

## 2014 Public Training Calendar

Month	Date	Program
Jan	8	Introduction to First Aid and CPR (by MRCS)
	9&10	Employment Laws Update (M)
Feb	20	Effective Time Management Skills: Making Every Minute Count
	24	Amalan 5S Untuk Kejayaan Organisasi Cemerlang
	25	ISO 14001:2004 Environmental Management System Awareness
	25&26	ISO 14001:2004 EMS Internal Audit
	25&26	Profit Making and Cost Saving Through Effective Purchasing
March	5&6	Problem Solving Using 7 QC Tools (BM)
	10&11	Practical Business Writing for Today's Managers and Executives
	12	Creative Thinking Skills
	13&14	Sales Excellence & Motivation (M)
	17&18	Meeting the Challenges with Strong Leadership and Supervisory Skills (BM)
	19&20	Employment Laws Update
	21	PDCA: Improving Management Effectiveness (M)
	24&25	Understanding & Analysing Financial Statements
April	7	ISO 9001:2008 QMS Awareness
	7&8	ISO 9001:2008 Process Approach Internal Audits
	9&10	HR Management For New HR Personnel (M)
	14&15	Clerical Development Program (M)
	16&17	Problem Solving & Decision Making
	17	Handling Minor Misconduct In The Workplace For Better Productivity and Industrial Harmony
	18	FSC Chain of Custody Management Awareness
	21	Introduction to First Aid and CPR (by MRCS)
	22&23	Statistical Process Control (SPC)
24&25	Innovation in Marketing	
May	7	Practical Fire Safety & Prevention (BM)
	8&9	Working Effectively With MS Excel (Intermediate)
	14&15	Linkages and Implementation of ISO/TS 16949:2009 Core Tools
	16	Effective EQ Management (M)
	19	Kesedaran Keselamatan dan Kesihatan di Tempat Kerja
	20&21	Jadilah Seorang Profesional Gudang/Stor!
22&23	Train The Trainer	
June	10&11	Administrative Development Program
	12&13	Technical Report Writing
	13	Effective Communication: Giving Instruction, Active Listening and Feedback (M)
	16	Finance for Non-Finance Managers & Executives
	17&18	Investigation, Prosecution and Domestic Inquiry (M)
	19&20	Sales Excellence & Motivation
	23	Kawalan Pembaziran Yang Berkesan Ke Arah Peningkatan Produktiviti
	25&26	Training Needs Analysis & Evaluating Training Effectiveness

Month	Date	Program
July	8&9	Customer Relations Skills (M)
	10&11	ISO 9001:2008 Process Approach Internal Audits (M)
	16&17	Meeting the Challenges with Strong Leadership and Supervisory Skills (M)
	18	NLP At Work: Improve Confidence and Work Performance (M)
Aug	18&19	Working Effectively With MS Excel (Intermediate)
	20	Introduction to First Aid and CPR (by MRCS)
	21&22	Investigation, Prosecution and Domestic Inquiry
	25&26	Managing Your Cash Flow & Collection In Time of Business Uncertainty
Sept	8&9	Meeting the Challenges with Strong Leadership and Supervisory Skills (BM)
	10&11	Manufacturing Best Practices
	12	Effective Management Representative (MR)
	18	Amalan 5S Untuk Kejayaan Organisasi Cemerlang
	19	Performance Appraisal Made Easy: A Complete Guide
	22	Effective Warehouse Management (M)
	23&24	Developing HR Skills For HR Practitioners
	25&26	Strategic Selling Techniques
Oct	7&8	Creative Interpersonal Skills
	8&9	Program Pembangunan Perkeranian
	9&10	Learning English Through Workplace Communication
	13	Effective Approach on Root Cause Analysis, Corrective & Preventive Actions
	14	Komunikasi: Memberi Arahan, Pendengaran Aktif and Maklum Balas
	15&16	Employment Laws Update (BM)
	17	Front Desk Excellence
	20	Managing Stress At Work
Nov	6&7	Strategic Marketing Planning
	10	Effective Report Writing Skills
	11	Time Control Power Towards Higher Workplace Productivity (M)
	12&13	Kaizen: The Strategy for Continuous Improvement (BM)
	13&14	Effective Problem Solving and Decision Making Skills (M)
	17	ISO 9001:2008 QMS Awareness
	17&18	ISO 9001:2008 Process Approach Internal Audits
	19&20	Successful Interview & Recruitment
24	Introduction to First Aid and CPR (by MRCS)	
25&26	Inventory Performance & Materials Management	
Dec	8	Finance for Non-Finance Managers & Executives
	9&10	MS Excel Formulas & Functions
	11&12	Managing A Sales Team
	15	PDCA: Meningkatkan Keberkesanan Penyelia
	16&17	Winning A Case At The Labour Court
	18&19	High EQ Communication Skills (M)

*"Redeem for Training at XcelLearn"*

Accumulate 12 Points to get **FREE** 1-day Public Training (T&C applied)

**All programs are 100% SBL claimable.**

XcelLearn Resources has the right to re-schedule the dates for the above training programs due to circumstances beyond its control.

For further Information, please contact **Ms Ng / Ms Chong** at **04-6434016** or email: [cschong@xcellearn.com](mailto:cschong@xcellearn.com)

**Customised In-house training also available in the areas of:**

- Accounting & Finance • Environmental Management System • Human Resources/Training • Industrial Relations • Motivation
- Occupational Safety & Health • Organisational Development • Personal Effectiveness • Quality & Productivity • Quality Management System
- Sales & Marketing • Staff Development • Supervisory Development • Supply Chain Management • Teambuilding

***"Excel in Learning for Superb People and Organisation Performance"***