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DELIGHTING YOUR CUSTOMERS AND FINDING NEW PROSPECTS DIGITALLY

LIVE WEBINAR AVAILABLE ON
18 AUGUST 2020 | 10.00AM - 12.00PM



MICHAEL TEOH
CEO & Founder of Thriving Talents



Learning Hours:
2 hours Per Webinar



Fees:
MYR 350 Per Webinar
(fee is not inclusive of 6% SST)



CPE Points Earned:
5 CPE Points Per Webinar

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ICF COMPETENCY LEVEL

- Behavioural (Self-Management) – Adaptability (Proficiency Level 3)
- Behavioural (People Management) – Communication (Proficiency Level 3)
- Behavioural (People Management) – Networking and Relationship Building (Proficiency Level 3)

WHO SHOULD REGISTER?

Individuals

CEOs C-Suite Executives, Directors, Managers, Entrepreneurs, Executives, Non-Executives

Companies

PLCs, Fund Management Companies, Investment Banks, Participating Organisations, Trading Participants, Insurance Companies, Legal Firms, Accounting Firms, Solutions Providers, SMEs

SPEAKER

Michael Teoh

'Our Future is Negotiated and Created.' – That would sum up the life and business of The Star newspaper's Malaysia Young Entrepreneur of the Year 2019, Michael Teoh the Founder & CEO of Thriving Talents, who grasped the coveted industry award for Companies Valued Up to RM 25 Million. The serial entrepreneur has built a successful global training company in Thriving Talents, which serve 39 of the Fortune 500 companies across 41 countries to date, and had since ventured into online learning.

He had served as a Global Advisor for Microsoft's YouthSpark initiative, and had shared the stage, speaking to both business and young leaders, with billionaire Sir Richard Branson, Father of Social Business Professor Muhammad Yunus, and rockstar legend Sir Bob Geldof. He had even received a special visit from President Barack Obama during a workshop, organised by Microsoft, in which he was a speaker and facilitator.

Despite facing bitter challenges during his schooling years, Michael rose up and have attributed towards his 'negotiation and salesmanship' skills that have gotten him opportunities to serve more people in life. During his university years, he 'negotiated' for sponsorships to get him funded to attend leadership programmes in Harvard, Stanford and INSEAD. He 'negotiated' to attend classes in 'strategy' which had allowed him to become an apprentice for the world's largest consulting firm during his university days in New Zealand, despite graduating with a Marketing and International Business degree. In fact, he fondly recalls, being involved with a high-level 'negotiation team' where his team raised eight-figure funding to start a Malaysian NGO when he was 22 years old, upon his return home from overseas studies

Today, through Thriving Talents, Michael and his team manage over 30 expert coaches and trainers who assist organisations in 'attracting, retaining, motivating and activating' the largest workforce – the millennials in sales, business development, online business, culture-building through teambuilding and productivity performance trainings and engagements.

Prior to his career as a global speaker, advisor and entrepreneur, Michael has worked as a Management Consultant, Outreach Strategy Director and Brand Consultant. He was also part of the curator team for Asia's most successful TEDx event, namely TEDxKL, Kuala Lumpur, Malaysia from 2012 to 2014, where his involvement saw the branded global knowledge sharing platform welcomed over 4,000 attendees to his events combined.

He obtained his tertiary education from New Zealand, aside from attending special educational courses in Harvard University, Stanford University and INSEAD. He is also a board member for various public organisations and government-linked foundations, where his knowledge on human capital development and youths are sought after.

WHAT WILL YOU LEARN?

Delighting Your Customers and Finding New Prospects DIGITALLY

Outline

- Keeping your pipeline full: Make prospecting action, plan your priority
- Prospecting online by creating social media presence
- The power of framing to gain instant credibility without physical meet up
- Building rapport and trust over without physical meet up
- Turning prospects into customers

Objectives

Upon completion of this programme, participants will be able to:

- Recognise potential ways to improve customers' interaction through digital resources
- Discuss the methods or techniques to strengthen sales and relationship skills with existing and new prospects
- Describe the tools and action plans in digital and social media marketing execution
- Demonstrate through digital resources how one is able to build rapport and turn prospects into customers

Recommended Learning Hours: 2 hours / 5 CPE points / Pre & Post Assessments

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Securities Industry Development Corporation (765264K)
3, Persiaran Bukit Kiara, Bukit Kiara, 50490 Kuala Lumpur, Malaysia
Email: sidc@sidc.com.my Website: www.sidc.com.my



Find us on Youtube (SIDC TV), LinkedIn, Facebook & Instagram at Securities Industry Development Corporation - SIDC

* The SIDC reserves the right to amend the programme as deemed appropriate as without prior notice.

For enquiries on registration, please contact **+603 6204 8439 / 8274** | Register today at www.sidc.com.my

Get in touch and speak to our friendly team via mobile **+6019 769 1970** (Linda) | **+6012 538 2044** (Kyle) | **+6013 302 6368** (Zaine)