



Your Inspiring Training Partner

COMPANY PROFILE

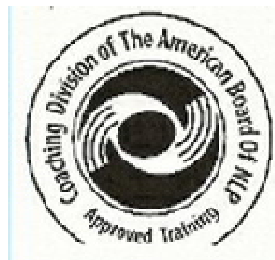
... specialize in
Soft skills & Technical courses,
Training & Development,
& Consultancy Services



CERTIFICATION PARTNER



**APPROVED TRAINING PROVIDER NO 5131— HUMAN
RESOURCES DEVELOPMENT FUND (HRDF)
MINISTRY OF HUMAN RESOURCES, MALAYSIA**



**REGISTERED WITH AMERICAN BOARD OF NEURO-LINGUISTIC PROGRAMMING (NLP)
TIME LINE THERAPY® ASSOCIATION**

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CORPORATE PROFILE



WHY WE EXIST?

iTrainingExpert.com (consisting of ITRAININGEXPERT GLOBAL PLT & ITRAININGEXPERT GLOBAL SDN BHD) is a Provider for Corporate Training and Consulting solutions company since 1999. We act as a single contact to employees in providing excellent training and development which meets the needs of learners and companies, delivered by highly competent trainers.

We consist of a pool of experienced industry practitioners, and experts in specializing in specific areas that serve organizations of numerous industries such as Oil & Gas, Banking, Manufacturing, Automotive, Hospitality, Aviation to name a few.

We work together with companies as smart partnership in providing hands-on solutions to help solve day to day business challenges by developing their human capital, building their brands, advertising their image and marketing their products - all with the help and guidance of our multi-faceted organization.

We believe in a comprehensive approach - becoming a part of our client's business and knowing as much about their operations and challenges as possible. We want to support you in meeting your needs and most importantly achieving your goals in improving bottom line results and to sustain the competitive advantage.

MISSION

Our mission is to design and deliver high impact development programs and a wide range of consultancy services that produce outstanding human performance in your organizations.

VISION

We envision in DELIVERING SUSTAINABLE HUMAN CAPITAL FOR THE FUTURE and be the Preferred Training Partners for Multinational companies and funding agencies throughout the Asia Pacific region with motivated staff training and consulting in inspirational learning environment with Quality assurance to confirm our standing as a provider of excellence.

GUIDING PHILOSOPHY

We are committed to create a strong and continuous improvement in human capital performance with your organization.

We create a smart partnership with you to fully understand your unique business strategy, goals, needs, objectives and culture. Following that, your needs will be studied and a tailor-made program will be designed for your organization. The core aims of the training is to build and sustain the skills and behaviours that are essential to your business successes

OUR COMMITMENT TO YOU

To achieve your desired results, our development effort extends beyond the training room. We work in partnership with you to:

- understand your business and development needs
- design development initiatives and deliver high impact training interventions
- develop and implement powerful reinforcement programmes
- track and measure for continuous improvement and sustainability

VALUES

- Promote lifelong learning
- Reward and celebrate success
- Actualise dreams
- Involved and being passionate at all times
Sustain long-term business relationships
- Encourage continuous improvement

BEHAVIORAL COMPETENCIES

Based on our value, we have developed a set of core behavioral competencies applicable to all staff and are fundamental to the way we work in iTrainingExpert.com

- Establishing relationships
- Open communication
- Meeting customers needs
- Quality conscious
- Integrity & trust
- Developing talents
- Empowering people

EXPERTISE

We offer training and learning lab that are tailored to provide solutions to help increase the productivity, performance and profitability of the manufacturing, transport, banking, trading, hospitality, oil & gas, insurance, banking, property and services related businesses and organizations.

We believe in customizing and developing specific solutions through a collaborative process designed to identify a client's needs, requirements and objectives.

The unique approach combined with the strong faculty of experts, competent trainers, multilingual facilitators puts our lab in the position to spur the progress of establishment.

