ATCEN ACADEMY

To register, contact 03-77282623
or email to info@atcen.com

The New Executive Workshop

Date: 16th & 17th April 2012

Venue: ATCEN Learning Centre, Damansara Perdana PJ

Workshop Description

Organizations hire fresh graduates all the time. However many graduates start work in an organization totally unprepared for the realities of the workplace. This program serves to prepare young graduates for the workplace. It creates and builds greater awareness on how the organization operates, thinks, and conducts itself.

The participants will also learn what management expects from them, how to deal with their colleagues, communicate with their boss and manage themselves towards organization as well as personal success.

Workshop Objectives

- Understand their Management and the Company they work in;
- Clearly articulate what is expected of them as a Executives;
- Learn the essentials of working with Management;
- Develop personal leadership skills to lead them to success;
- Develop better interpersonal skills and communication skills;
- Learn how an organization thinks and functions;
- Learn to communicate properly with their superior and colleagues;
- Continuously develop themselve towards further success.

Who Should Attend?

- New Executives

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The New Executive Modules

Module 1: The Executive in Transition

- What Your School Never Told You About the Work Place.
- The Transition from an Academic Student to an Executive in the Organization
- Get Rid of Typical Fresh Graduates Mindset/ Stop Dreaming & Come Back to Reality

Module 2: Understanding Organizations

- Your Organization Direction and Strategy
- Difference between Functional and Matrix Reporting
- Adhering to the Values of the Organization
- The 10 Workplace Realities. Get Use to Them

Module 3: Organization Survival For Executives 101

- Academic Smart Is Not Enough, it's People
- Working Hours and The Office
- Motivating Yourself
- The Mundane Work
- The Organization will Not Move For You
- Change Does Not Happen Overnight
- Unlearning and Re-learning
- See the Big Picture
- Office Politics, it Happens
- Is Your Idea Workable?
- Work Life Balance, Is There One?
- 5 Things You Should Not Do Unless You Want to be Fired Fast
- Burning Bridges

Module 4: Leading Yourself

- What is Your Goals and Vision – Short term & Long Term
- Do What You Say/ Walk the Talk
- Determining What Motivates You
- Managing your Priorities
- Eliminating Typical Procrastination

Module 5: Working with Your Boss

- The Key Principles of Management- The Boss is King
- See Things from Your Boss View
- What Does the Boss Expects From You
- Communicating Upwards to Your Boss
- Receiving Feedback on Your Performance
- Managing Multiple Levels of Authority.
- What Your Boss Does Not Want to Hear from You.
- What to do When you Make a Mistake?

Module 6: Your Relationship with Your Colleagues

- Building Good Rapports with your Colleagues
- Starting out on the right footing – managing perceptions and impressions
- Working Together With Your Colleagues
- Colleagues or Friends? Is there a difference?
- The Office Grapevine – Good or Bad?
- Know what are Good Behaviours and What is Unacceptable
- The 5 difficult people you will meet at work & How to handle them
- Managing Older Colleagues who are Reporting to You

Module 7: Performance Management

- Understanding your KPIs and How it Runs Your Work Life.
- Dealing with Stress
- Execution is Paramount

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1700	End of Workshop

Chronology applies for Day 1 and Day 2

Facilitator Profile

Roshini Visvananthan
Training Consultant

Roshini is a Training Consultant with the ATCEN Group. She graduated with honors from the University of Malaya and since then has had the opportunity of working with several national and international organizations. Prior to joining ATCEN, Roshini has worked in the Insurance, Banking as well as Technology industry

Coming from a corporate management environment, Roshini has extensive experience leading teams in projects involving process improvement in areas such as Customer Service as well as Service Quality Management.

Having had experience in the many facets of customer service including face to face customer interaction, Complaints and Escalation management via the phone as well as emails, Roshini is well versed with the technicalities and skills needed to handle today's customers. She also has good experience managing people from very diverse cultures, backgrounds and countries.

Furthermore having dealth with many difficult customer situations, she is very experienced in training first level as well as second level customer support staff to better see the techniques in handling complicated cases.

As a trainer Roshini has conducted trainings and workshops in many different areas. This includes Managing Difficult Customers, The Total Customer Experience, Telephone Etiquette, Negotiation Skills, Process Improvement, Effective Communication Skills, Delivering Resolutions to Customers, Telesales skills, Presentation skills as well as Quality Improvement. Roshini has also undertaken task related to change management and Needs Based Selling.

