Symphony Digest Sdn Bhd
(870359-P)
SIDC CPE, Protégé & Corporate Training

TRAINING COURSES 2026

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COMPANY PROFILE

Symphony Digest Sdn Bhd ("Symphony") was established in 2010 by former Islamic Investment Bankers. Having suffered through training that was theoretical with little chance of application, we set about changing it. Today, we are proud to have crossed paths with thousands of participants, who have learnt from our industry experts; trainers who have been there and seen that in the corporate world. Our trainers combine theory with war stories so participants can immediately apply what they learn to what they do.

Come experience the Symphony learning way today: face-to-face, webinar or on-demand learning (video). For public training, we welcome you to visit www.symphonydigest.com and www.doshu.com.my (on-demand learning).

- HRD Corp-registered training provider
- Ministry of Finance-registered training provider
- SIDC-approved CPE training provider
- FIMM-approved CPD training provider
- an Asian Banking Scholl panel trainer

CLIENTS & TESTIMONIALS

Our clients are all inclusive - from start-ups to PLCs, MNCs and GLCs and Government agencies/ministries - PNB, Maybank, CIMB, Public Bank, 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, PR1MA, Altel, Touch n Go, UEM, Prudential, BNP Paribas, Lembaga Tabung Haji, GreenTech Malaysia, MDeC, Nihon Canpack, UKM Holdings, etc.

- *It's a good session; I learn a lot about entrepreneurship and myself. The trainer Ms Chan and Natasha were very helpful. The class was interactive.*
- *The Trainer, Mr Ong is really a good speaker. He really teaches me something today. Really appreciate his knowledge today.*
- *The Modules is highly relevant and important for developing a strong workplace mindset*
- *Ms Saw and her team gave a very good lecture and always encourage others to speak up and energetic.*
- *Best information before start the OJT, the trainer is also very best!*
- *I learn a lot of things, there are a few things I never heard of it and I learn it from these training.*
- *Symphony Digest provide trainer from the best in Malaysia. The courses that are provided are very good and helping anyone who wants to step into the work environment. Symphony Digest never left any of their trainee behind and being supportive to one another. I hope that everyone needs to step up in their work environment would take their courses and thrive for future.*

COURSE CATEGORY

A. Trending Topics

B. Leadership

C. Communication

D. Corporate Governance, Compliance & Legal

E. Finance, Corporate Finance & Tax

F. Human Resources

G. Self-Development & Motivation

H. Environmental, Social, and Governance

I. Sales & Marketing

J. Functional Skills

K. Technical Skills

L. AI & Digitalisation

M. Non-Executive & Clerical

N. Corporate Talks

2026 Public Training Calendar

A Trending Topics

1. AI-Driven Digital Transformation
2. Leveraging on AI to Increase Productivity and Bottomline
3. Big Data Analytics & Visualisation
4. Cybersecurity Awareness & Compliance
5. Sustainability Reporting
6. Digital Marketing & SEO Mastery
7. Stress Management & Mental Health First Aid
8. How to Attract and Retain the Best Talents
9. Empathetic Leadership & Managerial Communication Leading Hybrid & Remote Teams
10. Crafting a HR Handbook Incorporating the Latest Changes in HR
11. Change Management & HR Transformation
12. Microsoft Excel for Business Intelligence

B Leadership

01. Strategic Thinking

1. Strategic Thinking and Planning for Management
2. Strategic Leadership: Enhancing Planning and Critical Thinking Skills
3. The Strategic Leader: From Operational to Transformational
4. Strategic Thinking and Leadership: Driving Innovation and Growth
5. Strategic Leadership Mastery: Adapting, Innovating and Leading Amid Global Disruption

