

**JANUARY**

**ASSERTIVE COMMUNICATION**

\*SBL Khas Scheme

**ASSERTIVENESS – COMMUNICATING STRONGLY FROM A POSITION OF CARE AND CONFIDENCE**

It must be recognized that at the end of the day, the perception of our communication dialogue partner is their reality and therefore their receptiveness and willingness to conclude a productive and positive outcome from that conversation will be based on that perception

**14-15 January**

**Trainer:**  
KC Yan



**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00 per pax /
Normal	RM 2,000.00 per pax /

## JANUARY- MARCH

## CERTIFIED COACHING & MENTORING PROFESSIONAL (CCMP)

\*SBL Khas Scheme

One of the only truly International courses in Asia that is recognized and approved by the ICF (International Coaching Federation). Created by ITD's Top Mega Gurus; Namely Thomas Crane, Dr. William Rothwell and Jack Canfield. This 9-days high impact program will enable participants to gain mastery in professional coaching and mentoring. They will also receive 3 awards after successful execution of coaching and mentoring projects

*\* In 2019, CCMP is coming up with Blended and E-learning, to assist and bring participants the best training with no limitation in time and distance.*

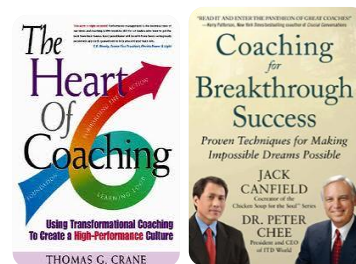
Visit <https://itdworld.com/certified-coaching-mentoring-professional-ccmp-a/> for more information

**22-23 January**  
**24-25 January**  
**26-26 February**  
**27-28 February & 1 March**

Module 1: Essential Coaching Skills  
Module 2: The Heart of Coaching  
Module 3: Essential Mentoring Skills  
Module 4: Coaching for Breakthrough Success

### Trainers:

Anna Yap | Bud Valade |  
Edwin Johnson | Dr. Peter Chee



### **Program Fees:**

Early Bird/Group (Min 3 pax)	RM 9, 600.00 per pax /
Normal	RM 9,800.00 per pax /

## FEBRUARY- MARCH

## CERTIFIED COACHING & MENTORING PROFESSIONAL (CCMP)

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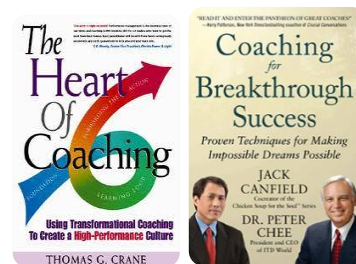
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**14-15 February**  
**21-22 January**  
**26-26 February**  
**27-28 February &**  
**1 March**

Module 1: Essential Coaching Skills  
Module 2: The Heart of Coaching  
Module 3: Essential Mentoring Skills  
Module 4: Coaching for Breakthrough Success

### Trainers:

David Kok | Bud Valade |  
Edwin Johnson | Dr. Peter Chee



### Program Fees:

Early Bird/Group (Min 3 pax)	RM 9, 600.00 per pax /
Normal	RM 9,800.00 per pax /

## FEBRUARY

## ESSENTIAL COACHING SKILLS

\*SBL Khas Scheme

14 – 15 February

At the end of the course, you will be able to apply the 7 Key Coaching Skills for Success in preparation for its effective use in Transformational Coaching.

**Trainers:**

David Kok

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/



## CERTIFICATE IN INSTRUCTIONAL DESIGN AND DEVELOPMENT

\*SBL Khas Scheme

*A Five Day Program for Training Practitioners*

*Participants will learn how to:*

- *Manage a courseware development project*
- *Create program leader guides and participant*
- *Develop better PowerPoint presentations*
- *Develop role-play and other activities*
- *Create e-learning content from PowerPoint*

**Trainer:**

Dr. Mario del Castillo

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 5,000.00* per pax/
Normal	RM 5,200.00* per pax/



**FEBRUARY**
**THE HEART OF COACHING**

\*SBL Khas Scheme

**21-22 February**

This Program brings together the best in the world learning solutions from ITD Group in collaboration with namely Thomas G. Crane.