Our business focuses on 5 key areas:

- BUSINESS RE-ENGINEERING & PROCESS IMPROVEMENT
- TRAINING & DEVELOPMENT
- PRODUCTIVITY
- CONSULTING
- RESEARCH & ASSESSMENT

Through years of experience working with different industries, we truly understand the current companies' training needs. Companies no longer need a theory-based training but a practical training with applicable knowledge and skills.

iTrainingExpert.com is a catalyst for attaching the missing linkage between the knowledge learned, and the practical work applications, with the ultimate goal of providing a long-term SOLUTIONS to you, our client.

We listen to understand your issues and business objectives. We work together with you to equip your people with necessary skills, providing them with the right tools to achieve important skills to have the competitive edge.

We believe that training does not stop at preaching in front of a whiteboard. We stress on hands application, real LIVE experiences and the latest technology.

iTrainingExpert's consultants and trainers, are matched to the requirement of the client's needs. They are specialist in their own field who have substantial experience and are able to share gems that no books can share. We bring to you the front end of technology right into the heart of your company, empowering your staff with global industrial knowledge and current practices.

We are a Solution-Driven organisation with customized programs dedicated to the essence of training and development. Call us now, today! Our specialized team of consultants will come to your door-step and listen to your needs and give you the best training programs, coaching and consultancy.

TRAINING DIRECTORY

SENIOR MANAGEMENT & MANAGERS



MANAGEMENT & BUSINESS STRATEGY FOR LEADERS

A myriad of business, management & strategy courses needed by CEO, Directors, Departmental Heads

- STRATEGIC EXECUTION
- CHANGE MANAGEMENT
- SUCCESS PLANNING & DEVELOPMENT TALENT AS BUSINESS ENTREPRENEURS & LEADERS
- EFFECTIVE PROJECT MANGEMENT
- LEADERSHIP FOR HIGH PERFORMANCE
- BUSINESS STRATEGY WORKSHOP FOR SENIOR MANAGEMENT
- TRANSFORMATIONAL LEADERSHIP DURING CHALLENGING TIMES
- LEADERSHIP SKILLS FOR EFFECTIVE MANAGERS

SALES & NEGOTIATION, PROBLEM-SOLVING

- SALES WARRIOR: INTENSIVE SALES AND NEGOTIATION WITH NLP
- HANDLING DIFFICULT CUSTOMERS
- THE ART OF CLOSING DEALS
- NEGOTIATIE TO WIN: STRATEGIC NEGOTIATION FOR SERIOUS NEGOTIATORS
- FUNDAMENTALS OF MARKETING & MARKETING STRATEGY

LANGUAGE & WRITING

Effective Business Writing & Communication programs for Busy Managers and Executives based on your specific needs- offered in English, Malay & Chinese

- EMAIL AND REPORT WRITING FOR PROFESSIONALS
- EFFECTIVE BUSINESS WRITING THROUGH MASTER GRAMMAR
- TECHNICAL REPORT WRITING FOR ENGINEERS
- IMPROVING GRAMMAR AND SPOKEN ENGLISH
- BUSINESS MANDARIN FOR BUSY MANAGERS (BEGINNERS-ADVANCED)
- BUSINESS PLAN & PROPOSAL WRITING WORKSHOP

COMMUNICATION

- APPLYING EMOTIONAL INTELLIGENCE AT WORKPLACE
- ENHANCING INFLUENCING AND PERSUASIVE SKILLS
- HANDLING DIFFICULT PEOPLE AND CONFLICT RESOLUTION
- CROSS CULTURAL COMMUNICATION AT WORKPLACE

PUBLIC RELATIONS AND MARKETING COMMUNICATION

- HYPNOTIC WRITING FOR SALES & ADVERTISING
- PR WRITING WITH IMPACT, INFLUENCE AND INSPIRATION

PRESENTATION SKILLS

- POWER PACKED PRESENTATION SKILLS & PUBLIC SPEAKING SKILLS
- POWERTALK—ADVANCED PRESENTATION SKILLS WITH NLP

PRESENTATION SKILLS

- CORPORATE GROOMING, ETIQUETTE & FINE DINING

TRAINING DIRECTORY

EXECUTIVES & ADMINISTRATORS



HUMAN RESOURCES CONSULTATION

We offer consultation to EMPLOYER'S OBLIGATIONS under Employment Act 1955 & Industrial Relations Act, 1967, etc. We can further assist you in conducting and determining possible recommendations on what your IMMEDIATE ACTIONS to be taken and your future compliance and obligations in accordance with the relevant laws.