02. Business Acumen & Design Thinking

1. Cultivating Entrepreneurial Mindset and Business Acumen
2. How to Develop Your Organisation's Business Model Canvas
3. Mastering Design Thinking for Business Transformation
4. Entrepreneur Leadership: Driving Growth with Business Acumen
5. Entrepreneurial Mindset in Action: Innovate, Solve, Create
6. Opportunity Thinking: Cultivating an Entrepreneurial Spirit at Work

03. Change Management & Resilience

1. Navigating Organisational Change: A Guide to Change Management
2. Transformational Leadership: Building Resilience, Inspiring Collaboration and Navigating Disruption
3. Leading Change for Organisational Success in Uncertain Times
4. Seizing Opportunities and Driving Change

B Leadership

04. Problem Solving & Decision-Making

1. Diagnosing Problems &Decision-Making
2. Analytical Thinking: Sharpening Reasoning for Better Decisions
3. Growth Mindset & Decision-Making

05. Managing Teams

1. Essential Managerial Skills for Managers
2. Mastering the 7 Dynamic Leadership Skills for Executives and Supervisors
3. Fostering Collaborative Leadership: Uniting Strengths for Success
4. Injecting the Multiplier Effect on Team Performance Through High-Impact Leadership
5. Kepimpinan Dan Kemahiran Motivasi Untuk Ketua Operator & Ketua Pasukan
6. Leadership for Managers
7. Effective Delegation & Supervisory Skills
8. Essential Conversations to Elevate Your Staff's Performance

06. Stakeholder Management & Negotiation Skills

1. Building Powerful Stakeholder Relationships with Emotional Intelligence
2. Stakeholder Relationship Management for Managers
3. Mastering the Art of Influencing and Negotiation

C Communication

01. Business Writing

1. Proper and Effective Business Writing
2. Email Etiquette and Writing Effective Business Emails
3. Professional Writing for Reports and Proposals
4. How to Write Clear & Concise Technical Reports
5. Memo and Minutes Writing

02. Presentation & Public Speaking

1. Powerful Presentation Skills
2. Mastering Confident Communication in Professional Settings

03. Business Communication Essentials

1. Communication and Interpersonal Skills
2. Emotional Intelligence in Business Communication
3. Listening and Questioning Skills to Avoid Miscommunication & Ambiguity
4. Active Listening for Better Engagement
5. Effective Team Communication & Collaboration
6. Managerial Communication: Leading with Clarity and Empathy
7. HR Communication: Navigating Sensitive Conversations

04. Psychological & Behavioural Communication

1. Effective Communication through NLP & Enneagram Awareness
2. Communicate Effectively Using NLP Techniques

C Communication

05. Telephone & Frontline Communication

1. Mastering Effective Telephone Communication Skills
2. Frontline Communication: Representing Your Brand with Confidence

06. Managing Conflicts

1. Managing Conflicts & Difficult People
2. Managing Difficult Customers - from Foe to Friend
3. Handling Difficult Conversations

D Corporate Governance, Compliance & Legal

01. Corporate Governance & Ethics

1. Corporate Governance & Ethics
2. Understanding Corporate Liability (Sec 17A, MACC Act) and Its Practical Applications
3. Anti-Bribery & Anti-Corruption (ABAC) Awareness
4. Establishing Anti-Bribery Management Systems
5. Understanding and Interpreting Requirements of ISO 37001:2025 Anti-Bribery Management System (ABMS)
6. ISO 37001:2025 Corruption/Bribery Risk Management
7. ISO 37001:2025 Anti-Bribery Management Systems (ABMS) Internal Auditing

02. Legal Compliance & Regulatory Awareness

1. Bullying at the Workplace - Complying with the Penal Code Amendment
2. Addressing & Preventing Sexual Harassment
3. Cyber Security Act
4. Anti-Money Laundering Compliance
5. The Personal Data Protection Act Latest Amendments
6. Management of Customer Information
7. Employment Law

