



SKY POWER

CONSULTANTS SDN. BHD.

Training Portfolio 2020



REGISTERED TRAINING PROVIDER



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An Introduction

Mr Ding Xiaoguang
President & Director



Sky Power Consultants Sdn Bhd (SPC) a subsidiary of Tianyu Consultant Co Ltd (Shanghai, China) and a Training & Coaching provider under Human Resources Development Fund (HRDF). We distinguish ourselves with programmes made by and for professionals. For a considerable number of multinationals, large national companies, SMEs and public institutions at home and abroad, we are currently the preferred partner in the field of assessment, education, training, skill development and coaching.

Our visions

Our visions are assisting the workforce to enhance their knowledge and skill development. They are a means of developing workforce individually, and as team members as people and as professionals. Our range of training courses must therefore be seen as one component of a learning and development cycle consisting of:

- skill assessment > establishing development domains;
- training and education > transfer and intake of knowledge and skill;
- coaching > on-the-job understanding and evolution;

Your organization and your workforce are central importance

Traditional 'generic' training courses take less account of differences in corporate environments, market specifics and cultures or of the level of experience of the participants. For this reason, SPC has developed training programme with the opportunity to integrate your organization's own methodology, culture and contribution. As a client, you can choose from our general training modules, specific in-depth training courses or a combination of both.

Our approach: 4-stage approach

- Theory as the basis and necessary first move (content-wise);
- Best practices with concrete, striking examples from your own or related and relevant sectors;
- Application to translate knowledge into daily practice;
- Follow up – On site coaching to ensure method learned shall improve the productivity;

The training courses are focusing in 5 core values such as Management, Sales, Services, Marketing and Customer Relationship management. Values

Our strengths

SPC training courses and workshops are always practically and pragmatically structured. They have a high degree of practical activities and are run by experienced and energetic trainers, who are top in their professional held. Their practical experience ensures that 'theoretical' concepts can be directly translated into 'applicable' knowledge. To give your training course extra strength SPC, in addition to its own experienced trainers from local and abroad, can always call on the services of academics, guest speakers and guest lecturers from its own network. Our international mobility, multilingual capabilities and the cultural sensitivity of our trainers make SPC is an ideal partner for providing top-quality assistance for your company worldwide.

Management Training

- General Manager Position Certification Training
- Sales Manager Position Certification Training
- Service Manager Position Certification Training
- Marketing Manager Position Certification Training
- Customer Relationship Manager Position Certification Training
- Highly Efficient Dealer Financial Operation Training

LEADERSHIP

MANAGEMENT

SOLUTION

SUCCESS

STRATEGY

RESOURCES

EXPERIENCE

ADVICE

DECISION

General Manager Position Certification Training

1

Course Coverage

- Work Management
- Work Process
- In-depth Position Understanding
- Monitoring Requirements
- Role & Responsibility Subordinates' Perspective
- Case Analysis & Best Practices Sharing

2

Who Should Attend

- Business Investor
- General Manager

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Sales Manager Position Certification Training

1

Course Coverage

- Sales Management
- Work Process
- In-depth Position Understanding
- Monitoring Requirements
- Role & Responsibility Subordinates' Perspective
- Case Analysis & Best Practices Sharing

2

Who Should Attend

- Sales Manager
- Sales Supervisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Service Manager Position Certification Training

1

Course Coverage

- Service Concept
- Use of Data Analysis
- Improve Performance & Management
- After-sales Key Control Points
- Internal Control Mode
- Unique Service Operation Analysis Method

2

Who Should Attend

- Service Manager
- Service Supervisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Marketing Manager Position Certification Training

1

Course Coverage

- Marketing & Sales Operation Skills
- Marketing Management
- Use of Market Data Analysis Thinking
- Marketing Key Control Points & Internal Control Mode

2

Who Should Attend

- Marketing Manager
- Marketing Supervisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Customer Relationship Manager Position Certification Training

1

Course Coverage

- CRM Skills
- Use of Customer Information Data Analysis Thinking
- Dealer Customer Management Key Control Points
- Customer Management Analysis Method

2

Who Should Attend

- CR Manager
- CR Executive

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Highly Efficient Dealer Financial Operation Training

1

Course Coverage

- Financial Concept
- Financial Thinking
- Financial Internal Control Mode
- Unique Financial Analysis Method

2

Who Should Attend

- General Manager
- Chief Financial Officer

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Sales Training



➤ Sales Advisor Position Certification Training

➤ Product Knowledge Training



Sales Advisor Position Certification Training

1

Course Coverage

- Core Requirements & Vehicle Sales Concept
- Sales Service Process
- Sales Target Thinking Patterns
- Sales Performance

2

Who Should Attend

- Sales Advisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)





Product Knowledge Training

1

Course Coverage

- Company Main Products
- Unique Selling Points

2

Who Should Attend

- Sales Advisor
- Service Advisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



A close-up photograph of a mechanic's hands, wearing black gloves, using a screwdriver to work on the engine of a car. The background is blurred, showing various engine components and tools. The overall image has a dark, semi-transparent overlay.