**Trainer:**

Bud Valade

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/


**ESSENTIAL MENTORING SKILLS**

\*SBL Khas Scheme

**25-26 February**

*In collaboration with world-famous management guru, Professor William J. Rothwell, ITD has developed a two-day workshop entitled "Essential Mentoring Skills". The workshop is aimed at deepening participants' understanding of mentoring and enhancing their mentoring skills and techniques.*

*\* In 2019, EMS is coming up with Blended and E-learning, to assist and bring participants the best training with no limitation in time and distance.*

**Trainer:**

Edwin Godfrey Johnson

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/



**FEBRUARY**

**POWER SPEAKING**

\*SBL Khas Scheme

**27-28 February**

**Connecting At Head & Heart Level For Maximum Results**

*This workshop gives you the opportunity to fulfill a dream - to make a difference for people who have found it a challenging task to deliver a speech or give a high-impact presentation with confidence, clarity and conviction.*

- Senior Consultant & Master Trainer with ITD World.
- Master Trainer for John C. Maxwell's Leadership Programs.
- Certified Trainer in Coaching & Mentoring Skills.

Co-Author of 'Power Speaking' Book with Dr. Peter Chee.



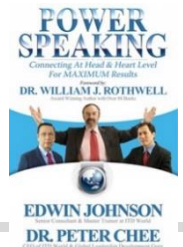
**EDWIN JOHNSON**

**Trainer:**

Edwin Godfrey Johnson

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/



**COACHING FOR BREAKTHROUGH SUCCESS**

\*SBL Khas Scheme

**27-28 February**

- ITD World's Chief Coach & Mega Guru who has developed leaders from over 80 countries.
- Co-author of books with Jack Canfield, Brian Tracy & William J. Rothwell.
- Inventor of Coaching for Breakthrough Success Meta Model & the Situational Coaching Model



**DR. PETER CHEE**

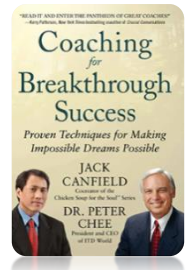
*\* In 2019, CBS is coming up with Blended and E-learning, to assist and bring participants the best training with*

**Trainer:**

Dr. Peter Chee

**Program Fees:**

INDIVIDUAL Registration	RM 3,600.00* per pax/
GROUP Registration (min 3 pax)	RM 3,450.00* per pax/



## MARCH

## CERTIFIED TRAINING PROFESSIONAL PROGRAM

\*SBL Khas Scheme

*An internationally recognized qualification that has produced hundreds of learning development practitioners from all over the world! The CTP Program is designed around the ARTDO International Competency Model where participants will benefit from a variety of focused learning experiences and real world, work-based projects that will raise their proficiency level in workplace learning.*

4-8,11-15 March

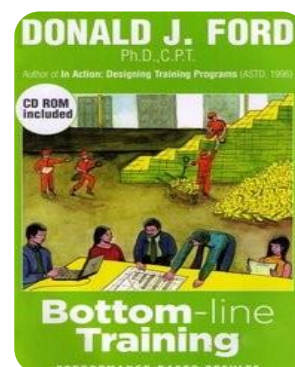
**Module 1: Analysis**  
**Module 2: Design**  
**Module 3: Development**  
**Module 4: Implementation**  
**Module 5: Evaluation**

**Trainers:**

Dr. Mario Del Castillo/ Anna Yap

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 8,000.00* per pax/
Normal	RM 8,200.00* per pax/



## STAKEHOLDER MANAGEMENT

\*SBL Khas Scheme

Stakeholder Management supports an organization's strategic objectives by interpreting and influencing both the external and internal environments and by creating positive relationships with stakeholders through the appropriate management of their relationships, expectations and agreed objectives. Stakeholder management is a process and control that must be planned and guided by underlying principles.