D Corporate Governance, Compliance & Legal

03. Contract & Commercial Law

1. Law for Non-Lawyers
2. Essentials of Legal Contracts & Documentations
3. Drafting Commercial Contracts & International Contracts
4. Drafting & Managing Commercial Contracts: Negotiation, Avoiding Legal Pitfalls, & International Contracts Issues
5. International Contracts – Dealing with Cross Border Transactions

E Finance, Corporate Finance & Tax

01. Finance

1. Finance for Non-Finance Professionals
2. Strategic Finance and Financial Analysis for Management
3. Interpreting Financial Statements & Identifying Red Flags
4. How to Prepare Proper Budgets
5. How to Conduct Credit Assessment on Your Customers
6. Effective Debt Recovery
7. Mastering Banking Facilities
8. Sustainability Reporting

02. Corporate Finance

1. Cash Flow Modeling for Project Finance & Decision-Making
2. Understanding Economic Indicators for Decision-Making
3. Mechanics of Mergers & Acquisitions
4. Capital Budgeting and Investment Appraisal
5. Raising Funds Through Bonds and Sukuk
6. Options & Derivatives - How to Hedge & Protect Your Balance Sheet

E Finance, Corporate Finance & Tax

03. Personal Finance

1. Personal Wealth Management for a Happy Retirement
2. Financial Literacy for Employees' Peace of Mind
3. Inheritance Planning and Hukum Faraid

04. Tax

1. E-invoicing: Hands-on Practical Guide
2. PCB: Employers' Tax Compliance and Calculation
3. Transfer Pricing 101 for SMEs
4. Preparing Cost-Effective Transfer Pricing Documentation
5. Transfer Pricing Consideration: Intragroup Financing
6. Domestic Transactions & TP Rules
7. Transfer Pricing Audit Readiness
8. Withholding Tax for SMEs
9. Foreign-Sourced Income & Cross-Border Tax Rules
10. Stamp Duty Basics for SMEs
11. Service Tax for Construction & Timber Industry

F Human Resources

01. HR Fundamentals & Industrial Relations

1. HR for Non-HR People
2. Employment (Amendment) Act 2022
3. Comprehensive Guide to the Employment Act, EPF & Contract Stamping
4. How to Prepare a Clear & Comprehensive HR Handbook
5. Industrial Relations
6. HR Audit

02. Talent Acquisition & Onboarding

1. Behavioral Interviewing Skills
2. Talent Acquisition Strategies to Attract Top Talents
3. Employee Onboarding and Integration

03. Compensation & Benefits

1. Compensation and Benefits Strategies to Attract, Motivate and Retain a Skilled Workforce
2. Reward & Consequence Management

04. HR Strategy & Transformation

1. Change Management and HR Transformation

F Human Resources

05. Performance & Development

1. Key Performance Indicators and Balanced Scorecards
2. Training Needs Analysis (TNA)
3. Competency Gap Analysis
4. Succession Planning for Organisational Continuity

06. Employee Relations & Discipline

1. Employee Engagement and Retention Strategies
2. Labor Relations and Conflict Resolution
3. Managing Misconduct in Domestic Inquiry
4. Managing Discipline, Underperformance, and Termination in the Workplace
5. Preparing Your Staff for Success after VSS / Retirement

G Self-Development & Motivation

01. Workplace Effectiveness & Productivity

1. Effective Time Management & Multi-Tasking
2. Time & KPI Management
3. How to Manage Your Boss
4. Developing Assertiveness to Elevate Self-Confidence and Productivity

02. Emotional Intelligence & Influence

1. Emotional Intelligence (EQ) at the Workplace
2. Mastering the Power of Influence and Persuasion
3. Mastering the Art of Negotiation in Business

03. Wellbeing, Stress & Mental Health

1. Stress Management & Wellness
2. Wellbeing & Mental Health
3. ABC Techniques to Stress Relief
4. Rise as a Star – Stress Management
5. Psychological First Aid for Workplace