Roshini is a highly motivated individual that truly believes in the potential of people. She is actively involved several NGO related to the development of young adults. Her dynamic personality has many a time been described by people to be contagious. Roshini passionately believes that, " *The end of Education is Character*" and with the right *Character* , Anyone can Achieve *Success.*

Some of the companies she has worked with include Hewlett- Packard, CIMB, MAA, ASTRO, Perodua, Mesiniaga, Bank Negara, Bank Rakyat, Alfa Laval, Century Software, CSC Malaysia, KWSP, Khazanah Nasional Berhad, Tanjong Offshore, Prometric Technology, Taylors University College.

Clientele

Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd
Affin Bank Berhad
Aims Data Centre Sdn Bhd
Airfoil Services Sdn Bhd
Ajinomoto (M) Bhd
Alcan Packaging Malaysia
Alcatel-Lucent Malaysia Sdn Bhd
Alliance Banking Group
Allianz Life Insurance Malaysia Berhad
ALSTOM Asia Pacific Sdn Bhd
Amanah Raya Berhad
AmBank (Malaysia) Berhad
AmG Insurance Bhd
AmLife Insurance Berhad
Amway (M) Sdn Bhd
Arachem Tech Training Centre
Autoliv Hirotako SRS Sdn Bhd
Automobiles Peugeot
AXA Affin General Insurance Bhd
Axon Solutions Sdn Bhd
Bank Islam Malaysia Bhd
Bank Muamalat
Bank Negara Malaysia
Bank Rakyat
Beaufour Ipsen International
BlueScope Steel (M) Sdn Bhd
BMW Malaysia Sdn Bhd
Boustead Petroleum Marketing Sdn Bhd
Business Information Technology
Byte Craft Sdn Bhd
Canon Marketing (M) Sdn Bhd
Celcom (M) Sdn Bhd
Central Forwarding Agency Sdn Bhd
Century Total Logistics Sdn Bhd
Chemopharm Sdn Bhd
CIMB Bank Berhad
CL Computers (M) Sdn Bhd
CMCM Perniagaan Sdn Bhd
CNI Enterprise (M) Sdn Bhd
Colgate-Palmolive (M) Sdn Bhd
Computer Systems Advisers (M) Berhad
Credit Guarantee Corporation (M) Bhd
CSC Malaysia
D G Kom Sdn Bhd
Dagang Net Technologies Sdn Bhd
Datacom South East Asia (M) Sdn Bhd
Datacraft Advanced Network Services Sdn Bhd
Dell Global Business Center Sdn Bhd
DHL Express (Malaysia) Sdn Bhd
Dialog Telekom Limited
Diethelm (M) Sdn Bhd
DiGi Telecommunications Sdn Bhd
Dumex (M) Sdn Bhd
East of Suez Holdings Sdn Bhd
ECM Libra Investment Bank Berhad
ECS Pericomp Sdn Bhd
Edaran Tan Chong Motor Sdn Bhd
e-Genting Sdn Bhd
Entellium Technologies Sdn Bhd
EON Bank Berhad
EPF Social Security Training Institute (ESSET)
EPIC-I Sdn Bhd
EPS Computer Systems Sdn Bhd
Ericsson Malaysia
Etiqa Insurance Bhd
Etiqa Takaful Bhd
Euratech (Malaysia) Sdn Bhd
Formis Software Dynamics Sdn Bhd
Fresenius Medical Care Malaysia Sdn Bhd
Frontline Technologies Malaysia Sdn Bhd
FSBM Mantissa (M) Sdn Bhd
Fuji Xerox Asia Pacific Pte. Ltd
Fujitsu (Malaysia) Sdn Bhd
Gagasan Carriers Sdn Bhd
Gapurna Technologies Sdn Bhd
Genting Information Knowledge Enterprise Sdn Bhd
Global Transit Communications Sdn Bhd
Group Associated (C&L) Sdn Bhd
Grundfos Pumps Sdn Bhd
Gucci (Malaysia) Sdn Bhd
Guinness Anchor Berhad
HeiTech Padu Bhd
Hewlett-Packard Sales (M) Sdn Bhd
Hilton Petaling Jaya
Honda Malaysia Sdn Bhd
ICI Paints (Malaysia) Sdn Bhd
IITC Global Technology Sdn Bhd
IMU Education Sdn Bhd
