

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 aboard, 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

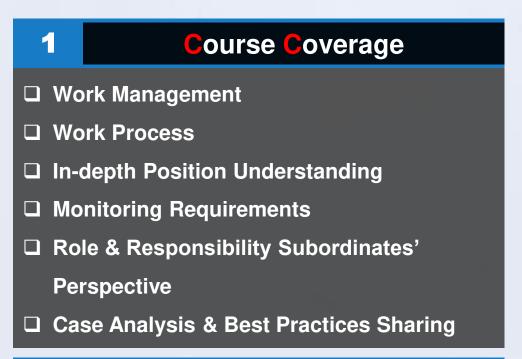
MANAGEMENT
SOLUTIO

STRATEGY

RESOURCES

EXPERIENCE





Who Should Attend

- □ Business Investor
- ☐ General Manager

Duration of Training : 1 Day (8 Hours)



Sales Manager Position Certification Training



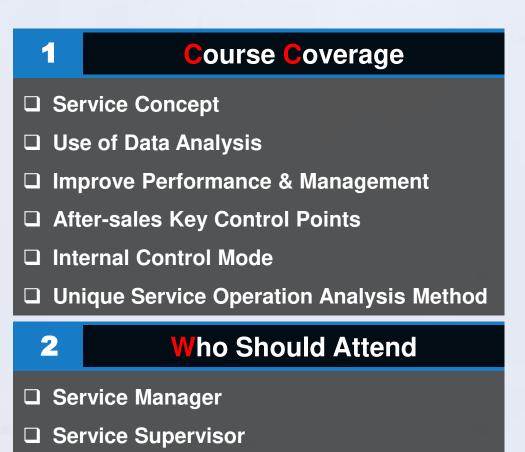
2 Who Should Attend

- □ Sales Manager
- □ Sales Supervisor

Duration of Training : 1 Day (8 Hours)



Service Manager Position Certification Training



Duration of Training : 1 Day (8 Hours)







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

2 Who Should Attend

- Marketing Manager
- **□** Marketing Supervisor

Duration of Training : 1 Day (8 Hours)





Customer Relationship Manager Position Certification Training

- 1 Course Coverage
- ☐ CRM Skills
- ☐ Use of Customer Information Data Analysis
 Thinking
- □ Dealer Customer Management Key ControlPoints
- ☐ Customer Management Analysis Method
 - 2 Who Should Attend
- □ CR Manager
- □ CR Executive

Duration of Training : 1 Day (8 Hours)





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)





Sales Advisor Position Certification Training



Product Knowledge Training





- Aftersales Advisor Position Certification Training
- Vehicle Accessories Marketing & Sales Training

Service Advisor Position Certification Training



- □ Core Requirements & Vehicle SalesConcept
- **□** Sales Service Process
- ☐ Sales Target Thinking Patterns
- **□** Sales Performance

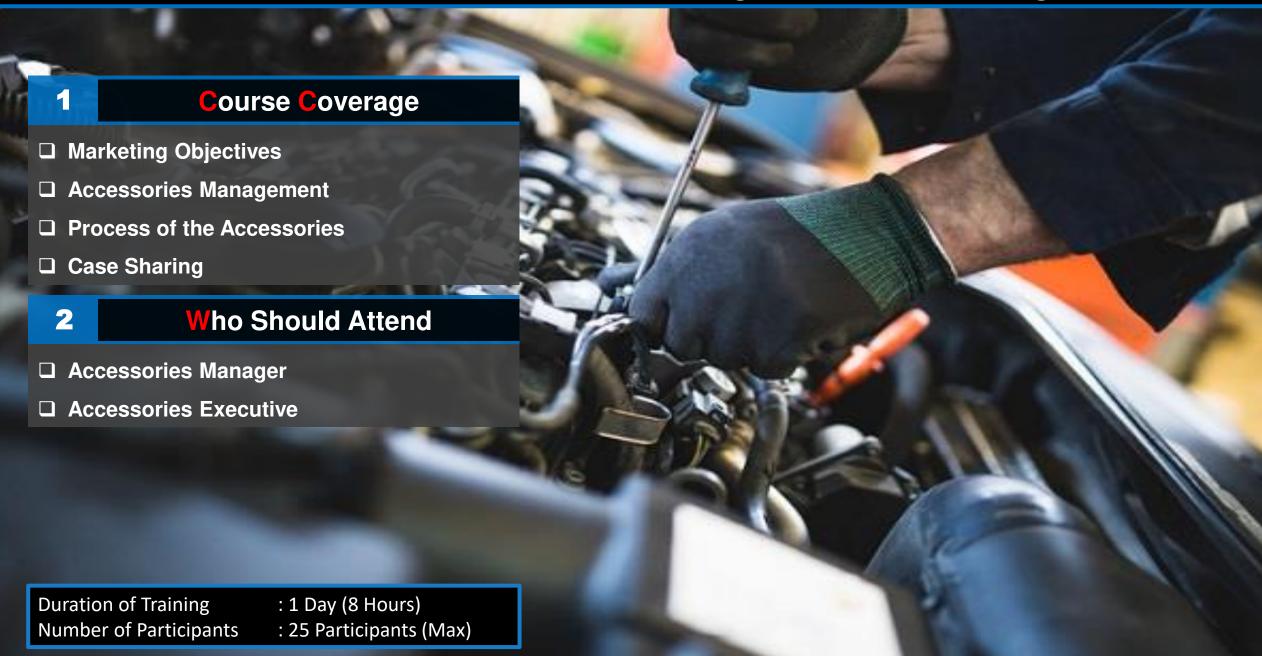
Who Should Attend

☐ Service Advisor

Duration of Training : 1 Day (8 Hours)



