



Symphony Digest

*Upskill for Now
& Future*



**TRAINING
COURSES
2025**

COURSE *Category*

- A) Leadership & Management
- B) Communication
- C) Self-Development & Motivation
- D) Human Resource
- E) Sales & Marketing
- F) Finance & Corporate Finance
- G) Functional Skills
- H) Technical Skills
- I) AI and Digitalisation
- J) Corporate Governance & Compliance
- K) ESG
- L) Others



Training with a difference



ABOUT



Symphony

Symphony was established in 2010 by former bankers to provide training that is all about learning new things that you need, that are relevant and taught in an interesting and relatable way. Symphony is also a pioneer in e-learning with the launch of Doshu, a learning management system developed by Malaysians for Malaysians. We are:

- HRD Corp-registered training provider
- MOF-registered training provider
- SIDC-approved CPE training provider
- FIMM-approved CPD training provider

CLIENTS & TESTIMONIALS



Our clients are all inclusive - from start-ups to PLCs, MNCs and GLCs and Government agencies/ministries - Maybank, CIMB, Public Bank, RHB, Ambank, Standard Chartered, OCBC, UOB, Bank Islam, KFH, EXIM Bank, Bank Rakyat, MIDF, KAF, Airbus, Regus, PLUS, Media Prima, DRB-Hicom, LPPSA, SUK Perak, YTL, Prolintas, Naim Cendera, Grand Hyatt, Labuan Shipyard, Velesto, CIMA, DefTech, UDA, China Communications Construction Company, HSS Integrated, PRIMA, Altel, Touch n Go, UEM, Prudential, BNP Paribas, Lembaga Tabung Haji, GreenTech Malaysia, MDeC, Nihon Canpack, UKM Holdings, etc.

My knowledge on finance is only about 10% but the efforts of the trainers are marvellous that make me understand.

Trainers were well equipped with industry insights and able to deliver content in engaging and knowledgeable manner.

This course has taught me a lot and I am able to apply the what I have learnt to my work.

Good explanation by the trainer! Love how he engages and interact with us.

The Best trainers ever!

Love the training. The Trainer is very friendly and her explanation is very clear. I have learnt a lot from her. Hope to learn from her again in the future.

A

LEADERSHIP & MANAGEMENT



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

B COMMUNICATION



1. Proper and Effective Business Writing
2. Email Etiquette and Writing Effective Business Emails
3. Communicate Effectively Using NLP Techniques
4. Mastering Effective Telephone Communication Skills
5. Powerful Presentation Skills
6. Listening and Questioning Skills to Avoid Miscommunication & Ambiguity
7. Communication and Interpersonal Skills
8. Emotional Intelligence in Business Communication
9. Managing Conflicts
10. Managing Difficult Customers
11. Stakeholder Management

C SELF-DEVELOPMENT & MOTIVATION

1. Developing Assertiveness to Elevate Self-Confidence and Productivity
2. Stress Management & Wellness
3. Achieving Personal Goals with Purpose
4. Building Resilience to Overcome Challenges
5. Grooming and Social Etiquette
6. Effective Time Management & Multi-Tasking
7. Mastering the Power of Influence and Persuasion
8. Mastering the Art of Negotiation in Business
9. How to Manage Your Boss
10. Emotional Intelligence (EQ) at the Workplace
- English and Bahasa Melayu versions



D

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. Preparing Your Staff for Success after VSS / Retirement
16. Training Needs Analysis (TNA)
17. Competency Gap Analysis
18. Reward & Consequence Management



E

SALES & MARKETING

1. Sales Mastery (individual coaching is available)
2. Sales and Negotiation Skills
3. Sales with NLP Techniques
4. How to Close Sales
5. High Impact B2C Sales
6. High Impact B2B Sales
7. The Art of Selling Without Selling
8. Strategic Marketing and Brand Management
9. Digital Marketing and SEO Mastery: Strategies to Boost Online Visibility and Drive Business Growth
10. MS Excel to Track, Analyse and Boost Sales
11. Social Media Content Creation



