

MASTER PROVEN TECHNIQUES TO UNLEASH MAXIMUM POTENTIAL



**for Secretaries,
Executives, PAs,
Administrators & Office
Support Staff**

**The training for mastery,
excellence, achievement &
inspiration in conjunction with
Secretaries Month!**

3 - 4 May 2018 * PARKROYAL KL

OVERVIEW & INTRODUCTION

“Life changes, things change, business changes, technology is constantly changing. We cannot afford to be stagnant or accept that the way we do something today is the best way. If you want to be truly successful, you need the mentality of continuous improvement”

To succeed every exceptional PA, executive assistant, secretary and administrator knows it takes skill, commitment, hard work and confidence plus other essential qualities. As high-performing executive assistants, you are masters of Outlook, Excel, Word and PowerPoint. You are whizzes at time management, accounting, payroll and social media. You coordinate meetings, arrange travel, choose vendors, negotiate contracts, anticipate boss's needs, manage the boss's calendar, prepare reports, supervise staff - and much more. In short, you are indispensable.

As top assistants you are willing to learn. You stay abreast of new procedures, technologies and software. You are independent thinkers who never need hand-holding. Should you become overwhelmed, you prioritize, then proactively follow up. You are tireless when it comes to resolving problems, averting crises and fulfilling commitments.

In short, every high performing assistant is smart, confident, flexible, reliable, well organized and a tremendous asset to their organizations.

Every high performing assistant knows that feedback is important combined with sheer persistence and diligent follow up. If they're to make things happen, assistants can't back away from something the first time someone says no. They have to be comfortable insisting on getting the results they need without being confrontational.

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Unit 6, Tkt 3, Blok B, Pusat Perdagangan Taman Dagang,
Jalan Dagang Utama, 68000 Ampang, Selangor

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Email: success.abundance@hotmail.com

An assistant's job is one of constant interruption. They must be able to stay focussed and juggle numerous projects even after being pulled away from a task repeatedly, must be able to return to it and get it finished on time. Plus knowing when and how to take appropriate action by pursuing all alternatives to come up with a solution.

At our 2018 MASTER PROVEN TECHNIQUES TO UNLEASH MAXIMUM POTENTIAL event, our aim is to develop and enhance the key attributes of outstanding executive assistants, secretaries and administrators in the following areas:

1. Professionalism, Integrity and Always Discreet
2. Collaborate, Anticipate Boss' Needs & Making Boss Look Good
3. Outstanding Organizational Skills
4. Excellent Communication Skills
5. Willingness To Go The Extra Mile
6. Discuss and Implement Consistent Processes
7. Work to Improve Performance And Job Satisfaction
8. Be Comfortable With Uncomfortable Conversations
9. A Self-Starter, Who Sees The Big Picture
10. Resourcefulness & Making The Boss Look Good
11. Scrupulous About Details

Besides the tangible traits, what sets the exceptional executive assistant apart are the intangible traits - those skills that can't be taught - qualities such as values, loyalty and good instincts. Exceptional assistants possess these intangible traits that yield spectacular results and give them what seems to be an unfair advantage in getting the job done, resolving a problem or averting a crisis.



© Can Stock Photo - 109362304

For 2018 SUCCESS ABUNDANCE presents a top notch event encompassing **cutting edge game based training** equipping you with the essential tools, knowledge & skills to shape you into the indispensable aide & business associate your boss needs.

CUTTING EDGE EXPERIENTIAL GAME BASED TRAINING is a growing trend in the area of corporate training around the world. Here our main goal is to give you a special, memorable but powerful learning experience. The reason for this is the insightful, practical & multi-faceted lessons that can be drawn from the experiential games. Each game will produce a wealth of thought provoking lessons based on your interactions with the other participants & the decisions made during the training games.

The skills you develop and gain during the training will definitely contribute to your professional & personal growth. You will feel less stressed up, more creative & more ready to offer solutions when an unexpected situation/problem arises at work.

Day 1 of this conference is designed as **Experiential Learning Game Technology** format where each game will give new tools & techniques, new perspective & new skills to move forward & stay ahead. While the games may be engaging, enjoyable & fun, they are packed with lessons as highlighted above.

