

Jasmiza Solutions Sdn Bhd

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Returning Soul to Human and Giving Soul to System™



Please select from this brochure the training programmes for developing your managers. They are all courses that should help you, as an organization, to:

- Discover successful ways to improve your business performance
- Gain sustainable competitive edge by developing employee skills, creativity and commitment
- Know how to put recognized best practices into action
- Profit from the changing business environment.

The employees who go through the courses you select here will gain:

- Benefits from the practical experience of the professionals who lead our courses
- Enhanced personal skills
- A sense of achievement
- Renewed professional ambition
- Increased job satisfaction.

In-plant Training

For exclusive in-plant training for your staff, you can ask us to modify the Contents of the course you are interested in so as to fit into your requirements.

Custom-made Courses

Please ask us to design specialized packages for you.

Open Workshops

Note the approximate dates indicated for each open course. The fees shown are per participant. All open courses hold at the -----

THE DEPARTMENTAL PROGRAMMES

Business Strategy & Management

- Management Strategy Retreat – the 9 Steps
- Business Review Process
- Change Management – Leading Change
- Change Management – Supporting & Sustaining Change
- Mastering the Performance Management System
- How to Prepare Business Plans and Business Model
- Basic Management Process – Young Managers Development Programme

Customer Service

- Competencies in Service Strategy
- Customer Care Essentials
- Customer Handling Skills for Call Centre Reps
- Creating and Managing Service Level Agreements
- Front Office and Customer Relations Skills
- The Business of Facility Management Services
- Enterprise Contact Centre Training - -The Call Centre Environment
- Enterprise Contact Centre Training - Call Handling & Business Etiquettes

Financial Management

- Finance for Non-Finance Managers
- Fixed Assets Management

Human Capital Management

- Guide to Setting Up a New HR Department
- Basic Human Resources Management
- Advanced Human Resources Management
- Targets Setting & Performance Appraisal Processes
- Effective Performance Appraisal Skills
- Career Development & Succession Planning
- Training Managers to Train - Classroom Training Delivery Skills
- Targeted Interviewing Techniques – the Techniques, the Benefits

Leadership Development

- Leadership Foundation Course
- Frontline Leadership - Emerging Leadership Course
- Situational Leadership Programme
- Delivering Results through Teams
- Becoming an Effective Supervisor
- Branch Management Course

Marketing Management

- Marketing Management Appreciation
- How to Succeed as a Product Manager
- Key Account Management
- Aggressive Market Penetration – the Battles for Market Share
- Relationship Management and Marketing
- Value-added Marketing

Personal Skills Development

- Starting and Running a Consultancy Practice
- Excellent Report and Proposal Writing Skills
- A Manager's Personal Effectiveness
- Business Presentation Skills for Senior Managers
- Skillful Business Negotiations
- Effective Communications at Work
- Problem Solving and Decision Making Techniques
- Pre-Retirement Course - Managing a New Beginning
- Effective Management of Time

Production & Quality Management

- Strategic Warehousing and Stores Management
- Manufacturing Documentation, Compliance and Practice
- Total Quality Management – Practical Guide to Improving Processes

Selling Skills & Sales Management

- Professional Selling Skills
- Advanced Selling Skills
- From Selling to Sales Management – A Field Sales Management Course
- How to Find and Win New Businesses
- Administrative Management Skills
- Administrative Functions & Office Management
- Management Skills for Personal Assistants & Senior Secretaries
- Managerial Skills Appreciation - First Level Manager's Programme

For detailed information please click [here](#)