G Self-Development & Motivation

04. Personal Growth & Purpose

1. Achieving Personal Goals with Purpose
2. A Purpose-Driven Career Journey
3. Embracing Change with Agility and Resilience
4. Building Resilience to Overcome Challenges
5. The Entrepreneurial Mindset at Work: Creating Value from Within

05. Professional Image & Etiquette

1. Grooming and Social Etiquette
2. Social Etiquette and Fine Dining

H Environmental, Social, and Governance

01. ESG Fundamentals & Awareness

1. Introduction to Environmental, Social & Governance (ESG) and Sustainable Finance
2. ESG Awareness
3. ESG for Internal Auditors
4. ESG Strategy in Supporting Bursa Malaysia's PLC Transformation Programme

02. Sustainability Compliance & Reporting

1. Sustainability Compliance
2. Sustainability Reporting
3. Climate-Related Risks Opportunities: Navigating Through TCFD to Achieve Your ESG Strategies
4. Sustainability – A Value Creation Perspective

H Environmental, Social, and Governance

03. Climate Risk & Environmental Management

1. Steering Climate Risk and ESG for Corporates
2. Climate Risks
3. GHG Emissions and Decarbonisation in Cement

04. Sustainable Finance & Carbon Markets

1. Sustainable Finance
2. Carbon Credit
3. Strategic Approaches to Carbon Markets and Global Emission Reduction

I Sales & Marketing

01. Sales Fundamentals & Mastery

- Sales Mastery (individual coaching is available)
- Sales Mastery: The 8 Cycles of High-Performance Selling
- How to Close Sales
- High Impact B2C Sales
- High Impact B2B Sales
- The Art of Selling Without Selling
- Consultative Selling for Long-Term Client Success
- DISC Personality Selling: Tailoring to Buyer Profiles
- From Prospect to Promoter: Building a Referral Culture

02. Sales Communication & Negotiation

- Sales and Negotiation Skills
- Negotiation Psychology in Sales: Closing with Confidence
- Objection Handling Like a Pro: Reframing Every 'No'
- Mastering Cold Calls: From Hesitation to Conversion
- High-Impact Presentation & Pitching Skills
- Sales with NLP Techniques

I Sales & Marketing

03. Sales Tools & Analytics

1. MS Excel to Track, Analyse and Boost Sales

04. Marketing Strategy & Brand Building

1. Strategic Marketing and Brand Management
2. Funnel Domination: Warm, Cold, and Referral Lead Strategies

05. Digital Marketing & Content Creation

1. Digital Marketing and SEO Mastery: Strategies to Boost Online Visibility and Drive Business Growth
2. Social Media Content Creation
3. Content Marketing with AI
4. Email Marketing

J Functional Skills

01. Microsoft Office

1. Microsoft Word (Intermediate to Advanced)
2. Microsoft PowerPoint: (Intermediate to Advanced)
3. Microsoft Excel (Basic to Advanced)
4. Mastering Excel for Data Analysis and Financial Reporting
5. Business Analytics and Data Visualisation
6. Data Analysis for HR Management Using Microsoft Excel
7. Microsoft Power BI
8. Microsoft Power Automate

02. Project Management

1. Fundamentals of Project Management
2. Certified SCRUM Master
3. PRINCE2
4. PMP Preparatory Class

J Functional Skills

03. Procurement & Supply Chain

1. Supply Chain Management
2. Procurement & Purchasing
3. Logistics Management
4. Warehouse Management
5. Store Management
6. Inventory Management
7. Distribution Management
8. Effective Contract and Tender Management
9. Procurement Fraud and Ethics
10. Vendor and Supplier Evaluation and Qualification
11. Supplier/Vendor Relationship
12. Incorporating ESG into your Procurement Practices

K Technical Skills

Safety, Health & Occupational

1. ISO 45001: Occupational Health & Safety Management System
2. Safe Handling of Chemicals and Hazardous Materials (HAZMAT)
3. Forklift Operation and Safety
4. Building Strong Safety and Health Committee
5. Working at Height Awareness Training
6. Emergency Response Plan
7. OSHA Amendment 2022
8. PTW Training