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After each game there is a debriefing session to analyse & share with each other the lessons that came be used for continuous improvements back at work.

The panel of experienced & highly qualified trainers & consultants have designed several games to allow you to take a good look at who you are right now & how you are participating in your life right now You will learn key corporate principles in a creative way & then be given the opportunity to put into action these principles in a highly interactive, participative, engaging, out-o-your-seat, one of a kind games. You are given the opportunity to be relentless in pushing boundaries, taking risks, think on your feet, make effective decisions & unleashing your wealth of creativity

CONFERENCE OBJECTIVES & OUTCOMES

We Focus on What Counts: Essential Competencies. We understand how you think & what challenges you as you forge ahead. We know the opportunities & goals you wish to achieve. Plus, we speak your language!

Understanding The Bigger Picture & working collaboratively with the management team is critical for professional success. This conference brings together senior office executives, professionals & experts with presentations designed to impart managerial thinking to achieve professional excellence in our fast changing world.

Compelling Sessions. Our conference is packed with informative training you won't get anywhere else! These strategic sessions are inspiring, results oriented, innovative & designed to enhance your development & success. Plan your growth & become fulfilled by learning how to implement the principles & strategies for a meaningful career. Here with us, discover the road map forward & how to add value every day!

Engaging Activities - created just for you! You'll experience the positive energy of working with others to accomplish goals. You'll be up, out of your seat & networking with other attendees, creating bonds that will last beyond the conference! An event refined to perfect distinction!

Success Abundance's Trademark Surprises. Past delegates know that we always have a wonderful surprise waiting for you! This is what makes our conference experience rewarding, enjoyable & fresh. So come with an open mind & get ready to maximize every moment at the conference. Interactive speaker-attendee sessions foster warmth & solidarity, creating bonds & friendships lasting well beyond the event!

Learn from our panel of experienced trainers, top notch consultants, expert speakers & inspiring coaches who will present powerful & highly applicable sessions. Here's your opportunity to hear from "the best of the best." Our panel are known for their passionate & dynamic sharing whose unique experiences made them the experts who can speak on the issues, questions, trends & transitions occurring in the secretarial & administrative support function.

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Premier Organizations - You Are in Great Company! Some of the brightest & best administrative professionals attend our conference. They are people of influence in their profession & organization. They represent an array of industries & both public & private sectors - Government Sectors, MNCs & SMEs from all types of industries & businesses.

WHO SHOULD ATTEND

Personal Assistants, Secretaries, Executive Assistants, Confidential/Executive/Private/Personal Secretaries, Administrative/Department/Corporate/Executive Secretaries, Office Administrators, Office Managers, Principal/Personal/Administrative Assistants, Management Assistants, HR Officers, HR Assistants, Event Coordinators, Corporate Affairs & PR Executives, Customer Relationship Managers & Executives, Account Managers, frontline & support staff & ALL Other Administrative Support Groups, etc

Call 03-42703064/0165488336/0126170560 to reserve your seats today!

COURSE OUTLINE FOR DAY 1 - CUTTING EDGE EXPERIENTIAL GAME BASED TRAINING - Innovative, Outstanding, Results Oriented, Engaging, Fun

8.00 am

REGISTRATION. WELCOME, ANNOUNCEMENTS & ICE BREAKER

8.30am

CUTTING EDGE EXPERIENTIAL GAME BASED TRAINING: BRAND YEARNINGS

Able to communicate the value and benefits of products and ideas and will be challenged to think about how you present and communicate what you do, sell or suggest so that the message is better received by the target audience. You will learn how to identify, specify and communicate to your target audience. By considering the audiences needs and wants, and enhancing it with storytelling, you will walk away with confidence in communicating their value. Focus will be placed on identifying the core of their message, idea or product as well as effectively communicating it as quickly as 30 seconds in.

Key Learning Points:

- Ⓢ Identify your target market
- Ⓢ Share value and information to that market
- Ⓢ Learn fundamental story telling techniques
- Ⓢ Script and deliver elevator pitches

10.30 am Morning Refreshment & Networking

11.00 am

CUTTING EDGE EXPERIENTIAL GAME BASED TRAINING: PITCH PERFECT

A winning strategy does not always translate into continued success. Pitch perfect is intended to teach participants that just because they may know how to create a winning strategy implementation can often be challenging. It will ask participants to do simple tasks but in the process they will learn the difficulty of transferring operational procedures with team integration.

