basic English Communication Skills At The Workplace
- Effective English Speaking & Email Writing Skills
- Speak & Write Better English Professionally
- Developing Professional Business Writing Skills
- Speaking English with CONFIDENCE at the Workplace
- Structuring and Writing Reports
- Preparing Management Reports
- Business Writing – Communicating and Writing in a Dynamic Style
- The Minute Takers Workshop
- Creative Business Writing Skills for HR Documents Workshop for HR Executives/ Administrators
- Writing and Presenting Creative E-mails, Letters, proposals, Reports, and Minutes

**SALES, MARKETING & CUSTOMER MANAGEMENT**

- Best Practices In Customer Service
- B.E.S.T. Customer Service
- Communicate, Listen, Learn and Build Loyal Customer Relationships
- Communications Excellence with MBTI-Introduction
- Customer Focused Professional Selling
- Customer Service Ambassador Program
- Customer Service Beyond Expectation
- Customer Service Excellence- How to Win and Keep Customers
- Customer Service for Support Staff
- Customer Service Management
- Dealing With Difficult and Unhappy Customers
- Developing Sales And Customer Service Skills To Meet Market Challenges
- Excellence in Internal Customer Service Management
- Effective Marketing Management
- Excel In Customer Satisfaction In Challenging Times
- Handling Customer Complaints Positively
- Handling Difficult and Demanding Customers Using NLP
- Negotiation & Influencing Skills
- Personal Selling the Basics
- Professional Selling and Communications
- Relationship and Consultative Selling: An NLP Approach in Sales
- Sales Coaching – NLP Applications in Building A Performing Sales Team
- Sales Development Program
- Sincerity In Service
- Smart Strategies For Smooth & Successful Debt Collection
- Turning Hostility To Profitability In Customer Service
- Using NLP in Cross Selling and Up Selling

TEAM BUILDING

- 1 Day Team Building For Top Management
- 1 Day Team Building for All Level
- 3 Days 2 Nights Team Building



LEADERSHIP

- 21st Century Leadership & People Management Skills
- Boss Vs. Leadership In The 21 Century
- Change Management
- Crisis Management
- Essential Leadership Skills
- Essential Managerial Skills
- High EQ Leaders
- How to Manage and Lead Subordinates to Higher Productivity
- Leadership Development
- Leadership For A More Effective People Management
- Leadership for Managing Performance
- Leadership Transformation Program
- Managing Gen X, Gen Y and Gen Z
- Motivating for Peak Performance
- Sensei – Leadership and Coaching for Managers Using NLP
- Strategic Influencing Skills
- Strategic Management
- Stress Management
- Succession Planning
- Transformational Leadership
- Essential Managerial Tools & Leadership Dynamics for Mid-level Executives

SUPERVISORY SKILLS

- Building People Management Skills
- Coaching and Counselling
- Coaching Skills for Optimal Performance
- Effective Coaching Skills
- Effective Supervisory Skills Workshop
- Effective Teamwork
- Managing Gen X, Gen Y and Gen Z
- Managing People & Team For Success
- Managing People and Conflict Effectively
- Motivating for Peak Performance
- Powerful Supervisory Skills
- Sifoo – Coaching and Mentoring for Supervisors Using NLP



QUALITY MANAGEMENT/ LEAN SYSTEMS

(suitable for service AND manufacturing industries)

- 5S
- 6 Sigma
- 7 New QC Tools
- Cost of Quality
- Effective 8D-CAPA Practices
- Enhancing RCA (Root Cause Analysis) Practices
- Implementation of (FMEA) Failure Mode & Effect Analysis
- Kaizen
- Poka Yoke (fool proofing system)
- Practical Lean Manufacturing Application
- QCC & 7 QC Tools
- Total Quality Management
- Value Stream Mapping

PERFORMANCE & PRODUCTIVITY MANAGEMENT

- 8D Problem Solving/Root Cause Analysis
- Balanced Scorecard
- Business Process Re-Engineering
- Cost Reduction Program
- Critical & Creative Thinking
- Design Thinking for Creative Innovation
- Diversity
- Kaizen
- Key Performance Indicators (KPI) & Key Results Areas (KPI & KRA)
- KPIs & Performance Appraisal + Performance Improvement Plans (PIP) Workshop
- Managing Change During Merger and Acquisition
- Productivity Improvement Techniques
- Time Management



