



# TRAINING PROGRAMMES

 **SALVE**

WWW.SALVE.ASIA

SALVE ASIA SDN BHD

740230-M

## TRAINING FOCUS AREAS

- 01 Leadership
- 02 Management
- 03 Talent Experience (TX)
- 04 Organizational & Culture Development
- 05 Intelligent Experience (IX)
- 06 Employee Well-being and Mental Health
- 07 Customer Experience (CX)
- 08 Supply Chain Management
- 09 Risk Management
- 10 English & Business Communication Skills



# LEADERSHIP TRAINING

<b>Transformational Leadership: Building High-Performance Teams</b>	<b>1 Day</b>
<b>Building An Effective Organizational Culture</b>	<b>2 Days</b>
<b>Driving Business Outcomes Through Leadership Development</b>	<b>2 Days</b>
<b>Taking the Lead: Skills for Leaders in a Changing World</b>	<b>4 Hours</b>
<b>Why Effective Leadership Begins With Inclusivity</b>	<b>1 Day</b>
<b>Are Internal Talent Marketplaces the Future?</b>	<b>3 Hours</b>
<b>Supporting a Growth Mindset</b>	<b>2 hours</b>
<b>Providing Feedback to Develop Value-Based Behaviors</b>	<b>2 hours</b>
<b>Leadership with Emotional Intelligence</b>	<b>2 hours</b>
<b>Ethical Leadership Through Cross-Cultural Business Communication</b>	<b>1 Day</b>
<b>Engaging With Generation Z Workforce</b>	<b>1 Day</b>
<b>Servant Leaders, Social Change, and Shared Value</b>	<b>2 Days</b>
<b>The Art of 360 Feedback For Emerging Leaders</b>	<b>3 hours</b>
<b>Next Generation Mindset Through Executive Presence And Hypnotherapy</b>	<b>1 Day</b>



# MANAGEMENT TRAINING

<b>Managerial Performance Coaching</b>	<b>2 Hours</b>
<b>What Managers, Directors, and VPs Need to Know to Grow</b>	<b>2 Hours</b>
<b>Building Team Culture</b>	<b>3 Hours</b>
<b>Design Thinking</b>	<b>2 Days</b>
<b>Having Difficult Conversations</b>	<b>3 Hours</b>
<b>Improving Emotional Intelligence</b>	<b>1 Day</b>
<b>Performance Management Strategies</b>	<b>3 Hours</b>
<b>Communications for Managers</b>	<b>1 Day</b>
<b>How Invested Leaders Inspire Distributed Teams</b>	<b>3 Hours</b>
<b>Conflict Resolution Strategies</b>	<b>3 Hours</b>
<b>The Mindful Supervisor</b>	<b>2 Days</b>
<b>Remote Team Management Techniques</b>	<b>1 Day</b>



# **TALENT EXPERIENCE (TX) TRAINING**

<b>Engaging With Hearts &amp; Minds</b>	<b>1 Day</b>
<b>Interviewing to Make the Right Long-Term Hire</b>	<b>2 Days</b>
<b>Supporting a Growth Mindset</b>	<b>3 Hours</b>
<b>Thriving in a Hybrid Work Environment</b>	<b>1 Day</b>
<b>Strategizing Retention Through Design Thinking</b>	<b>2 Days</b>
<b>Diversity, Equity, and Inclusion Training</b>	<b>1 Day</b>
<b>Employee Well-being and Work-Life Balance Initiatives</b>	<b>1 Day</b>
<b>Career Development and Succession Planning</b>	<b>2 Days</b>
<b>Employee Recognition and Rewards Programs</b>	<b>2 Days</b>
<b>Onboarding and New Hire Orientation Processes</b>	<b>1 Day</b>
<b>The Mindful Supervisor</b>	<b>2 Days</b>
<b>Remote Team Management Techniques</b>	<b>1 Day</b>



# ORGANIZATIONAL & CULTURE DEVELOPMENT TRAINING

<b>Diversity, Equity, and Inclusion (DEI) Training</b>	<b>3 Hours</b>
<b>Competency Framework Development &amp; Implementation</b>	<b>2 Days</b>
<b>Personal Career Management</b>	<b>4 Hours</b>
<b>KPI &amp; Objective Key Results Development and Cascading</b>	<b>1 Day</b>
<b>Impact of training needs on employee performance</b>	<b>1 Day</b>
<b>Designing and developing a competency based approach</b>	<b>1 Day</b>
<b>Competency-Based Behavioral</b>	<b>1 Day</b>
<b>Strategic Planning for SME</b>	<b>1 Day</b>
<b>Strategy Map / Key Performance Indicators</b>	<b>1 Day</b>



# INTELLIGENT EXPERIENCE (IX) TRAINING

<b>Artificial Intelligence (AI) -Powered Productivity: Empowering Your Team</b>	<b>2 Hours</b>
<b>Hype and reality – what’s really going on with Artificial Intelligence (AI) in learning?</b>	<b>2 Hours</b>
<b>Introduction to Artificial Intelligence (AI)</b>	<b>2 Hours</b>
<b>Artificial Intelligence (AI) Ethics and Bias</b>	<b>2 Hours</b>
<b>Artificial Intelligence (AI) Implementation Strategies</b>	<b>2 Hours</b>
<b>Artificial Intelligence (AI) Security and Privacy</b>	<b>2 Hours</b>
<b>Artificial Intelligence (AI) Business Leaders</b>	<b>2 Hours</b>