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The game is a simple task with complex lessons.

Key Learning Points:

- ☉ Flexibility
- ☉ Creative thinking and problem solving

12.30 - 1.30 pm Lunch & Networking. Group Photography

1.30 pm

**CUTTING EDGE EXPERIENTIAL GAME BASED TRAINING:
BUSINESS IN A BOX**

The point of any staff hire is to build up an effective team. The point of any team is to create synergy and to increase the capacity of the company. However, if you hire badly, then your team may not be high performing, or worse still, you may find yourself in the unfortunate position of struggling to keep up and ending up shutting down. This game will support you to see how to form, manage and organize teams.

Key learning points:

- ☉ Forming teams
- ☉ Managing team and personality dynamics
- ☉ Lead and be a part of a team
- ☉ Customer engagement
- ☉ Resource management

3.30 pm Afternoon Refreshment & Networking

4.00 pm

BUSINESS IN A BOX (continued)

Lessons Learnt From Above Experiential Games Include Excellence In Communication, Collaboration, Going The Extra Mile, Improving Performance, Seeing Big Picture, Effective Decision Making, Creative Problem Solving, Anticipating Needs, Paying Attention to Details, Enhancing Organizational Skills, Developing Resourcefulness & Focus

5.00 pm End of Day 1. See You Tomorrow For More Awesome Sessions!

SOO HOO YOON HUNN

International Master Trainer in Subliminal Persuasion, Entrepreneurship & Mindset Breakthrough

Certified Master Practitioner Eriksonian Hypnosis

President of Malaysian Association of Professional Trainers & Coaches

Most Distinguished Trainer in Asia's Training & Development Excellence Award

Global Training & Development Leadership Award by The World HRD Congress

Listed in Marquis' "Who's Who In The World" (the world's leading biographical database which lists the top 2% of the world's professionals)

THOMAS YAP

Dynamic International Speaker

Master Trainer in Cutting Edge Game-Based Training

Breakthrough & Transformational Trainer

Sales Coach

Innovator

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JEAN-PAUL VALDES

**International Speaker & Global Trainer
Breakthrough & Transformational Coach
Founder of The Valdes Group Pte Ltd
Managing Partner of a Coaching & Training Company
Creator Of New & Unique Coaching Style**

COURSE OUTLINE FOR DAY 2 - HIGH IMPACT, INSPIRING, RELEVANT

8.30 am

CHANGE YOUR MINDSET, CHANGE THE GAME

THE SINKING HEART

- Ⓢ Introduction to Change Your Mindset, Change The Game
- Ⓢ If changing is a game, what are the rules?
- Ⓢ A burning desire is essential to success, but it is not enough...
- Ⓢ Live sketch #1 and story telling

THE PLAYER Card Game (Energizer)

- Ⓢ A game of change and how to better manage it!
- Ⓢ How can one change the game by changing mindset?
- Ⓢ Change your mindset by changing the way you PLAY!

CHANGE YOUR MINDSET

- Ⓢ Live sketch #2 and story telling
- Ⓢ What is placebo effect?
- Ⓢ Why it matters to your mindset?
- Ⓢ Recognize your limited mind
- Ⓢ Find your card! (Fixed vs. Growth Mindset Activity)
- Ⓢ 6 winning attitudes to open-up possibilities.

CHANGE THE GAME

- Ⓢ Recognizing Problems, Remedies and Outcomes. (P.R.O. model). P.R.O. model exercises.
- Ⓢ How to convert to outcome statements to gain more influence and results?
- Ⓢ Respond to experience with adaptability and flexibility
- Ⓢ Build trust and create opportunities
- Ⓢ Connect and build relationship

THE FUTURE IS NOW!

- Ⓢ Live sketch #3 and story telling
- Ⓢ Ask the right questions to change your world!
- Ⓢ Actively reflect and practice mindfulness
- Ⓢ Experiment and try different things
- Ⓢ Learn something every day!
- Ⓢ Success is when you put your mind, heart and future target in a line. Be thankful now for your future success.

