

*PUBLIC TRAINING*

**Symphony Digest**

MyCoID: 870359P

Programme No: 10001367839



# ESSENTIAL MANAGERIAL SKILLS FOR MANAGERS



**Early Bird Price: RM1,850**  
**Normal Price: RM2,070**  
**(inclusive of SST & HRDC Admin Fee)**

Please collect your  
RM20 TNG eWallet  
reload pin at  
registration desk.



24 - 25 SEPTEMBER 2024



09:00AM - 05:00PM



CONCORDE HOTEL, KL

## CONTACT INFO:

rachel@symphonydigest.com

010-238 7806

010-393 2800



## Topics Covered

- What Effective Managers Do
- Employee Engagement
- Communicating with Empathy
- Assertive Behaviour
- Managing for High Performance

## Trainer's Profile

The trainer was a business consultant in Deloitte, Ernst & Young, and Andersen where he helped clients to articulate enterprise strategies and align business models and technology investments. His clients were primarily from the financial services and public sectors, advising them in areas of strategy and transformation, customer management, performance and cost management, and PPP/PFI. His clients included those from the energy, aviation and transport infrastructure sectors.

From there, he went on to lead Performance Management Solutions at SAS Institute, and was an Associate Partner for Business Analytics; Optimisation at IBM's Global Business Services, leading the ASEAN Smarter Commerce Solution. At both SAS and IBM, he helped clients develop digital and advanced analytics capabilities.

He later joined ZICO, assuming the role of Chief Value Officer, driving shareholder value creation such as M&A and investment as well as the group's digital and business transformation, before being made CEO of Shakeup Online, an online legal service start-up affiliate of the ZICO Group. The trainer currently provides advisory services on business start-ups and transformation.

## Registration

### Contact Person

Name:

Company:

Contact No.:

Email:

Address:

Participant 1:

Contact No.:

Email:

Participant 2:

Contact No.:

Email:

### Notes:

1. For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
2. Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.
3. HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,300 per day. The balance, if any, is to be topped up by client.