



Financial Services Industry

SKILLS BOOK

2025 COURSES

Symphony Digest

www.symphonydigest.com

www.doshu.com.my

Symphony was established in 2010 by former bankers. In April, 2020, Symphony became the pioneer in online SIDC CPE training by launching Doshu, a learning management system catering specially for Malaysians. We are:

- SIDC approved CPE training provider
- HRD Corp approved training provider
- FIMM approved CPD training provider
- Asian Banking School panel trainer
- MOF-registered

Symphony is a one-stop training provider for the financial services industry, covering both the technical and soft skills one needs to become a very good financial services professional. For our clients, we provide face-to-face training, webinar and on-demand learning via Doshu, our learning management system.

Trusted by many financial institutions, we pride ourselves on providing practical and quality training with a commitment towards excellent customer service that you can count on.





are all inclusive - from start-ups to PLCs, MNCs and GLCs and Government agencies/ministries. Our financial services industry clients include Maybank, Maybank Investment, CIMB, Alliance, AllianceDBS, Public Bank, Public Investment Bank, Public Mutual, Ambank, AmInvestment, Standard Chartered, OCBC, UOB, Hong Leong Bank, Hong Leong Investment Bank, Citibank, Bank Islam, Kuwait Finance House, MIDF Amanah Investment Bank, MBSB, RHB, SME Bank, Bank Rakyat, Bank Muamalat, Bank Pembangunan, KAF Investment Bank, Apex Securities, Mizuho Bank, Deutsche Bank, Sumitomo Mitsui, Bank of Tokyo-Mitsubishi UFJ, Great Eastern, Prudential, Prudential BSN Takaful, Manulife, CLSA Securities, EXIM Bank, etc.



- *Very engaging trainer and very good topic and information.*
- *Good insightful course. Detailed and easy to understand the presentation.*
- *The trainer was very energetic and engaging throughout the entire course. He captured our attention and encouraged participation from all the groups.*
- *The analogies and real life stories that the trainer shared during the course made the theories more apprehensible and easier to understand.*
- *Training is provided in a precise manner by giving real life good examples in market which can inter relate to the course content.*
- *Definitely worth attending compared with regularly having to attend AMLA courses. Course equip remisiers with relevant tools to go further on their own.*
- *Good case study for easy understanding to relate to the real world corporate practice.*
- *Great speaker and brings lots of his personal experience into the discussions.*
- *Great introduction and insights on sustainability.*
- *I really enjoy the lessons. The Symphony Digest team really made the learning session fun even we are a bit shy shy but I am really happy and all the inputs from the learning I will apply it and practice it in reality. Thank you so much.*

REGULATORY & COMPLIANCE

1. AMLA

- a. Awareness
- b. Intermediate
- c. Implementation of AMLA Programme
- d. Analysing AML/CFT/CPF Risks
- e. Proliferation Financing
- f. Detecting Money Laundering in Correspondent Banking
- g. Suspicious Transactions Detection and Reporting
- h. Trade-Based Money Laundering
- i. Money Laundering Typologies
- j. Sanctions Compliance
- k. Money Laundering Through Shell Companies
 - l. How Tax Evasion Facilitate Money Laundering
- m. Unwrapping Ultimate Beneficial Owner
- n. Unmasking Money Mules

2. Compliance Champions: Anti-Money Laundering And Anti-Bribery

3. Effective Whistleblowing in Navigating an Anti-Bribery/Corruption Culture

REGULATORY & COMPLIANCE

4. Implementing TRUST Principle and Corporate Liability (Section 17A, MACC Act)
5. Anti Bribery And Corruption: Standing Up Against The Tide by Upholding Good Governance, Risk and Compliance
6. Governance, Risk and Compliance
7. Code of Ethics and Market Manipulation
8. Fair Treatment of Financial Consumers
9. Unveiling the World of Insider Trading
10. Anti-Sexual Harassment (from awareness to legal perspectives)
11. Growing Trends, Recent Developments and Regulations Governing the Capital Market Industry
12. Insights on the Guidelines on Islamic Capital Market Products and Services (ICMPS)
13. Investor Protection Professional Certification (IPPC) Preparatory Course
14. Material Non Public Information (MNPI)
15. BNM's Policy Document on Hajah and Darurah
16. Wholesale Market Conduct
17. Climate Risk Disclosure
18. Malaysia Cyber Security Act 2024

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ECONOMICS, LEGAL & FINANCE

1. Global Market Outlook
2. Economics 101 for Financial Industry Professionals
3. Global Market Outlook – Leading Economic Indicators and Trends
4. Legal 101 for Bankers
5. Collateral and Credit Support
6. Accounting 101 for Bankers
7. Navigating Annual Reports: A Beginner’s Guide to Financial Statement Analysis to Drive Prudential Loan Growth
8. Finance for Non-Financial Professionals
9. Interpreting Financial Statements – Story Behind the Numbers
10. Cash Flow Modeling for Decision-Making
11. Cash Flow Modeling for Loan Structuring
12. How to Prepare Proper Budgets
13. Detecting Red Flags and Early Warning Signs
14. Forensic Accounting