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AARON LEE

**Certified 80/20 Principle Trainer by Richard Koch
Clean Coach; Certified Behavioral Consultant, UK
Certified Emotional Intelligence Trainer, 6Seconds USA
Certified BarOn's EQi Assessor, Canada
Certified NLP Trainer; Certified PSMB Trainer**

10.30 am Morning Refreshment & Networking

11.00 am

FIRST IMPRESSIONS, LASTING IMPRESSIONS

They say a picture is worth a thousand words and so the "picture" you first present says much about you to the person you are meeting. It takes just a quick glance, maybe few seconds, for someone to evaluate you when you meet for the first time. In this short time, the other person forms an opinion about you based on your appearance, your body language, your demeanor, your mannerisms and how you speak. With every new encounter, you are evaluated and yet another person's impression of you is formed. These first impressions can be nearly impossible to reverse or undo, making those first encounters extremely important, for they set the tone for all the relationships that follows. Basic human nature demonstrates that if someone is interested in you, they suddenly become more interesting themselves. So, to be interesting, you must first be interested!

Key learning points:

- ⊗ 2 most important networking skills - listening and asking questions
- ⊗ Strategies to overcome your fear of meeting people
- ⊗ Steps to build instant rapport
- ⊗ Put your best foot forward - personal branding (grooming, body language, facial expressions etc)

HAMIDAH HASHIM

**Professional Trainer & Corporate Consultant
Certified Trainer (ITD, UK)**

1.00 - 2.00 pm Lunch & Networking

2.00pm

LEADING POSITIVE RESULTS™ - ORANGE FROG SESSION

Shawn Achor's Happiness Advantage Orange Frog teaches the science of sustainable peak performance. The research is clear. Positive environments are performance enhancers. They are characterized by higher productivity, less turnover and more resilient cultures. Applying the latest research-based techniques from the field of positive psychology, individuals learn the practices of resilient leaders; they become more adaptable and develop a capacity to "see" more opportunities, leading to better results.

Participants explore their own work place and identify similar pressures, similar characters and similar threats. They are then challenged to develop habits and strategies resolve these pressures allowing them to follow Spark's journey (*The Orange Frog*) and develop strategies to ripple positive results throughout their organizations. This session offers a different experience. The approach is

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PURPOSEFUL: this session attempts to break down barriers - real and perceived - to facilitate a transformation for you.

IN THE PONDS (WHERE AM I NOW?)

- Ⓞ Reflect upon prior experiences with ineffectual change
- Ⓞ Understand the power of Social Scripts
- Ⓞ Capture driving and restraining forces
- Ⓞ Fulfilment/performance grid
- Ⓞ Information is not transformation

CREATING OUR FUTURE (WHAT'S NEXT?)

- Ⓞ Recognize the driving/restraining forces (behaviors) and key factors required to achieve higher fulfilment
- Ⓞ Create a road map to visualize the self- transformation journey
- Ⓞ Collaborate as a team to create a shared future positivity state

SPARK'S PERSONAL JOURNEY & TEAM POSITIVITY JOURNEY

- Ⓞ Apply 3 Positive Performance Principles at personal and team level

LILY KOO

Certified Trainer, Leading Positive Performance™ Orange Frog (Prof. Shawn Achor)

Associate Certified Meta Coach (NS-NLP)

Certified NLP & Timeline Practitioner

Certified EQ Trainer (6Sec®)

Certified Trainer, Drive™ (Dan Pink)

Certified Trainer, Our Iceberg Is Melting™ (Prof. John Kotter)

Certificate in SATIR Brief Therapy

4.00pm Afternoon Refreshments & Networking

4.30pm

UNIQUE BREAKTHROUGH - BE A PEAK PERFORMER, REJUVENATED, ENTHUSIASTIC TO ACHIEVE MORE WITH POSITIVE ATTITUDE!

5.30pm Certification & Return with Valuable Lessons

This superb forum brings together experienced & well qualified trainers, consultants & coaches; creating an unprecedented opportunity for you to learn & grow professionally. You'll return renewed, energized & brimming with fresh ideas & strategies that will make an immediate difference in your performance, attitude & productivity. All the sessions will be conducted in an enlightening, inspiring, high impact, beneficial & lively manner.