InfoConnect Sdn Bhd
ING Insurance Bhd
interTouch (Malaysia) Sdn Bhd
iPerintis Sdn Bhd
Islamic Banking and Finance Institute Malaysia Sdn Bhd
ISS Consulting (M) Sdn Bhd
IT-365 Malaysia Sdn Bhd
ITApps Sdn Bhd
Jabatan Pengangkutan Jalan
Jabatan Pentadbiran Latihan
Jebsen & Jessen Communication Solutions (M) Sdn Bhd
Johnson Controls (M) Sdn Bhd
Kannal Solutions Sdn Bhd
Keretapi Tanah Melayu Berhad
Khazanah Nasional Berhad
Kolej Yayasan UEM
Kualiti Alam Sdn Bhd
Kurnia Insurance (M) Bhd
Lafarge Cement Sdn Bhd
Majlis Amanah Rakyat (MARA)
Malayan Banking Berhad
Malayan Cement Industries Sdn Bhd
Malaysia National Insurance Berhad
Malaysian Assurance Alliance Berhad
Maxfame Technologies Sdn Bhd
Mayban Fortis Holdings Berhad
Mayban General Assurance Berhad
MBF Cards (M) Sdn Bhd
McKinnon & Clarke Sdn Bhd
MEASAT Satellite Systems Sdn Bhd
Media Prima Berhad
MEPS (1997) Sdn Bhd
Mesiniaga Bhd
Mexter MSC Sdn Bhd
Mid Valley City Sdn Bhd
MISC Berhad
Mitsui-Soko (M) Sdn Bhd
MnEBay (M) Sdn Bhd
MNRB Holdings Berhad
Modipalm Engineering Sdn Bhd
MOHR
Malaysian Life Reinsurance Group Bhd
Multimedia College
N2N Connect Berhad
NCH Corporation (M) Sdn Bhd
NEC Corporation of Malaysia Sdn Bhd
Netstar Advanced Systems Sdn Bhd
OCBC Bank (M) Bhd
OMD (M) Sdn Bhd
Optimal Chemicals (M) Sdn Bhd
Oracle Corporation (M) Sdn Bhd
P&O Global Technologies Sdn Bhd
PanGlobal Insurance Berhad
Paradigm Systems Berhad
Pembangunan Sumber Manusia Berhad
Perbadanan Bekalan Air Pulau Pinang
Pernec Corporation Berhad
Pharmaniaga Logistics Sdn Bhd
Plus Expressways Berhad
Power Innovations Sdn Bhd
Premier Lubricants (M) Sdn Bhd
Prometric Technology Sdn Bhd
Proton Edar Sdn Bhd
Prudential Services Asia Sdn Bhd
Rangkaian Segar Sdn Bhd
REDtone Telecommunications Sdn Bhd
Rentwise Sdn Bhd
RHB Bank Berhad
Ricoh (Malaysia) Sdn Bhd
Rohas-Euco Industries Bhd
SAINS Sdn Bhd
Samsung Malaysia Electronics (M) Sdn Bhd
Sapura Research Sdn Bhd
Sarawak Information Systems Sdn Bhd
SCAN Associates Berhad
Scope International (M) Sdn Bhd
Shangri-La Hotels Marketing Sdn Bhd
Shell IT International Sdn Bhd
Shell Malaysia Trading Sdn Bhd
Signature Manufacturing Sdn Bhd
Skynet Worldwide (M) Sdn Bhd
SnT Global Services Sdn Bhd
Sony BMG Music Entertainment
Southern Bank Berhad
Standard Chartered Bank
Star Publications (Malaysia) Berhad
Sumiso (M) Sdn Bhd
Sun Media Corporation Sdn Bhd
Sunway Holdings Bhd
Sunway Pyramid Sdn Bhd
Suruhanjaya Syarikat Malaysia
Takaful Ikhlas Sdn Bhd
Taylor's College Sdn Bhd
Teknicast Sdn Bhd
Teknik Janakuasa Sdn Bhd
Teledirect Telecommerce Sdn Bhd
Telekom Sales & Services Sdn Bhd
Telekom Smart School Sdn Bhd
Telshine Sdn Bhd
Tenaga Nasional Berhad
The Media Shoppe Bhd
The Nielsen Company (Malaysia) Sdn Bhd
TIME dotCom Bhd
TM Asia Life (Malaysia) Berhad
Tokio Marine Insurans (M) Bhd
TT dotCom Sdn Bhd
Tyco Fire, Security & Services Sdn Bhd
UCB Pharma Asia Pacific Sdn Bhd
UEM Academy Sdn Bhd
United Overseas Bank (M) Berhad
University of Malaya
VADS Berhad
ViewPoint Research Corporation Sdn Bhd

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