Vehicle Accessories Marketing & Sales Training





Call Centre Agent Position Certification Training

1 Course Coverage

- □ Call Centre Business Operations Skills
- **☐** Key of Customer Service Improvement
- ☐ Customer Service & Customer CareOperation Mode
- **□** Value of Customer Service

2 Who Should Attend

- **□** Business Investor
- ☐ General Manager

Duration of Training : 1 Day (8 Hours)





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

Who Should Attend

- ☐ Call Centre Agent
- ☐ CRE

Duration of Training : 1 Day (8 Hours)





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.



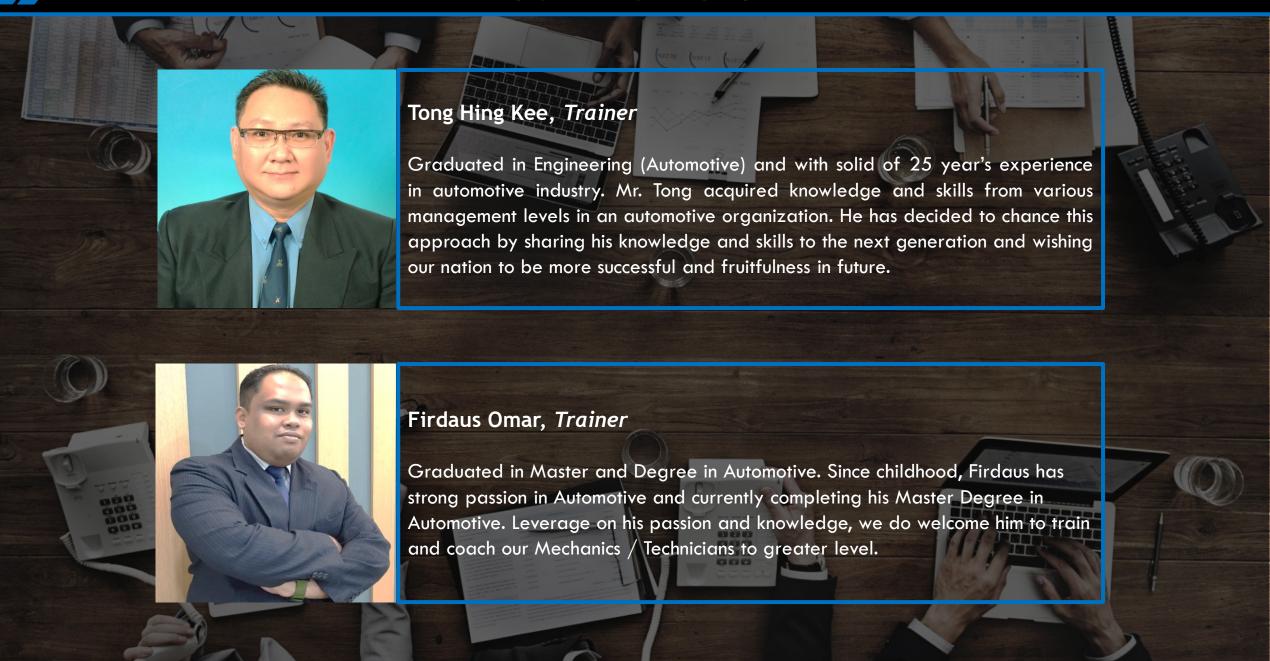
David Ong 6017 3333131 davidong@tianyuzixun.com

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.