BANKING



Banking & Credit

1. Banking 101 – the Financial Eco-system, Banking Products & Services
2. The Fundamentals of Credit
3. How to Structure Credit Facilities
4. Banking Products
5. Credit Assessment and Analysis
6. Certificate in Credit (CCR) Exam Preparatory Course
7. Contract Financing / Bridge Financing / Trade Finance
8. Practical Credit and Business Savviness for Branch Managers
9. How to Write a Credit Report – Commercial / Corporate Banking
10. Industry Specific Training e.g. Property, Plantation, Oil & Gas
11. Collateral – What and How to Use Them to Safeguard Your Credit Facilities
12. Financing Documents – Types, Usage and Key Terms
13. Project Finance – How to Evaluate and Structure
14. Trade Finance
15. Red Flags of Creative Accounting
16. Debt Recovery



Investment Banking

1. The Mechanics of Bonds & Sukuk
2. Trading of Bonds & Sukuk
3. IPOs and Corporate Exercises
4. Due Diligence
5. Mergers and Acquisitions
6. Financial Modelling
7. Stocks and Investments (ask us for the topics)

ISLAMIC BANKING

1. Fundamentals of Islamic Finance / Banking Practice
2. Shariah Resolution for BNM: Guide for Bankers
3. Insights on the Guidelines on Islamic Capital Market Products and Services (ICMPS)
4. Shariah Governance and Compliance in Islamic Capital Market
5. Shariah Screening Methodology Toolkit for Small and Medium Enterprises (SMEs), Equity Crowdfunding (ECF) and Peer-to-Peer (P2P)
6. The Fundamentals of Islamic Digital Assets
7. The ABCs of Sukuk
8. The ABCs of Islamic Funds Management
9. The ABCs of Islamic Real Estate Investment Trusts (REITs)
10. Shariah Compliant Stocks – Screening Methodologies, Application & Treatment

TREASURY & RISK MANAGEMENT



TREASURY

1. Bonds Pricing and Trading
2. Forecasting Fixed Income Currencies and Commodities
3. Hedging using Derivatives
4. Interest Rate & FX Derivatives
5. Introduction to Commodity Markets
6. Assets and Liabilities Management
7. Liquidity Risk Management and Interest Rate Risk Management
8. Wholesale Market Conduct



RISK MANAGEMENT

1. Operational Risk Management
2. Business Continuity Management
3. Critical Risk Management for Islamic Financial Institutions
4. Fraud Risk Management
5. Machine Learning for Risk Managers
6. Managing Cyber Fraud in Banking Post Pandemic

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ESG & SUSTAINABILITY

- 1.Environmental, Social & Governance (ESG) for Banking
- 2.ESG and Sustainable Finance
- 3.Sustainable Finance
- 4.ESG Due Diligence Principles and Benefits
- 5.ESG Due Diligence Technical Analysis
- 6.ESG Audit for Internal Auditors
- 7.ESG Data & Analytics for Financial Services Industry
- 8.Understanding ESG Materiality: Identifying Key Issues for Financial Institutions
- 9.LSG – The “New ESG” To Drive Sustainability and Competitive Advantage In Organisations
- 10.Maximizing Returns with ESG–Aligned Portfolio Management
- 11.Navigate NET ZERO Ambition Risks in Business
- 12.Strategic Approaches to Carbon Markets and Global Emission Reduction
- 13.Sustainability – A Value Creation Perspective
- 14.Sustainable Digital Finance: Aligning Innovation with ESG Goals
- 15.Carbon Credit Calculation For Bankers

FINTECH

1. A Journey into the World of Artificial Intelligence
2. AI and Blockchain: The Future of Secure and Transparent Financial Transactions
3. AI and Change Management in Financial Institutions
4. AI Empowered Workforce – Readyng your FSI organization in the Age of AI
5. AI in Finance: Opportunities and Challenges
6. AI-Driven Financial Forecasting: Predicting the Future with Precision
7. AI-Enhanced Customer Experience: The Future of Personalized Banking
8. AI-Powered ESG Investing: A New Frontier in Responsible Investment
9. AI-Powered Financial Inclusion: Bridging the Gap with Technology
10. Big Data Essentials for Financial Professionals
11. Blockchain Technology Unlocked
12. Compliance Made Easy: AI-Powered Regulatory Compliance
13. Digital Transformation in Finance: Navigating the Future of FinTech
14. Efficiency Unleashed: AI for Operational Excellence
15. Future Ready Skills for FSI Professionals – Generative AI
16. Future-Ready by Embracing the Fourth Industrial Revolution
17. Harnessing Generative AI to Drive Financial Innovation
18. How AI is Defending Financial Systems
19. How Quantum Computing is Revolutionizing AI in Finance
20. Navigating Transformation: Mastering Change Management in the Financial Industry
21. Predicting the Future: AI-Powered Credit Risk Assessment
22. Redefining Financial Leadership in the Age of AI
23. Segmenting Success: AI-Powered Customer Segmentation
24. The AI-Driven Workplace: Navigating the Future of Work in Finance
25. The Rise of Autonomous Finance: AI-Powered Decision Making
26. Turning Data into Dollars with AI
27. Unleashing AI: Revolutionizing Fraud Detection and Prevention
28. Your First Steps in Machine Learning