As expected, SUCCESS ABUNDANCE always go the extra mile & delivers more. Email or call us to register at 012-6170560/ 016-5488336. Contact us NOW!

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PROFILE OF SPEAKERS, TRAINERS & CONSULTANTS



SOO HOO YOON HUNN - Harnessing His Vast Experience & Knowledge To Help Participants Achieve Their Purpose In Life, Be Transformed & Achieving Desired Breakthroughs

**International Master Trainer in Subliminal Persuasion, Entrepreneurship and Mindset Breakthrough
Certified Master Practitioner Eriksonian Hypnosis
President of Malaysian Association of Professional Trainers and Coaches**

Most Distinguished Trainer in Asia's Training & Development Excellence Award

Global Training & Development Leadership Award by The World HRD Congress

Listed in Marquis' "Who's Who In The World" (the world's leading biographical database which lists the top 2% of the world's professionals)

Currently serving as the President of the Malaysian Association of Professional Trainers and Coaches (MAPTaC), Soo Hoo has been a trainer in the area of Subliminal Persuasion, Entrepreneurship and Mindset Breakthrough since 2007. In recognition of his achievements and contribution Soo Hoo is awarded with the prestigious Global Training & Development Leadership Award by The World HRD Congress in their Silver Jubilee Celebration and as Most Distinguished Trainer in Asia's Training & Development Excellence Award. Soo Hoo has also recently been listed in Marquis' "Who's Who In The World" the world's leading biographical database which lists the top 2% of the world's professionals and a source of reference for Forbes in their annual selection.

He began young with a high-flying career in banking sales, servicing high net worth individuals at an international bank. In appreciation of his passion and commitment in managing their financial portfolio, some of his clients shared their experiences with him and mentored him, teaching the business and life skills they had gained in their rich lives.

With what he learnt Soo Hoo launched his own consulting business, managing corporate clients and assisting them to grow their businesses. Among his many successes then was growing the profit of a company from RM200,000 - to over RM 1,000,000 in profits within 3 years. Another was in helping a client (KSKW Cambodia Ltd) to acquire and design a USD2 Billion integrated development project in 2007.

Soo Hoo has trained regionally to participants from over 30 countries. He has designed a program called Subliminal Persuasion. This program combines the best of Neuro Science Technologies including Hypnosis, NLP & Body Language to influence the decision making process to build deep trust and rapport. This has proven to be a very popular program.

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THOMAS YAP - His Passion Is To Inspire, Encourage & Train Millions Of People To Achieve Fulfilling, Abundant And Extraordinary Lives.

**Dynamic International Speaker
Master Trainer in Cutting Edge Game-Based Training
Breakthrough & Transformational Trainer
Sales Coach
Innovator**

Thomas Yap is an international speaker, trainer and coach who have made a career out of helping people make more money and live extraordinary lives.

His career started in the hospitality industry. As an experienced Duty Manager in a Luxury 5 Star Hotel Chain, he developed the fundamentals of customer service which became the foundation of sales and influence. He was then promoted to the position of Training Manager for a hotel which houses over 400 staff. By bringing in unique and customized training programs for the staff, Thomas discovered his passion for training and development. The result of his innovation and drive he managed to move the hotel from a mediocre rating in Trip Advisor to one of the top 3 hotels in Kuala Lumpur's competitive city center.

It was at this time that he was introduced to the power of network marketing and direct selling. He left the corporate world in search of bigger goals and jumped full time into network marketing, which led him to build, develop and groom a team that produces \$1,200,000 in sales revenue a month and growing. He built and groomed his business and network, which spans multiple countries including India and Thailand, in a short span of three years.

In order to achieve his success, Thomas had to overcome many challenges such as being broke, bouts of depression and the doubt that came out of painful failures. By applying those lessons and experiences, he uses his business to help millions of people to achieve fulfilling, abundant and extraordinary lives.

Drawing from his experience of building his Network Marketing Business, Training and Personal Development, Thomas' area of expertise covers Sales, Negotiation, Leadership, Team Dynamics and Stagecraft (Speaker Skills). Unlike most classroom style training, Thomas uses Cutting Edge Game-Based Training that are proven to maximize engagement, fun and learning of practical Business Skills that can immediately implemented for results. He has worked with more than 6,000 individuals from multiple countries through coaching or training and growing. He has trained and coached individuals from companies like Nuskin, Amway, Enagic, Melaleuca, Wellness Concept among many others.