- EFFECTIVE HUMAN RESOURCES MANAGEMENT
- ALIGNING PEOPLE, PROCESSES & TECHNOLOGY
- RECRUITING, TRAINING, DEVELOPING & RETAINING TALENTS
- PERFORMANCE APPRAISAL & KEY PERFORMANCE INDICATORS
- DEVELOPING GRADUATES AS BUSINESS LEADERS & ENTREPRENEURS
- EFFECTIVE COACHING, COUNSELLING AND MENTORING FOR SUCCESS
- IDENTIFYING OPERATIONAL TRAINING NEEDS ANALYSIS
- HOW TO CARRY OUT DISCIPLINARY ACTION, DOMESTIC INQUIRY AND HANDLING MISCONDUCT
- DESIGNING, APPRAISING AND MANAGING EMPLOYEE PERFORMANCE EXCELLENCE
- PREVENTING & ERADICATING SEXUAL HARASSMENT IN WORKPLACE
- MEASURING RETURN ON INVESTMENT (ROI) IN TRAINING
- SOCSO ACT 1969, EPF RULES & INCOME TAX
- LAW ON TERMINATION OF EMPLOYMENT
- ADVANCED PAYROLL ADMINISTRATION
- HRM FOR NON HR MANAGERS
- LABOUR AUDITING

FINANCE

- HOW TO INTERPRET AND ANALYSIS FINANCIAL STATEMENTS AND CASH FLOW ANALYSIS FOR BETTER DECISION MAKING
- CREDIT MANAGEMENT AND DEBT RECOVERY
- LEGAL DOCUMENT & CONTRACT LAW
- FINANCE FOR NON FINANCE MANAGERS
- PERSONAL FINANCIAL PLANNING
- GOODS AND SERVICE TAX FOR FINANCE PERSONNEL
- PERSONAL DATA PROTECTION ACT 2010

MOTIVATION & TEAMBUILDING

- POSITIVE MENTAL ATTITUDE AT WORKPLACE
- INCREASING PRODUCTIVITY & EFFICIENCY THROUGH TIME MANAGEMENT
- BETTER TEAMWORK AND COMMUNICATION AT WORK
- STRESS MANAGEMENT & WELLNESS

TRAINING DIRECTORY

SUPERVISORS & CLERICAL



SUPERVISORY SKILLS

- SUPERVISORY DEVELOPMENT SKILLS
- MANAGING TIME EFFICIENTLY WHILE MULTITASKING

SKILLS FOR OFFICE MANAGERS, ADMINISTRATIVE STAFF

- EXCELLENT OFFICE MANAGEMENT
- SUCCESS SKILLS FOR SECRETARIES & ADMIN PERSONNEL
- HANDLING MULTITASK FOR PERSONAL ASSISTANTS
- EFFECTIVE RECORD KEEPING & FILING SYSTEMS
- PENGURUSAN REKOD & FAIL YANG BERKESAN

CUSTOMER SERVICES

- THE X- FACTOR IN DELIGHTING CUSTOMERS
- AMAZING CUSTOMERS EXCELLENCE
- 10 HIGHLY EFFECTIVE SERVICE PRINCIPLES
- THE ART OF LISTENING & TELEPHONE SKILLS
- TELEPHONE ETIQUETTE & TELEMARKETING

EXPERIENTIAL TEAMBUILDING

Motivate, Move Up and Mould Your Team for Continuous Improvement in teamwork, communication and Productivity

- MANAGEMENT RETREATS
- TEAM BUILDING COURSE
- STRATEGIC WARGAME -LEADING CHANGE
- CONFLICT MANAGEMENT

(Combination of indoor & outdoor excitement & life-changing experiential training)