Aftersales Training

➤ **Aftersales Advisor Position Certification Training**

➤ **Vehicle Accessories Marketing & Sales Training**



Service Advisor Position Certification Training

1

Course Coverage

- Core Requirements & Vehicle Sales Concept
- Sales Service Process
- Sales Target Thinking Patterns
- Sales Performance

2

Who Should Attend

- Service Advisor

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)





Vehicle Accessories Marketing & Sales Training

1

Course Coverage

- Marketing Objectives
- Accessories Management
- Process of the Accessories
- Case Sharing

2

Who Should Attend

- Accessories Manager
- Accessories Executive

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



A man in a grey suit and a woman in a black and white striped sweater are standing in a car dealership, looking at a document together. A red car is visible in the background.

Customer Relationship & Customer Care Training

➤ Customer Relationship & Customer Care Training

➤ Customer Relationship & Customer Care Training

Call Centre Agent Position Certification Training

1

Course Coverage

- Call Centre Business Operations Skills
- Key of Customer Service Improvement
- Customer Service & Customer Care Operation Mode
- Value of Customer Service

2

Who Should Attend

- Business Investor
- General Manager

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)



Customer “Touching” Experience and Satisfaction Improvement Training

1 Course Coverage

- Customer Satisfaction Requirements & Concepts
- Key to Build Customer Relationships
- Customer Experience Improvement
- Effective Implementation
- “Touching” Thinking Model

2 Who Should Attend

- Call Centre Agent
- CRE

Duration of Training : 1 Day (8 Hours)
Number of Participants : 25 Participants (Max)





Our Trainers



Our Trainers



Ding Xianguang, *President & Chief Trainer*

With more than 40 years experience in Sales, Service and Trainer for several major Automotive and retailer brands. His has been conducting trainings for senior management to middle management team for well known organization in China and Malaysia.
His passion is to develop Malaysian to be part of the Global Automotive industry player.



David Ong, *General Manager & Chief Trainer*

With more than 40 years experience in Sales, Service and Trainer for several Growing up in an automotive family, he is expose to car repair and maintenance since the age of 5 years old with the guidance from his family member. He was the youngest student to be selected to attend BOSCH training Malaysia. Since than he progressively from a Technician to Trainer in early twenty. He acquired experience in passenger and commercial vehicle repair and maintenance of local and aboard vehicle.
He is passionate to develop our workforce to be ready to take on the Local and Global automotive challenge.

David Ong
6017 3333131
davidong@tianyuzixun.com



Our Trainers



Tong Hing Kee, *Trainer*

Graduated in Engineering (Automotive) and with solid of 25 year's experience in automotive industry. Mr. Tong acquired knowledge and skills from various management levels in an automotive organization. He has decided to chance this approach by sharing his knowledge and skills to the next generation and wishing our nation to be more successful and fruitfulness in future.



Firdaus Omar, *Trainer*

Graduated in Master and Degree in Automotive. Since childhood, Firdaus has strong passion in Automotive and currently completing his Master Degree in Automotive. Leverage on his passion and knowledge, we do welcome him to train and coach our Mechanics / Technicians to greater level.



Our Achievements



Our Achievements

Product Knowledge Training



Sales Process Training

Sales Process Training

X70 Product Knowledge Training



Our Achievements

On-site Coaching



Facebook Video & Live Broadcast



Facebook Video & Live Broadcast



Our Achievements

Role Play



Service Management Training



Sales Advisor Training



Training



Our Achievements

Our Clients





The image shows an overhead view of a business meeting around a wooden table. Several people are seated around the table, with their hands and arms visible. They are working with various devices and documents. In the top left, a person is pointing at a document with a pen. In the top center, a person is using a laptop. In the top right, a person is writing on a document. In the bottom left, a person is holding a telephone receiver. In the bottom center, a person is holding a document. In the bottom right, a person is typing on a laptop. The table is cluttered with papers, glasses of water, and office equipment. A blue horizontal line is drawn across the middle of the image, separating the top and bottom halves.

Contact Person



Contact Person



Azman Lam, *Business Development Manager*

He acquired over 18 years of experience in Human Capital Management in several major sector such as in Financial Institutions, Telecommunication Aviation, Oil and Gas and Automotive industries.

He is passionate to develop the next generation of workforce to explore and experience the future workforce requirements.

He is ready to serve and answer on enquiries post by you on our training and development program.

Our trainings are HRDF claimable.

Azman Lam Chee Ming
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A close-up photograph of two hands shaking in a firm grip. The hands are positioned in the center of the frame, with the fingers interlocked. The person on the left has a darker skin tone, while the person on the right has a lighter skin tone. Both are wearing dark suit jackets and white dress shirts. The background is a blurred office environment with windows and lights. The text "Thank You" is overlaid in the center of the handshake, with a blue horizontal line underneath it.

Thank You