13-14 March

**Trainer:**

KC Yan

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00 * per pax/
Normal	RM2,000.00 * per pax/



## MARCH

## DEVELOPING GLOBAL LEADERS: INTERCULTURAL SKILLS FOR SUCCESS

\*SBL Khas Scheme

*Malaysian managers today find themselves working with colleagues from across the globe or within multi-national companies. To succeed, they need to understand and accommodate different ways thinking, communicating and managing to get their voices heard and their impact felt.*

*Based upon action research in Malaysia and experience with managers in multinational companies around the world, this workshop provides insights and usable skills that will enable participants to excel in the global workplace.*

**19-20 March**

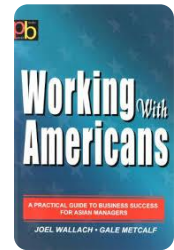
- Over 30 years' experience managing cross-cultural teams in Asia, Africa and the Middle East;
- Authors of multiple articles and books on cross-cultural management and cross-cultural communication;
- Consultant and Trainer for more than 60 multinational companies and international organizations;
- Advanced graduate degrees in Psychology and Counseling;
- Worked and lived in Malaysia for more than 17 years.

### Trainers:

Joel Wallach | Gale A. Metcalf Yap

### Program Fees:

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/





## MARCH

## CERTIFIED PERFORMANCE MANAGEMENT PRACTITIONER

\*SBL Khas Scheme

*This 8-days, CPMP course prepares the participants to contribute significantly to improving their organizations' performance and will equip individuals with the knowledge, the tools, and the skills to achieve breakthrough results. The participants will receive an award after successful execution of the work- based projects*

19-20 March  
21-22 March  
25-26 March  
27-28 March

- **Module 1: Essential of Organizational Performance**
- **Module 2: Establishing Organizational Performance Systems**
- **Module 3: Managing Individual Performance**
- **Module 4: Leadership Skills for Sustaining Individual Performance**



**Trainers:**

Dr. Mario del Castillo / KC Yan



**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 8,000.00 * per pax/
Normal	RM 8,200.00* per pax/

\*SBL Khas Scheme

APRIL

EFFECTIVE CHANGE MANAGEMENT

\*SBL Khas Scheme

8-9 April

Given the inevitability of change happening in business organizations, the competency and mastery of how leaders lead and manage change can become a critical success driver and competitive differentiator.

The dynamics of change for businesses can be characterized as “turbulent” - in the best of times and worst of times. The speed, variability, diversity and ever increasing inter-dependencies of the internal and in the external business eco-system makes many employees experience change as a reactive activity, resigned and emotionally negative, which then feeds a vicious cycle of cynicism that compromises the business’ integrity to deliver on its value to its customers and share-holders.

The ability to forecast the future success scenarios from business strategies and then proactively design and deliver on the change initiatives allows business to position its future vision with credibility with all of its key stakeholders/shareholders.

**Trainers:**

KC Yan

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/



KC YAN

APRIL

**EFFECTIVE BEI INTERVIEW TECHNIQUE**

\*SBL Khas Scheme

8-9 April

The interview is the most popular method of selection for most types of jobs. In fact, more than 95% of large businesses globally, use interviews at some point in their selection process. However, if prepared and conducted incorrectly, the interview is unlikely to produce the useful information required when recruiting and can therefore lead to the wrong candidate being recruited

Using the competency-based interview approach increases the effectiveness of the interview process, and helps you to identify each candidate's strengths and weaknesses in relation to the specific job role

This two-day workshop provides managers and HR professionals with tools for increasing the objectivity and standardization of interviews. Participants are taken through the whole process outlined below so they can conduct selection interviews that are structured, job-related and behavioural-performance relevant.