HOSPITALITY TRAINING COURSES

SENIOR MANAGERS AND MANAGERS

SALES

- SALES WARRIOR: ART OF POWER SALES & NEGOTIATION
- UPSELLING & COMMUNICATION SKILLS FOR FRONTLINERS

CUSTOMER RELATIONSHIP & SERVICES MANAGEMENT

- CUSTOMER RETENTION
- SERVICE SKILLS FOR ROOM DIVISION
- COMPLAINTS & SERVICE RECOVERY FOR HOTELIERS
- TURNING COMPLAINTS TO BUSINESS OPPORTUNITIES
- WORLD CLASS CUSTOMER SERVICE—FRONT OFFICE, RESERVATION
- MASTERING TELEMARKETING FOR RESERVATION

TRAIN THE TRAINERS & TEAMBUILDING

- TRAIN FOR PERFORMANCE
- MANAGERIAL LEADERSHIP BOOTCAMP
- MINDSET & ATTITUDINAL CHANGE CAMP
- THE ART & SCIENCE OF INSPIRATIONAL LEADERSHIP

CONVERSATIONAL, WRITING & COMMUNICATION SKILLS

- REPORT WRITING & EFFECTIVE PRESENTATION SKILLS
- HIGHLY EFFECTIVE COMMUNICATION SKILLS FOR HOTELIERS
- EFFECTIVE PRESENTATION TECHNIQUES

CONVERSATIONAL, WRITING & COMMUNICATION SKILLS

- HOSPITALITY ENGLISH 1,2,3
- ENGLISH FOR FRONTLINERS

SAFETY, HEALTH AND ENVIRONMENT DIRECTORY

SAFETY, HEALTH & ENVIRONMENTAL (ESH)

- SAFETY, HEALTH AND ENVIRONMENT AWARENESS
- OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEM
- MANUFACTURING SAFETY & HEALTH MANAGEMENT SYSTEM
- OIL & GAS SAFETY MANAGEMENT SYSTEM
- SAFETY, HEALTH AND ENVIRONMENT AUDIT TRAINING
- PLANT SAFETY, HEALTH, ENVIRONMENTAL & SECURITY CONTROL
- CONSTRUCTION SAFETY & HEALTH MANAGEMENT
- OCCUPATIONAL FIRST AID & CPR
- EMERGENCY RESPONSE PLAN / TEAM
- UNDERSTAND OSHA 1994 ITS REGULATIONS
- DEVELOPING EFFECTIVE SAFETY & HEALTH COMMITTEE
- IDENTIFICATION, EVALUATION & CONTROL OF HAZARDS
- OSH MANAGEMENT AND THE ROLE OF SAFETY COMMITTEE
- HAZARD IDENTIFICATION, RISK ASSESSMENT & DETERMINING CONTROL (HIRADC)
- CONFINED SPACE SAFETY
- TOP MANAGEMENT RESPONSIBILITIES & ROLES ON ESH
- ACCIDENT INVESTIGATION & PREVENTION STRATEGIES
- WORKPLACE ACCIDENT PREVENTION, CONSEQUENCES & CONTROL MEASURES
- FACTORY AND MACHINERY ACT 139 REQUIREMENT AND COMPLIANCES
- SAFE HANDLING OF FORKLIFT TRUCK
- SCHEDULED WASTE MANAGEMENT
- CHEMICAL WASTE AND HANDLING

ENGINEERING AND TECHNICAL TRAINING

PROJECT MANAGEMENT PROGRAMS

- FAST TRACK PROJECT MANAGEMENT (CRASH COURSE)
- PROJECT MANAGEMENT FOR ENGINEERS / TECHNICAL PERSONNEL / NON ENGINEERS
- IT PROJECT MANAGEMENT
- CONSTRUCTION PROJECT MANAGEMENT
- PROJECT RISK MANAGEMENT
- MS PROJECT 2003/2007 (BASIC / INTERMEDIATE / ADVANCE)
- MS SHAREPOINT
- MICROSOFT OFFICE (BASIC/ INTERMEDIATE/ ADVANCED)