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JEAN-PAUL VALDES - Utilizing & Leveraging His Global Consulting & Coaching Experience To Deliver Results Turning Ideas into Feasible Reality

**International Speaker & Global Trainer
Breakthrough & Transformational Coach
Founder of The Valdes Group Pte Ltd
Managing Partner of a Coaching & Training Company
Creator Of New & Unique Coaching Style**

Jean-Paul Valdes establish his coaching, consulting and training business on his own, leveraging this experience in his coaching to help entrepreneurs, business owners and executives turn ideas into reality. He has spent over 9 years living and working in Malaysia and Singapore and brings global experience to his regional clients.

Jean-Paul's career in event management for a multi-national oil and gas association has seen him organize and execute conferences and events ranging for 40 to 22,000+ delegates from around the world. He worked closely with senior executives with MNC's like ExxonMobil, Shell, Total, as well as national oil companies like PETRONAS, PERTAMINA in Indonesia, PTTEP in Thailand and many more.

His training in coaching includes over 220 hours of training in ontological coaching from Accomplishment Coaching's Coaches Training Program. During this training, he learned to support clients to change their behaviors, beliefs and habits to powerfully move forward and transform themselves. The bi-product of this holistic approach culminated in him creating a new and unique coaching style 'Onto-Facilitative Coaching'.

He began his career in training by providing internal training for his employees and peer staff members. Upon starting out on his own, he created the Powerful Connections, communication training programme and has developed customized and unique team building programmes that blend experiential games, activities and in-depth debriefs to generate awareness and new actions.

He has worked with Business Networking International, IJM, Society of Petroleum Engineers, Sunway Group, The Stock Brokers Association among many others.



AARON LEE - Winning with Change Mindset, Emotional Intelligence, 80/20 Principle & Live Sketches

**Certified 80/20 Principle Trainer by Richard Koch
Clean Coach; Certified Behavioral Consultant, UK
Certified Emotional Intelligence Trainer, 6Seconds USA
Certified BarOn's EQi Assessor, Canada
Certified NLP Trainer; Certified PSMB Trainer**

Aaron is one of the most dynamic trainer, speaker & coach in the training industry. He has over 15 years of training & coaching experiences ranging from SMEs to MNCs. He has excellent language skill whereby he could converse fluently in English, Bahasa Malaysia & Mandarin. With his strong language skills, solid education background & continuous learning, he is able to manage & reach people from all levels. Importantly, he stays current with his own eagerness to learn.

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He has dynamic speaking ability with humorous approach, he loves to be challenged by his participants which is uncommon in this industry. One of his quotes is "I'll be very excited if you ask a question which I cannot answer & I will reward you if that happens". He believes learning is alive whereby people must be at ease, curious & discover as if they are taking a new path in life. He has worked with over 400 companies & coaches 10,000 people annually. Service is his passion, he was one of the few who ran a multiple format of the bestseller "The Fish Philosophy!" He organized workshop, training, conference based on fish principles. He even launched fish culture for organization! Choose your attitude is his favorite among 4 principles! Attitude is the deciding factor between success & failure, choose wisely everyday!

Some of his accomplishments were training a group of MD from Asia Pacific, platform speaker for ING convention, business coach for client over 10 years, retail coach for major retailers, conducted hundreds of team building programs & many other events. He is passionate about Emotional Intelligence, intra & inter-personal development modules. His signature programs are Winning with Emotional Intelligence, How to be Self-Discipline & F.O.C.U.S. It is fascinating to discover how distracted we are in the most connected century. These programs will help people to stay grounded & achieve more in life.



