

## COURSE

# LEVERAGING GENERATIVE AI FOR BUSINESS PRODUCTIVITY



## Learning Outcome

- Understand how Generative AI improves business productivity and efficiency
- Apply AI tools to automate routine tasks and streamline workflows
- Create high-quality business content using AI
- Use AI to support decision-making and problem-solving
- Improve collaboration, speed, and output across business functions

## Target Participants

Business Owners and Entrepreneurs  
Managers and Team Leaders  
Executives and Professionals  
Operations, HR, Finance, Sales, and  
Marketing Teams  
Project Managers and Business  
Analysts

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## Course Outline



### Module 1: Introduction to Generative AI in Business



### Module 2: AI for Personal and Team Productivity



### Module 3: AI-Driven Workflow and Process Automation



### Module 4: AI for Business Communication and Documentation



### Module 5: AI for Analysis and Decision Support



### Module 6: Implementing AI Responsibly in the Workplace

## SUPPORT & ADD-ON

- Complimentary 1-Month Q&A Group Support (Whatsapp)
- Optional: 4-Hour Zoom Consultation Fees: RM 500 per pax



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## COURSE

# MASTER CHATGPT: MAKE AI WORK BETTER FOR YOU (ADVANCE PROMPT ENGINEERING)



### Learning Outcome

- Create high-quality, structured prompts
- Select the appropriate prompting style for each task
- Troubleshoot, refine and elevate AI responses
- Build prompt chains to automate daily tasks
- Apply privacy-safe prompting techniques
- Boost accuracy, clarity and productivity through AI
- Apply prompt engineering through practice-based exercises

### Target Participants

Business Owners & Entrepreneurs  
Managers & Team Leaders  
Marketing & Sales Professionals  
HR & Administrative Personnel  
Data Analysts & IT Staff  
Anyone Interested in AI for Workplace  
Productivity

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### Course Outline



#### Module 1: Fundamentals of Prompt Engineering



#### Module 2: High-Performance Prompt Templates



#### Module 3: Troubleshooting & Improving ChatGPT Responses



#### Module 4: Workflow Automation Using Chat Gpt Prompt Chains



#### Module 5: Prompt Engineering Lab (Practical Session)

### SUPPORT & ADD-ON

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# COURSE

# ANTI

# CORRUPTION &

# ANTI-BRIBERY



## Learning Outcome

Upon completion of this programme, participants will gain a clear understanding of anti-corruption and anti-bribery principles under Malaysian law. They will be able to identify corruption risks and unethical practices in the workplace, understand corporate and individual legal responsibilities, and recognise the importance of whistleblowing and proper reporting mechanisms.

Participants will also be equipped to apply preventive measures, comply with organisational policies, and contribute to building a transparent, ethical, and integrity-driven workplace culture.

## Target Participants

Board Members and Senior Management  
Heads of Department and Managers  
Supervisors and Team Leaders  
Executives and Officers  
HR, Finance, Procurement, and  
Administration Personnel  
Compliance Officers and Policy Makers  
Employees at all levels

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## Course Outline



### Module 1: Introduction to Anti-Corruption & Anti-Bribery



### Module 2: Identifying Corruption Risks in the Workplace



### Module 3: Whistleblowing & Ethical Reporting Mechanisms



### Module 4: Corporate & Individual Responsibility for Compliance



### Module 5: Fostering an Ethical Workplace Culture

## SUPPORT & ADD-ON

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## COURSE

# COMMUNICATION SKILL AND NEGOTIATION SKILL FOR RETAIL INDUSTRIES



### Learning Outcome

- Communicate clearly and politely with customers, suppliers, and co-workers.
- Understand what motivates different types of people in a retail environment.
- Use positive influence to encourage customer purchases and cooperation from colleagues.
- Negotiate with suppliers and customers to create win-win outcomes.
- Manage misunderstandings or conflicts in a professional and calm manner.