F FINANCE & CORPORATE FINANCE



1. Finance for Non-Finance Professionals
2. Strategic Finance for Management
3. Interpreting Financial Statements & Identifying Red Flags
4. How to Prepare Proper Budgets
5. Cash Flow Modeling for Project Finance & Decision-Making
6. Understanding Economic Indicators for Decision-Making
7. Mechanics of Mergers & Acquisitions
8. Effective Due Diligence
9. Mastering Banking Facilities
10. Personal Wealth Management for a Happy Retirement
11. Inheritance Planning and Hukum Faraid
12. Effective Debt Recovery

G FUNCTIONAL SKILLS

1. Microsoft Word (Intermediate to Advanced)
2. Microsoft Excel (Basic to Advanced)
3. Mastering Excel for Data Analysis and Financial Reporting
4. Business Analytics and Data Visualization
5. Data Analysis for HR Management Using Microsoft Excel
6. Power BI
7. MS PowerPoint: (Intermediate to Advanced)
8. Customer-Centric Service Excellence
9. Requisite Administrative Skills & Duties When Supporting Top Executives
10. Report and Minutes Writing
11. Design Thinking



H

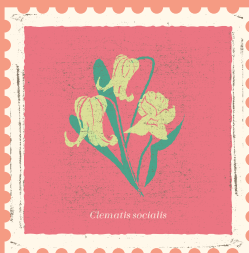
TECHNICAL SKILLS

1. Safety & Health
2. Basic Fire Fighting
3. First Aider
4. Emergency Preparedness and Response
5. Safety and Health Committee Training
6. Incident Investigation Training
7. Crisis Management
8. Hazard Identification, Risk Assessment and Control (HIRAC)
9. Ergonomic (Office Safety)
10. Successful Project Management
11. Procurement - the ABCs and Overcoming Future Challenges
12. Facilities Management and Maximising Your Assets' Value
13. Sustaining asset operations through effective strategies
14. Inventory Management Skills
15. Administrative Skills & Duties When Supporting Top Executives
16. Business Analytics and Data Visualization



I AI AND DIGITALISATION

1. Introduction to AI
2. AI-Driven Digital Transformation
3. Efficiency Unleashed: AI for Operational Excellence
4. AI-Enhanced Customer Experience
5. AI Empowered Workforce - Readyng your Organisation in the Age of AI
6. Redefining Financial Leadership in the Age of AI
7. Introduction to Big Data
8. Big Data Analytics and Visualization
9. Big Data Essentials
10. Data & Artificial Intelligence (AI) Monetization
11. Uncovering the Opportunities of Big Data
12. Industrial Revolution 4.0



J ESG

1. Introduction to Environmental, Social & Governance (ESG) and Sustainable Finance
2. Sustainability Compliance
3. Steering Climate Risk and ESG for Corporates
4. ESG Strategy in Supporting Bursa Malaysia's PLC Transformation Programme
5. ESG for Internal Auditors
6. Incorporating ESG into Your Procurement Practices
7. ESG Awareness training
8. Climate Risks
9. Carbon Credit Calculation
10. Net Zero
11. Sustainability Reporting
12. Climate-Related Risks Opportunities Navigating Through TCFD To Achieve Your ESG Strategies
13. GHG Emissions and Decarbonization in Cement
14. Sustainability Awareness Training
15. Sustainable Finance
16. Strategic Approaches to Carbon Markets and Global Emission Reduction
17. Sustainability - A Value Creation Perspective



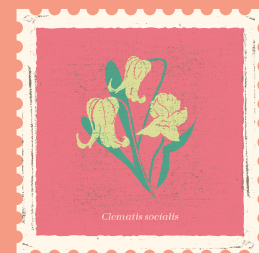
K CORPORATE GOVERNANCE & COMPLIANCE

1. Corporate Governance & Ethics
2. Anti-Bribery and MACC Act (Sec 17A)
3. Anti-Sexual Harassment Act
4. Cyber Security Act



L OTHERS

1. Team Building
2. Protege R-T-W Training Programme
3. Managing Generational Diversity
4. Professional Excellence for Gen Z
5. Management Trainee Induction Programme



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