HAMIDAH HASHIM - Grooming & Transforming Executives to Achieve Goals & Desired Results

**Professional Trainer & Corporate Consultant
Certified Trainer (ITD, UK)**

She has a unique background in management, finance & banking. The past 22 years she has conducted training in management development, communication & the art of presentation which has earned her excellent feedback from participants due to her fun & engaging training style. Hamidah is a PSMB/HRDF recognised trainer. She worked for more than 8 years in operations & training with BBMB. She has a Certificate in Training & Development (ITD, UK) & a Diploma in Training Management. She also attended the consultancy program "Loyalty Management" in Oslo, Norway where she learned about strategies on creating a customer loyalty culture. She has also conducted many in-house programs for MNCs (IBM, Panasonic, HSBC), Malaysian companies, higher learning institutions/universities as well as government agencies in Malaysia & Brunei.

Her forte is in personal skills which include *Customer Service, Communication, Coaching, Counseling & Train-the-Trainer*. Hamidah has also appeared on RTM's "**Selamat Pagi Malaysia**" to speak on Personal Change & Communication Skills. A firm believer in continuous improvement (*kaizen*), she regularly attends courses to enhance her knowledge & skills. Throughout her years in training, her audiences come from diverse backgrounds - factory environment, uniformed agencies & high-profile financial institutions.

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Among the organizations that had enjoyed Hamidah in-house programs are as follows: Panasonic, Sunway Group, Ambank, IBM, Celcom, CIMB, BSN, Asian Finance Bank, Kuwait Finance House, Petronas Penapisan, Burger King, Proton Edar, NAZA Motors, Securities Commission, Telekom, TNB, LITRAK, PTPTN, SPAD, SPNB, PSMB, Perodua, MARA, Kementerian Kerja Raya, PDRM, HSBC, Monash University, Sunway University College, etc



LILY KOO - Motivating & Leading Positive Peak Performance & Success with Orange Frog Workshops

Associate Certified Meta Coach (NS-NLP)

Certified NLP & Timeline Practitioner

Certified EQ Trainer (6Sec®);

Certified Trainer, Drive™ (Dan Pink)

Certified Trainer, Our Iceberg Is Melting™ (Prof. John Kotter)

Certified Trainer, Leading Positive Performance™

Certificate in SATIR Brief Therapy

Lily has more than 8 years hands-on retail operation & more than 10 years corporate selling experience with remarkable business performance record. She has held senior managerial positions in local & foreign companies mainly in the areas of Operations, Sales & Marketing plus 15 years involvement in HR development.

She has worked with clients to initiate, implement & align corporate work culture including sales & service culture, business performance & leadership development. Her areas of expertise include: design, develop & train Customer Service, Sales & Leadership especially in the area of Coaching, Employee Engagement, Change & Positivity. She has worked with more than 300 corporate from all levels, perform one-on-one / team coaching to both corporate & individual levels.

She possesses track record in translating human performance into business results via coaching, training & consulting. Her clients include Citibank, Maybank, Public Bank, Hong Leong Bank, CIMB, Ambank, UOB, OSK Investment, OCBC, Great Eastern, Prudential, Manulife, SunLife, Celcom, DiGi, Suria KLCC, SKII, Gucci, Loreal, Pan West, Sg Wang, Nike, VOIR, Sogo, Louis Vuitton, Singapore Airlines, ERL, MISC, Assunta, Qualitas, IBM, Hewlett-Packard, Motorola, CSA, Ford, Concorde Hotel, Sheraton, Carcosa Seri Negara, Petronas, UMW Oil & Gas, PECD, Murphy Sarawak Oil, Emerson, Sapura Acergy, Guinness Anchor, INTI University, Berjaya College, Taylor's, Motorola, Canon, SONY, Texas Instrument, SKII, Pan West, Pfizer, PT Service Quality Centre, Bank of Chengdu, etc.

SUCCESS ABUNDANCE (002113209-U)

Unit 6, Tkt 3, Blok B, Pusat Perdagangan Taman Dagang,

Jalan Dagang Utama, 68000 Ampang, Selangor

Tel: 03-42703064 H/P: 012-6170560 / 016-5353385 / 016-5488336

Email: success.abundance@hotmail.com

REGISTRATION DETAILS

Master Proven Techniques To Unleash Maximum Potential
(3rd & 4th May 2018) PARKROYAL KL

Course Timing: 8.30 am – 5.00 pm

Payment Made To: Success Abundance

Course Fees: RM3,100 per participant

Company Name & Address: _____

Participant's Contact Details

1. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

2. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

3. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

4. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

5. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

Signature & Company Stamp

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