MANUFACTURING

- Cost Reduction Program
- Cycle Time Reduction
- HACCP/Good Manufacturing Practices
- Line Balancing Techniques
- Manufacturing Productivity & Cost Improvement
- Procurement & Inventory Management
- Production Planning/Scheduling & Control
- Risk Management
- Supply Chain Management
- Total Productive Maintenance
- Toyota Production System
- Value Stream Mapping
- Work Measurement System

PURCHASING / PRODUCTION / MATERIALS / INVENTORY / STORE

- Material Management and Handling Systems
- Production Planning Control
- Store / Warehouse Management
- Purchasing Procurement Practices
- Inventory Management
- Effective Store Operations
- Effective Purchasing Practices
- Suppliers Selection Practices
- MRP II Practices
- ERP Practices
- Vendor Managed Inventory

INTERNATIONAL TRADE

- Global Import & Export Management – Practices & Procedures
- Import Export Documentation and Shipping Elements
- Managing INCOTERMS – Implications & Applications factors
- Managing International Trade and Customs Formalities
- Risks Management in International Trade
- Understanding Letter of Credits Operations in Export



SUPPLY CHAIN MANAGEMENT

- Competencies in Purchasing and Supply Management
- Developing Proficiencies in Procurement Management
- Efficient Order Management – Order receive to Order fulfil
- Fundamentals of Supply Chain Management in Manufacturing
- Integration of Supply Chain Management – Inventory Velocity
- Inventory Management in Supply Chains
- Leveraging Supply Chain Management - Value Creation Processes
- Managing Supply and Purchasing Contracts
- Materials Management in Supply Chains
- Purchasing and Negotiating Effectiveness in Supply Chains
- Strategizing Formulation of Business Plans
- Strategizing Supply Chain Performance Enablers & Drivers
- Supply Management & Supplier Development

SHIPPING AND FREIGHT MANAGEMENT

- Global Shipping Management (3P's of Procedure, Practice, Performance)
- International Freight Management – Principles and Practices
- Management of INCOTERMS and TRADE PAYMENT TERMS in shipping
- Managing Global Freight Forwarding – Import Export Process
- Managing the Airway Bill in Air Cargo Operation
- Managing the Bill of Lading in Global Shipping
- Shipping Best Practices – Cargo Safety & Conveyance Integrity
- Shipping Risks and Costs Reduction Practices
- The Forwarder's STC and Carrier's COGSA

LOGISTICS OPERATIONS

- Developing Effective Logistics and Supply Chain Strategies
- Lean Logistics Management in Manufacturing
- Logistics Strategies in Global Shipping
- Managing Customer Fulfilment with Logistics Proficiency
- Managing Hidden Logistics Risks in International Trade
- Principles and Practices of Global Transportation
- Storekeeping Functions and Storekeeper Roles
- Strategic Elements of Transportation Management



IMPROVING CREATIVE TECHNICAL SKILLS

- Technical Report and Writing Skills
- Enhancing Productivity Practices
- Developing Effective Training and Evaluation based on TNA/LNA Practices
- Technical Presentation Skills
- Train the Trainer in On – Job – Training (OJT) Practices
- Upgrading Your Project Management Skills
- Excellence in Leadership Skills for Technical Personnel
- Decision Making and Problem Solving Skills
- Trouble Shooting & Problem Solving Skills
- Creativity And Mind-Set Development
- Implementing an Effective (TQM)Total Quality Management Practice
- Developments in (TPM)Total Productive Maintenance Practices
- Cost Reduction & Improvement Activities for Sales & Marketing Personnel
- Integrating Poka-Yoke Methods for Cost Reduction
- Project Management with Tops
- Understanding Effective KAIZEN Practices
- Motivating Technicians & Technical Assistants
- Enhancing Technical Supervisory Skills
- Balance Scorecard for Maintenance Practices
- Implementing Effective 5S Practices

BUILDING/ FACILITY MANAGEMENT/ M&E PRACTICES

- Industrial Maintenance Practices of Refrigeration & Air Conditioning
- Air Conditioning Design Practices
- Water Piping Design Practices
- Effective Maintenance for Air Compressors Systems
- Effective Maintenance for Centralized Air Conditioning Systems
- Improved Practices In Maintenance Management Systems
- Effective Facility Management Practices



EHS/ SHE/ TOTAL FIRE PREVENTION & PROTECTION SYSTEM

- Health & Safety Awareness Practices
- Chemical Handling Safety Practices
- Fire Protection Systems & Practices
- Fire Safety Engineering Practices
- Emergency Response Practices

MAINTENANCE PRACTICES

- Industrial Maintenance Practices of Mechanical and Electrical Systems
- New Methods in Effective Maintenance Practices
- Industrial Maintenance Practices in Building Services

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