ASSEMBLY ENGINEERING

- TRIM AND FORM TECHNOLOGY
- TRANSFER MOLDING TECHNOLOGY
- TRIM AND FORM TOOLING PREVENTIVE MAINTENANCE
- TRANSFER MOLDING TOOLING PREVENTIVE MAINTENANCE
- LEAD FREE (PB FREE) AND ROHS SEGREGATION PROGRAM FOR SEMICONDUCTOR INDUSTRY
- EPP (ENVIRONMENTALLY PREFERRED PRODUCTS) AND DEPLOYMENT IN SEMICONDUCTOR PLANT
- TOOL STEEL AND CARBIDE MATERIALS FOR TOOLING IMPROVEMENT FUNDAMENTALS
- PROJECT MANAGEMENT AND FOCUSED IMPROVEMENT
- DMAIC, A SIX SIGMA PROBLEM SOLVING TOOL AND METHODOLOGY
- 8D (DISCIPLINES) FOR PROBLEM SOLVING METHODOLOGY TO ACHIEVE TOTAL CUSTOMER SATISFACTION

MOTOR VEHICLE

- AUTOMOTIVE SERVICE MANGEMENT FOR VEHICLE SERVICE DEALERS
- WORKPLACE DISCIPLINE—THE 5S WAY
- DIPLOMA IN MOTOR VEHICLE ENGINEERING WITH CITY & GUILD (UK)

HEAVY EQUIPMENT

- FORKLIFT DRIVING & MAINTENANCE TECHNIQUES
- ANALYTICAL TROUBLE SHOOTING PROCESS
- PROGRAMMABLE LOGIC CONTROLLER (PLC) OPERATION & PROGRAMMING
- ENGINE MAINTANENCE & MANAGEMENT FOR ENGINEERS AND MANAGERS
- MARINE ENGINE INSTALLATION & GUIDE
- GENERATOR SET OPERATION & MAINTENANCE
- MAINTENANCE GUILF ON NATURAL GAS FOR VEHICLES

LIST OF CLIENTELE

CLIENTS



LIST OF CLIENTELE

OIL & GAS/ ENERGY

PETRONAS
PETRONAS CHEMICALS METHANOL
BRUNEI REFINERY (SHELL)
TECHNIP
DIALOG GROUP
MTBE
MMC Engineering
SHELL
Malaysia Vietnam Offshore Terminal
(MVOT-Talisman Project)
Petro Vietnam
MISC
Petra Energy
Transwater Tenaga
Transwater API
Sarawak Energy Berhad
Oceancare (Sawarak)
Telekom Malaysia
Laku Management (S'wak)

AEROSPACE & AVIATION

CTRM Aero Composite
CTRM System Integration
AIROD
Aerokleen
MAS Airlines

HOSPITALITY

Parkroyal Hotels & Resorts
Residence Hotels and Resorts
Maya Hotel
GTower
Frendz Hotel

INVESTMENT & BANKING

Khazanah National Treasury
Bank Negara Malaysia
Maybank Assurance
OCBC Bank
Bank Simpanan Nasional (BSN)
Affin Bank
MBF Cards (Malaysia)
Netherlands Foreign Investment Agency
Cradle Fund Sdn Bhd
Bank Negara Indonesia (BNI)
Central Bank of Bangladesh
Bank Islam
Malaysia Building Society Berhad

PUBLIC SECTOR

Office of Prime Minister of Malaysia
DBKL (Dewan Bandaraya Kuala Lumpur)
MOSTI (Ministry of Science, Technology
& Innovation,
Msia)
SIRIM QAS
JKR
Sarawak Forestry Corporation
Ministry of Education, Malaysia
Majlis Bandaraya Melaka Bersejarah
Malaysian Communications and Multi-
media Commission (MCMC)
FELDA
PEKERSO
Pembangunan Sumber Manusia Heights