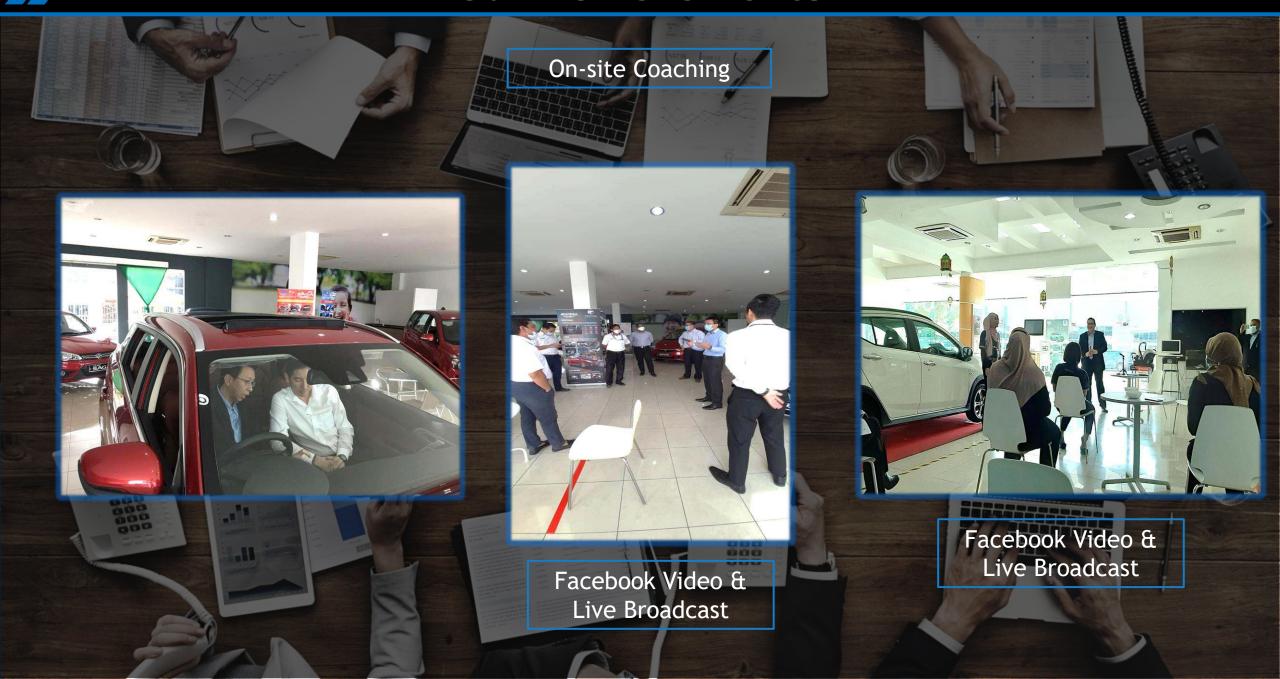
He is passionate to develop our workforce to be ready to take on the Local and Global automotive challenge.

Our Trainers



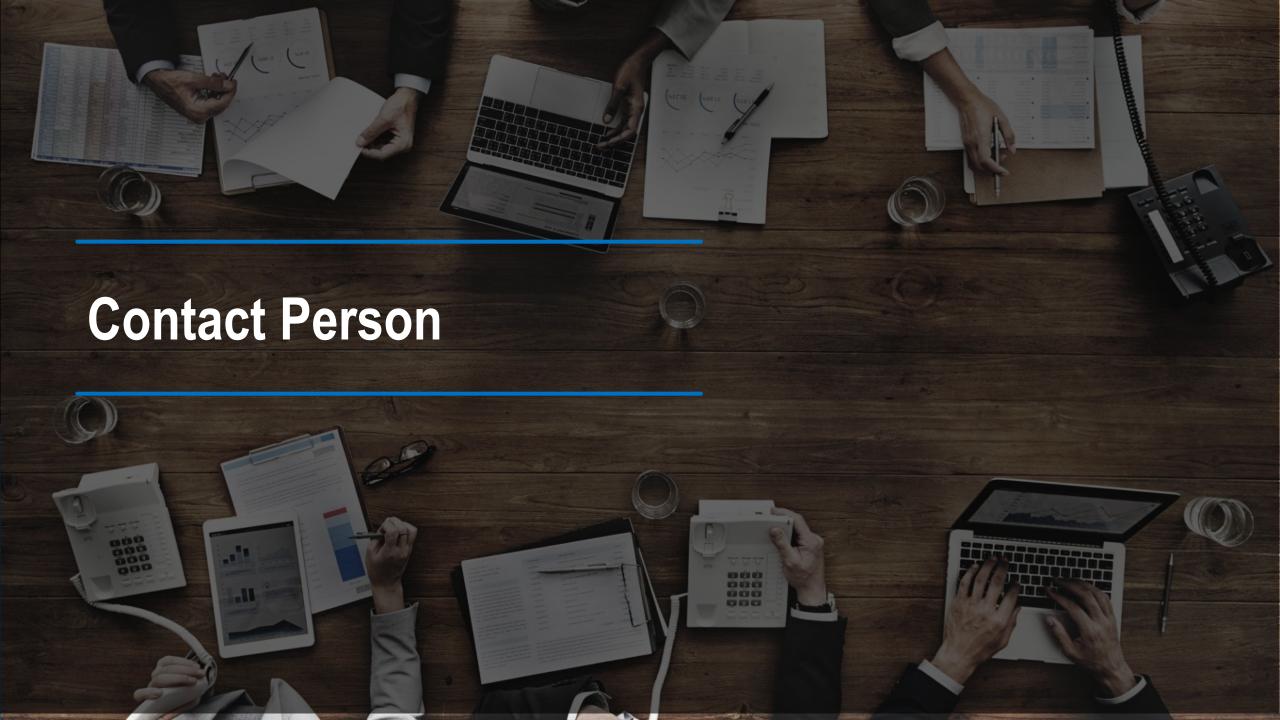












Contact Person