**Trainers:**

KC Yan

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/



KC YAN

## APRIL- JUNE

## CERTIFIED COACHING & MENTORING PROFESSIONAL (CCMP)

\*SBL Khas Scheme (REMARK)

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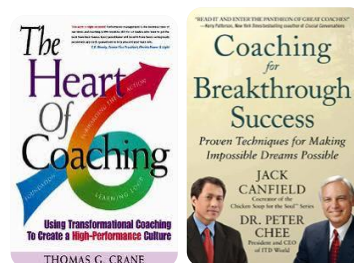
Visit <https://itdworld.com/certified-coaching-mentoring-professional-ccmp-a/> for more information

**11-12 April**  
**22-23 April**  
**2-3 May**  
**19-21 June**

Module 1: Essential Coaching Skills  
Module 2: The Heart of Coaching  
Module 3: Essential Mentoring Skills  
Module 4: Coaching for Breakthrough Success

### Trainers:

David Kok | KC Lee |  
Edwin Johnson | Dr. Peter Chee



### **Program Fees:**

Early Bird/Group (Min 3 pax)	RM 9, 600.00 per pax /
Normal	RM 9,800.00 per pax /

**APRIL**

**ESSENTIAL COACHING SKILLS**

\*SBL Khas Scheme

**11-12 April**

At the end of the course, you will be able to apply the 7 Key Coaching Skills for Success in preparation for its effective use in Transformational Coaching.

**Trainer:**  
David Kok

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/



**THE HEART OF COACHING**

\*SBL Khas Scheme

**22-23 April**

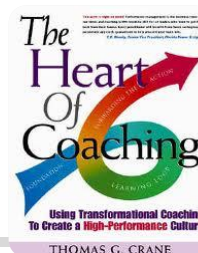
*The Heart of Coaching has been created for people who want to enhance their leadership effectiveness by becoming a coach for the people whom they have the privilege of leading. In this program, we describe a proven, comprehensive, and systematic roadmap for holding emotionally-intelligent coaching conversations*

*\* In 2019, HOC is coming up with Blended and E-learning, to assist and bring participants the best training with no limitation in time and distance.*

**Trainer:**  
KC Lee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/



APRIL

## CERTIFICATE IN HR BUSINESS PARTNERING

\*SBL Khas Scheme

### Transforming Human Resources Enhancing Business Partnering Capabilities

This 5-day workshop describes how to reinvent and fundamentally transform HR in an organization, describing various strategic choices for a new HR so as to transform HR into a true business partner

15-19 April

- Senior Principal Consultant with ITD World.
- Corporate Director of ITD Asia
- Director of ARTDO International



**Trainer:**

KC Yan

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 5,000.00* per pax/
Normal	RM 5,200.00* per pax/

## THE HEART OF COACHING

\*SBL Khas Scheme

*The Heart of Coaching has been created for people who want to enhance their leadership effectiveness by becoming a coach for the people whom they have the privilege of leading. In this program, we describe a proven, comprehensive, and systematic roadmap for holding emotionally-intelligent coaching conversations*

22-23 April

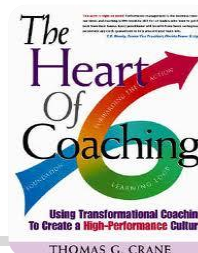
*\* In 2019, HOC is coming up with Blended and E-learning, to assist and bring participants the best training with no limitation in time and distance.*

**Trainer:**

KC Lee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/



## APRIL -MAY

## CERTIFIED PROFESSIONAL LEADER

\*SBL Khas Scheme

16-17 April  
25-26 April  
15-16 May

This result based learning solution is developed for senior to mid-level leaders and high potential talents. Real world research has proved the fact that a talented employee can be as much as more productive than the average worker.  
Just imagine how much more we are capable of achieving with better leaders and more talent in our organization.

Module 1: Leading Self  
Module 2: Leading Others  
Module 3: Leading Growth

**Trainers:**

Dion Ooi/ KC Lee / Dr. Peter Chee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 7,800.00* per pax/
Normal	RM 9,000.00 * per pax/

**MAY**

**SOLUTION SELLING TECHNIQUES**

\*SBL Khas Scheme

**15-16 May**

Solution selling is a sales methodology. Rather than just promoting an existing product, the salesperson focuses on the customer's pain(s) and addresses the issue with his or her offerings (product and services). The resolution of the pain is what constitutes a "solution".