# EMPLOYEE WELL-BEING AND MENTAL HEALTH TRAINING

<b>Developing Mental Toughness &amp; Resilience at Work</b>	<b>1 Day</b>
<b>Unlocking Your Potential: Mental Health and Resilience</b>	<b>1 Day</b>
<b>Stress Elimination and Wellness Management</b>	<b>1 Day</b>
<b>Mental Health First Aid Training</b>	<b>4 Hours</b>
<b>Boosting Resilience Against Workplace Stress</b>	<b>1 Day</b>
<b>Mindfulness Techniques and Coping Tools</b>	<b>1 Day</b>
<b>Creating a Mindful Workplace for Increased Productivity</b>	<b>4 Hours</b>
<b>Coping with Mental Health Challenges at Work</b>	<b>1 Day</b>
<b>Dealing with Anxiety &amp; Depression at Work</b>	<b>2 hours</b>
<b>Managing Stress at Work and Building Resilience</b>	<b>2 hours</b>



# **CUSTOMER EXPERIENCE (CX) (SALES / TELE-SALES) TRAINING**

<b>Selling Through Emotional Persuasion</b>	<b>2 Days</b>
<b>High Impact Sales Skills (Assessment &amp; Training)</b>	<b>2 Days</b>
<b>CRM Sales training for the Direct Relationship Management Team</b>	<b>1 Day</b>
<b>Persuasive Tele-Collection Skills</b>	<b>1 Day</b>
<b>High Performance Selling &amp; Powerful Closing Techniques</b>	<b>1 Day</b>
<b>Relationship Marketing</b>	<b>1 Day</b>
<b>Successful Tele-Sales Management</b>	<b>2 Days</b>
<b>Employee Benefit Sales and Service Skills</b>	<b>1 Day</b>
<b>Call Centre Sales &amp; Teleservice</b>	<b>2 Days</b>
<b>Setting up a new Sales Unit &amp; Call centre training</b>	<b>2 Days</b>
<b>Outbound Sales Training - (Insurance, Financial, Automotive &amp; Transactional Banking)</b>	<b>1 Day</b>



# **CUSTOMER EXPERIENCE (CX) TRAINING**

<b>Customer Service Excellence (coaching)</b>	<b>2 Days</b>
<b>Complaint Is A Compliment</b>	<b>1 Day</b>
<b>Mastering Live Chat for Customer Support</b>	<b>1 Day</b>
<b>Customer Service Strategy training for HODs</b>	<b>1 Day</b>
<b>Customer Centric Mindset &amp; Culture</b>	<b>1 Day</b>
<b>Telephone Techniques &amp; Handling Difficult Callers</b>	<b>1 Day</b>
<b>Debt Collection Through Phone</b>	<b>1 Day</b>
<b>Proactive Customer Service</b>	<b>4 Hours</b>
<b>Contact Centre Inbound Tele Skills (CCITS)</b>	<b>1 Day</b>
<b>Transforming Customer Experience</b>	<b>1 Day</b>



# SUPPLY CHAIN MANAGEMENT TRAINING

**Sustainable  
Supply Chain Management**

**1 Day**

**Digital  
Transformation in Logistics**

**2 Days**

**Cross-border  
Logistics and Trade Compliance**

**1 Day**

**Technology,  
Automation & AI In Supply Chain**

**1 Day**

**Achieving  
Operational Excellence In Supply Chain**

**1 Day**

**Supply  
Chain Management For Managers**

**2 Days**

**Managing  
Risks In Your Supply Chain**

**2 Days**

**Demand  
Forecasting and Planning**

**2 Days**



# RISK MANAGEMENT TRAINING

**Risk Management – Awareness**

**1 Day**

**Risk Management – Understanding and Implementing**

**2 Days**

**ISO**

**9001:2015 Quality Management System (QMS) Awareness**

**1 Day**

**ISO**

**9001:2015 Quality Management System (QMS) Understanding & Implementing**

**2 Days**

**ISO**

**9001:2015 Quality Management System (QMS) Internal Audit**

**2 Days**

**ISO 27001:2022 Information Security Management System (ISMS) Awareness**

**1 Day**

**ISO**

**27001:2022 Information Security Management System (ISMS) Understanding & Implementing**

**2 Days**

**ISO**

**27001:2022 Information Security Management System (ISMS) Internal Audit**

**2 Days**



# RISK MANAGEMENT TRAINING

<b>ISO</b> <b>37001:2016 Anti Bribery Management System (ABMS) Awareness</b>	<b>1 Day</b>
<b>ISO</b> <b>37001:2016 Anti Bribery Management System (ABMS) Understanding &amp; Implementing</b>	<b>2 Days</b>
<b>ISO</b> <b>37001:2016 Anti Bribery Management System (ABMS) Internal Audit</b>	<b>2 Days</b>
<b>ISO 22301:2019 Business Continuity Management System (BCMS) Awareness</b>	<b>1 Day</b>
<b>ISO</b> <b>22301:2019 Business Continuity Management System (BCMS) Understanding &amp; Implementing</b>	<b>2 Days</b>
<b>ISO</b> <b>22301:2019 Business Continuity Management System (BCMS) Internal Audit</b>	<b>2 Days</b>



# ENGLISH & BUSINESS COMMUNICATION SKILLS TRAINING

**Effective**  
**Business Communication Skills for Managers** **1 Day / 2 Days**

**Effective**  
**Business Communication Skills for Non-Managers** **1 Day / 2 Days**

**Effective**  
**Business Writing Skills for Managers** **1 Day / 2 Days**

**Effective**  
**Business Writing Skills for Non-Managers** **1 Day / 2 Days**





# THANK YOU

**SALVE ASIA SDN BHD (740230 M)**

No 16A, LO-B, Concourse Level, PJX-HM Shah  
Tower, Persiaran Barat, 46050 Petaling Jaya,  
Selangor, Malaysia

**Experience | Expertise | Excellence**

Connecting businesses, ideas, and people for greater impact.

**hello @salve.asia**

**+6019 2255 407**  
**(Whatsapp)**



**Click Here**