STRATEGIC MANAGEMENT & LEADERSHIP



STRATEGIC MANAGEMENT

1. Developing Business Acumen and Entrepreneurial Mindset
2. Strategic Thinking for Leaders
3. Strategic Planning
4. Scenario Planning & Decision-Making
5. Design Thinking
6. Preparing for Challenging Economic Times
7. Managing Change
8. Building Resilience



LEADERSHIP

1. Strategic Leadership: Enhancing Planning and Critical Thinking Skills
2. How to Develop Your Organization's Business Model Canvas
3. Navigating Organizational Change: A Guide to Change Management
4. Diagnosing Problems & Decision-Making
5. Utilising the Power of Coaching and Mentoring for Leadership Success
6. Counselling Skills with NLP Techniques
7. Essential Managerial Skills for Executives and Managers
8. From Team Member to Manager: A Guide for Your Transformational Journey
9. Mastering the 7 Dynamic Leadership Skills for Executives and Supervisors
10. Essential Skills for Effective Delegation & Supervision
11. Essential Conversations to Elevate Your Staff's Performance
12. Fostering Collaborative Leadership: Uniting Strengths for Success
13. Injecting the Multiplier Effect on Team Performance Through High-Impact Leadership
14. Supervisory Skills & Giving Feedback
15. How to Manage Conflicts in the Workplace

SOFT SKILLS

1. Effective Communication & Networking Skills (written & verbal)
2. EQ for Communication & Getting Ahead
3. Presenting To Influence: High Impact Presentation Skills for Banking Industry
4. Customer Service
5. Dealing and Managing Difficult Customers
6. Influencing and Negotiation Masterclass
7. How to Influence & Persuade Using NLP
8. Creating an Achievement-Oriented Workplace
9. Adaptability in a VUCA World
10. Developing Business Acumen in Your Frontliners
11. Analytical Thinking for Problem-Solving & Decision-Making
12. Emotional Intelligence in the Workplace
13. Grooming & Etiquette
14. Stakeholder Management
15. How to Manage Your Boss
16. Time Management and Multi-tasking
17. Stress Management & Wellness
18. Design Thinking for Innovative Financial Products
19. Problem Solving Tools
20. Building Resilience to Overcome Adversity
21. Business & Report Writing
22. Business English
23. How to Coach and Guide Generation Z to Get the Best Out of Them
24. Inculcating Corporate Mindset for Fresh Hires
25. Preparing Your Staff to Succeed Post VSS / Retirement
26. The Art of Selling Without Selling
27. Strategic Marketing and Brand Management

OTHERS



HUMAN RESOURCE

- 1.HR for Non-HR People
- 2.Employment (Amendment) Act 2022
- 3.Behavioral Interviewing Skills
- 4.Talent Acquisition Strategies to Attract Top Talents
- 5.Compensation and Benefits Strategies to Attract, Motivate and Retain a Skilled Workforce
- 6.Diversity, Equality, and Inclusion Initiatives for the Workplace
- 7.Employee Engagement and Retention Strategies
- 8.Succession Planning for Organisational Continuity
- 9.Labor Relations and Conflict Resolution
- 10.Change Management and HR Transformation
- 11.Employee Onboarding and Integration
- 12.Managing Misconduct in Domestic Inquiry
- 13.Industrial Relations
- 14.HR Audit
- 15.Training Needs Analysis (TNA)
- 16.Competency Gap Analysis
- 17.Reward & Consequence Management



FUNCTIONAL

- 1.Finance for Non-Finance Bankers
- 2.Microsoft Word
- 3.Microsoft Excel (beginner to advanced)
- 4.Microsoft PowerPoint
- 5.Power BI
- 6.Business Analytics and Data Visualization
- 7.Digital Marketing
- 8.Effective Procurement and Supply Chain Management
- 9.Project Management
- 10.How to Leverage on Artificial Intelligence in Your Work
- 11.Requisite Administrative Skills & Duties When Supporting Top Executives
- 12.Report and Minutes Writing

CONTACT US



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