L AI & 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 – Readying Your Organisation in the Age of AI
6. Redefining Financial Leadership in the Age of AI
7. Data & Artificial Intelligence (AI) Monetisation
8. Digital Trends and Emerging Technologies
9. Data Center Design 2020
10. Platform Business Models 2020
11. 4G Technology and Applications 2018
12. Fixed Broadband Technologies 2018
13. Industry 4.0 2018
14. Smart Cities 2018
15. IoT & AI for Smart Infrastructure

M Non-Executive & Clerical

1. Front Desk Professionalism & First Impressions
2. Komunikasi Mesra Pelanggan untuk Kakitangan Kaunter
3. Minda Positif di Tempat Kerja
4. Pengurusan Stres untuk Kakitangan Barisan Hadapan
5. Menjadi Kakitangan Cemerlang: Sikap, Disiplin & Tanggungjawab
6. Kecemerlangan Diri Melalui Komunikasi Berkesan
7. Microsoft Excel Asas untuk Kakitangan Sokongan
8. Kemahiran Microsoft Word & PowerPoint untuk Tugasan Harian
9. Handling Instructions & Feedback Professionally
10. Basic Business Writing for Clerical Staff
11. Effective Email & Telephone Etiquette
12. Customer Service Excellence for Support Staff
13. Handling Difficult Situations with Confidence
14. Professionalism at Work: Attitude, Ethics & Accountability
15. Time Management & Daily Task Prioritisation
16. Office Administration Skills

N Corporate Talks

If you are looking for bite-sized learning, say one or two hours per talk, we have many topics available. Below is a snapshot.

1. BRIDGE – Building Relationships, Inspiring Dedication & Growing Engagement
2. 3R - Relationship, Responsibilities, Respect
3. 5 Secrets to Build Trust in Workplace for Better Collaboration
4. Bridging the Gap: Fostering Unity & High-Impact
5. Collaboration Across Teams
6. MILO - Mind Intention Leverage Others
7. A Thin Line Called Trust
8. The Key Thing in Communication is to Hear What Isn't Being Said
9. Am I too Good for my Team? Do They Deserve Me?
10. Emotional Bank Account - How Does it Impact Individual & Team?

Did not find what you were looking for? No worries, we have a lot more courses not listed here. Come, talk to us.

We will tailor the course to fit your goals perfectly.

2026 Public Training Calendar

Symphony Digest
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Date	Topic	Fee (RM)
21 Oct	Telephone Skills and Customer Services for Internal and External Clients [confirmed]	888
27 - 28 Oct	Practical FInancial Modelling for Professionals	3,388
10 Nov	Procurement: From Efficiency to Strategic Mastery	1,200
12 Nov	Administrative Excellence Skills	888
17 - 18 Nov	Course 1 - Managing Problem Staff From Show Case Letter to Termination	2,400
19 Nov	Course 2 - Domestic Inquiry Execution & Mock Hearing	1,200

2026 Protege Training Programme

4.87 / 5.0 rating

If your organisation has Proteges, do explore our monthly public training webinars (in-house is also available). Delivered in accordance with KUSKOP guidelines, each session includes 5 modules spread over 7 days, with sessions held from 9:00 AM to 1:00 PM. Features include:

- Certificate of attendance
- HRD Corp claimable
- KUSKOP / MEDAC report
- Whatsapp group support
- 5 free modules (Word, PowerPoint, Excel, Canva & Job hunting)

HRDCORP CLAIMABLE

JAN/ FEB	27/1 - 5/2	APR	6 - 14
MAY	13 - 21	JUN	18 - 26
JUL	15 - 23	AUG	12 - 20
SEP	17 - 25	OCT	14 - 22
NOV	11 - 19	DEC	14 - 22

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