

**ACME STRATEGIC CONSULTANTS SDN BHD**

**HUMAN RESOURCE & ORGANIZATIONAL CHANGE PROGRAM**

**January – December, 2007 Training Programs**

<b>Month</b>	<b>Course</b>	<b>Duration</b>	<b>Date</b>
<b>January</b>	Communicating Supportively	2 Days	4 – 5 January 2007
	Managing Performance Improvement	2 Days	8 – 9 January 2007
	Developing Supervisory Skills	2 Days	15 – 16 January 2007
	Customer Service Excellence	2 Days	17 – 18 January 2007
	7 Quality Tools – ICC	2 Days	23 – 24 January 2007
	Telemarketing Skills	2 Days	29 – 30 January 2007
<b>February</b>	Problem Solving and Decision Making	2 Days	1 – 2 February 2007
	5S Housekeeping	1 Day	9 February 2007
	Leading and Managing People	3 Days	5 – 7 February 2007
	Coaching and Mentoring	2 Days	12 – 13 February 2007
	Personality Profiling and Assessment	2 Days	27 – 28 February 2007
<b>March</b>	Interpersonal Skills at Work	2 Days	1 – 2 March 2007
	Effective Communication in the Workplace	2 Days	5 – 6 March 2007
	Telephone Skills and Courtesies	1 Days	8 March 2007
	Managing Difficult People	2 Days	12 – 13 March 2007
	Achieving Peak Performance	2 Days	15 – 16 March 2007
	Leading Lights Program	3 Months	Intake: 19 March 2007
	Selection and Interviewing Skills	2 Days	19 – 20 March 2007
	Assertiveness Skills	2 Days	26 – 27 March 2007
<b>April</b>	Leadership – Inspired a Shared Vision	1 Day	4 April 2007
	Leadership – Challenge the Process	1 Day	6 April 2007
	Effective Time Management	2 Days	9 – 10 April 2007
	Leading People	2 Days	16 – 17 April 2007
	Managing Staff Performance Improvement	2 Days	19 – 20 April 2007
	Managing Difficult Customers	2 Days	23 – 24 April 2007
	Developing Supervisory Skills	2 Days	26 – 27 April 2007
<b>May</b>	Developing Effective Supervisory Skills	2 Days	3 – 4 April 2007
	How to Become an Effective Sales Person	2 Days	7 – 8 May 2007
	Effective Marketing Skills	2 Days	10 – 11 May 2007
	Developing Core Skills for Support Staff	2 Days	14 – 15 May 2007
	Develop Success Skills for Support Staff	2 Days	17 – 18 May 2007
	Accounts for Clerical Staff	2 Days	21 – 22 May 2007
	Customer Service Over the Phone	2 Days	24 – 25 May 2007
<b>June</b>	Developing Supervisory Skills - Mandarin	2 Days	5 – 6 June 2007
	Effective Presentation Skills	2 Days	7 – 8 June 2007
	Leadership – Enable Others to Act	2 Days	11 – 12 June 2007
	Leadership – Encourage the Heart	2 Days	14 – 15 June 2007
	Training Need Analysis	2 Days	18 – 19 June 2007
	Interaction Skills	2 Days	21 – 22 June 2007
	Working in Team Spirit	2 Days	25 – 26 June 2007
	Enhancing Work Under Pressure	2 Days	28 – 29 June 2007

Month	Course	Duration	Date
July	Tools for Marketing	2 Days	5 – 6 July 2007
	Developing Effective Marketing Strategies	2 Days	10 – 11 July 2007
	Occupational Safety & Health Management	2 Days	16 – 17 July 2007
	Performance Coaching: Empowering Others To Be Their Best	2 Days	19 – 20 July 2007
	Problem Solving and Decision Making	2 Days	23 – 24 July 2007
	Coaching and Mentoring	2 Days	26 – 27 July 2007
August	Handling Difficult and Demanding Customer	2 Days	1 – 2 August 2007
	Purchasing and Logistics Management in an Organization	2 Days	6 – 7 August 2007
	Talent Management Preparing Succession Plan	2 Days	9 – 10 August 2007
	Effective Time Management	2 Days	13 – 14 August 2007
	Effective Communication Skills	2 Days	16 – 17 August 2007
	Finance for Non-finance Managers	2 Days	23 – 24 August 2007
September	Customer Communication	2 Days	3 – 4 September 2007
	Managing Marketing Performance	2 Days	11 – 12 September 2007
	Connecting With Customers	2 Days	13 – 14 September 2007
	Leading Lights Program	3 Months	Intake: 17 September 2007
	7 Quality Tools	2 Days	20 – 21 September 2007
	Leading and Managing People	3 Days	24 – 25 September 2007
	Managing Supply Chain and Logistics	2 Days	27 – 28 September 2007
October	Productivity Management: Inspiring People to Excel	2 Days	1 – 2 October 2007
	High Impact Leadership	2 Days	4 – 5 October 2007
	Personality Profiling and Assessment	2 Days	18 – 19 October 2007
	Managing Pressure for Peak Performance	2 Days	22 – 23 October 2007
	Customer Service Excellence	2 Days	25 – 26 October 2007
	Achieving Peak Performance	2 Days	29 – 30 October 2007
	Telephone Skills and Courtesies	1 Day	31 October 2007
November	Working in Team Spirit	2 Days	1 – 2 November 2007
	Developing Supervisory Skills – Mandarin	2 Days	5 – 6 November 2007
	Coaching for Commitment	2 Days	12 – 13 November 2007
	Enhancing Interaction Skills	2 Days	15 – 16 November 2007
	Develop Success Skills at Work	2 Days	19 – 20 November 2007
	Developing Supervisory Skills	2 Days	22 – 23 November 2007
	5S Housekeeping	1 Day	26 November 2007
December	Effective Sales and Marketing Skills	2 Days	3 – 4 December 2007
	5S Housekeeping – Bahasa Malaysia	1 Day	5 December 2007
	Coaching and Mentoring	2 Days	6 – 7 December 2007
	Security in an Organization	2 Days	10 – 11 December 2007
	Managing Difficult People	2 Days	13 – 14 December 2007
	Interpersonal Skills at Work	2 Days	17 – 18 December 2007



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