### Target Participants

- Retail Supervisors and Team Leaders
- Store Managers and Assistant Store Managers
- Sales Associates and Frontline Retail Staff
- Customer Service Officers
- Branch and Outlet Managers
- Operations and Area Managers
- Retail Executives involved in customer interaction and negotiation

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### Course Outline



#### Module 1: Fundamentals of Effective Retail Communication



#### Module 2: Powerful Verbal & Non-Verbal Communication



#### Module 3: Customer-Centric Negotiation Preparation



#### Module 4: Negotiation, Persuasion & Closing Strategies



#### Module 5: Handling Difficult Customers & High-Pressure Situation

### SUPPORT & ADD-ON

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## COURSE

# HR MASTER: HANDLING SEXUAL HARASSMENT AT THE WORKPLACE



### Learning Outcome

- Understand what constitutes sexual harassment in the workplace
- Recognise different forms of sexual harassment and inappropriate conduct
- Understand employee and employer responsibilities under workplace policies and laws
- Identify appropriate actions and reporting procedures when harassment occurs
- Support a respectful, safe, and harassment-free workplace culture

### Target Participants

- All Employees
- Supervisors and Team Leaders
- Managers and Heads of Department
- HR and Administration Personnel
- Compliance Officers and Policy Makers

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### Course Outline



#### Module 1: Understanding Sexual Harassment



#### Module 2: Legal Framework & Organisational Responsibilities



#### Module 3: Identifying Sexual Harassment in the Workplace



#### Module 4: Preventing Sexual Harassment



#### Module 5: Handling Complaints & Reporting Procedures



#### Module 6: Handling Complaints & Reporting Procedures

### SUPPORT & ADD-ON

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## COURSE

# 2-DAY: MASTER AI FOR EFFECTIVE SALES & CUSTOMER ENGAGEMENT



### Learning Outcome

- Understand how Generative AI enhances sales, marketing and customer engagement
- Create persuasive written content using AI tools
- Develop consistent branding visuals with AI platforms
- Produce short video content for campaigns and communication
- Use AI workflows to support follow-ups, engagement and sales tasks
- Apply AI agents to automate simple customer engagement processes
- Improve creativity, clarity and productivity using modern AI tools

### Target Participants

Business Owners & Entrepreneurs  
Managers & Team Leaders  
Marketing & Sales Professionals  
HR & Administrative Personnel  
Data Analysts & IT Staff  
Anyone Interested in AI for Workplace Productivity

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### Course Outline



#### Module 1: Unlocking the Power of Generative AI



#### Module 2: Crafting High-Impact Content



#### Module 3: Designing Visual Stories with AI



#### Module 4: Building Your Brand Visually with AI



#### Module 5: Transforming Text Into Video Content



#### Module 6: Enhancing Your Video Like A Pro



#### Module 7: Empowering Workflow With AI Agents



#### Module 8: Streamlining Operation With AI

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## COURSE

# STRATEGIC TAX MANAGEMENT FOR BUSINESS GROWTH



## Learning Outcome

- Integrate tax strategy into core business decision-making.
- Evaluate how tax exposure affects investment, financing, and operational choices.
- Recognize opportunities to minimize tax risk and optimize tax efficiency.
- Implement best practices in corporate tax governance.
- Communicate tax-sensitive insights effectively to senior stakeholders.

## Target Participants

- Senior Managers and Department Heads
- Financial Controllers and Accountants
- Business Owners and Entrepreneurs
- Strategy and Planning Executives
- Non-financial Managers involved in strategic decision-making

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## Course Outline



### Module 1: Strategic Role of Tax in Business Leadership



### Module 2: Understanding Key Tax Concepts and Framework



### Module 3: Tax Implications in Major Business Decisions



### Module 4: Leveraging Tax Incentives for Growth



### Module 5: Strategic Tax Planning and Forecasting

## SUPPORT & ADD-ON

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