**Trainer:**  
Dion Ooi

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/



**ESSENTIAL MENTORING SKILLS**

\*SBL Khas Scheme

**16-17 May**

*In collaboration with world-famous management guru, Professor William J. Rothwell, ITD has developed a two-day workshop entitled "Essential Mentoring Skills". The workshop is aimed at deepening participants' understanding of mentoring and enhancing their mentoring skills and techniques.*

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**Trainer:**  
Edwin Godfrey Johnson

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 2,250.00* per pax/
Normal	RM 2,400.00* per pax/





## JUNE

### POWER OF SIMPLICITY

\*SBL Khas Scheme

10-11 June

*This workshop will enable participants to discover and address the underlying cause of why organizations reject the simple approach. The workshop will provide participants with strategies to unleash the power of simplicity by taking a no-nonsense approach to language, information, strategy, competitors, leadership and growth.*

**Trainer:**

KC Lee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00* per pax/



### LEAN MANAGEMENT

\*SBL Khas Scheme

10-12 June  
17-19 June

In today's competitive environment, we are challenged to do more with fewer resources. One of the best ways to increase effectiveness and efficiency is to adopt Lean Management techniques. All types of business — manufacturing, service, for-profit, not-for-profit, education and health — can benefit from the Lean approach. The manufacturing industry has been implementing the Lean approach for many years. However there are still organisations that have a long way to go to become leaner. This tool provides ways to help organisations identify and reduce waste in their processes and procedures and ultimately enhance the value of the organisation.

Module 1-2

Module 3-4

**Trainer:**

KC Yan

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 4,300.00 * per pax/
Normal	RM4,500.00 * per pax/



## JUNE

### COACHING FOR BREAKTHROUGH SUCCESS

\*SBL Khas Scheme

19-21 June

- ITD World's Chief Coach & Mega Guru who has developed leaders from over 80 countries.
- Co-author of books with Jack Canfield, Brian Tracy & William J. Rothwell.
- Inventor of Coaching for Breakthrough Success Meta Model & the Situational Coaching Model



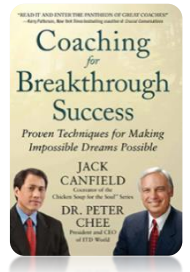
*\* In 2019, CBS is coming up with Blended and E-learning, to assist and bring participants the best training with no limitation in time and distance*

**Trainer:**

Dr. Peter Chee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 3,450.00* per pax/
Normal	RM 3,600.00* per pax/



### CRITICAL THINKING SKILLS IN THE VUCA WORLD

\*SBL Khas Scheme

24-25 June

Critical thinking skills are vital for all of us who work in an increasingly complex, knowledge-based, competitive global work environment. Yet many of us have never been trained to utilize critical thinking skills with the result that at times our performance is less than optimal. Staff are regularly advised to "think critically", but are rarely taught how to do so. This course addresses that gap.

**Trainer:**

KC Lee

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00 * per pax/
Normal	RM 2,000.00 * per pax/



JUNE

MANAGING WORK TIME & STRESS EFFECTIVELY

\*SBL Khas Scheme

27-28 June

Managing Work Time and Stress Effectively workshop is specially designed to equip individuals with the necessary knowledge and skills to increase effectiveness and efficiency (especially in the work place). The workshop will also cover methods on stress management (tips and tricks to reduce stress).

The participants will be exposed to tools in planning (prioritize) and executing for effective activities management.

**Trainers:**

Dion Ooi

**Program Fees:**

Early Bird/Group (Min 3 pax)	RM 1,800.00* per pax/
Normal	RM 2,000.00 * per pax/



**\*\*\* Last Updated: 12<sup>th</sup> January 2019 \*\*\***

**\*\*\*As of 1<sup>st</sup> March 2019 all program fees are subject 6% SST.**

**\*\* ITD Reserves The Right To Amend The Proposed Dates Arising From Unforeseen Reasons.**