NON PROFIT ORGANISATION

UNICEF
Sarawak Bureau Convention
Int. Fed. Red Cross & Red Crescent Socie-
ties

HEAVY EQUIPMENT

Sime Darby Industrial
Tractors Malaysia
Tractors Academy
Columbia Chrome
Scania (Malaysia)
Auto Bavaria
Land Rover
Kubota
Naza Kia
MHE-DEMAG
SUZUKI MALAYSIA AUTOMOBILE

IT SOLUTIONS

DHL Asia Pacific Solutions
Mesiniaga Berhad
KKIPC (Sabah)
Macrokiosk
Cradle Fund
Red Hat Asia Pacific Pte Ltd
GLOCOMP SYSTEMS (M)
Aglotel Wireless Solutions Sdn Bhd

HEALTHCARE

Columbia Asia
KPJ Health

PORTS

Westport
Port Klang

UTILITIE

Telekom Malaysia

PROPERTY & CONSTRUCTION

UEM Builders
Selangor Dredging Bhd
BOLTON Berhad
SUNWAY BERHAD
MNRB Holdings Berhad
Jimah O & M Sdn Bhd
Jimah Energy Ventures
Ban Lee Hin Engineering
PNB Development
MRCB
MITSUI & CO
CBD PROPERTIES SDN BHD
PNB DEVELOPMENT BHD
SERIEMAS DEVELOPMENT S/B
Amanjaya Holdings & Ventures

UNIVERSITIES

Monash University
Taylors University
Multimedia University
UCSI Education
CIMA (Chartered Institute of Mgmt Account-
ants)
Era Technology College
University Kebangsaan Malaysia
INTI University College
IMU (Medical University)

FOREIGN

Shaker Group–Saudi Arabia
Technical & Technology Colleges (Vietnam)
National Bangladesh Bank

INSURANCE & ASSET MGMT

Swiss Reinsurance Company Ltd
AmanahRaya Berhad
Great Eastern Bhd
Axa-Affin Insurance
Tokio Marine
ACE Synergy Insurance Bhd
Uni Asia Life Assurance Bhd
MMS (Insurance Brokers)
Prudential
MBF
MAA

MEDIA & BROADCAST

ASTRO
TV3
THE STAR
NSTP
GROUP M
MINDSHARE
FOREFRONT STUDIO

CONSUMERS

Danone Dumex
F1 Recreation
TESCO Stores (M) Sdn Bhd
DKSH
SAWARAK PALM OIL
YAKULT Sdn Bhd
FJ Benjamin
Healthy Way (M) Sdn Bhd
MACFOOD

MANUFACTURING

Malaysian Sheet Glass Sdn Bhd
Vacuumschmelze M'sia
Prosonic Bhd
Accustech Bhd
KK Metal Processing
AMetal Processing
Green River Wood
O'Connors Engineering
Panasonic
YLI Industries
BRISTOL Sdn Bhd
Toyoink Sdn Bhd
AUO Sunpower (Melaka)
UPECA Engineering Sdn Bhd
HACO Swiss
Pantech Group Berhad
Pantech Steel
Bridgestone Sdn Bhd
Sime Continental Tyres
Stenta Films Sdn Bhd
Rotork Actuation
Sheild Glove Sdn Bhd
Lamatiles Works
SOCMA Trading
AMM Industrial Equipments
Advantec Marketing
Mir Valve Sdn Bhd
Happy Alliance Sdn Bhd
URC Snacks Sdn Bhd
QL Resources Bhd
Kraiburg TPE Technology (M) Sdn Bhd



SPECIALISED IN

Business Writing & English Courses
Technical Report Writing for Engineers
Power Packed Presentation & Public Speaking Skills
Train the Trainer Certification
Successful Sales and Negotiation Skills
Occupational First Aid and CPR
Creativity, Critical Thinking and Problem Solving
Neuro-Linguistics Programming (NLP) courses
Emotional Intelligence & Stress Management
Project Management and Risk Management
Leadership and Supervisory Development
Superior Customer Service & Hospitality
ISO 14001, ISO 9001, OHSAS 18001
Safety, Health and Environment
Motivation & Teambuilding



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