



Professional Development Courses



CATALOGUE 2023

Prepared by

FASTRACK SYNERGY SDN BHD
www.fastracksynergy.com.my



Dear Valued Partner,

We would like to extend a warm welcome to you on behalf of Fastrack Synergy, your go-to partner for professional training courses. As a leader in the industry, we are dedicated to providing tailored solutions that help you achieve your organizational goals and objectives.

At Fastrack Synergy, we take pride in our team of experienced professionals who bring their wealth of knowledge and expertise to every training session. Our trainers have a reputation for excellence, and we are committed to delivering training programmes that meet your specific needs.

In today's business landscape, sustainability is more important than ever. We recognize the need to balance economic, social, and environmental considerations, and we are committed to promoting sustainable practices in all aspects of our business. When you choose Fastrack Synergy, you can be confident that you are working with a company that is dedicated to creating a more sustainable future.

Our ultimate goal is to help you achieve success, and we are dedicated to supporting you every step of the way. We take the time to understand your unique needs and work closely with you to develop training programmes that meet your specific requirements.

We invite you to discover the Fastrack Synergy difference and see why we are the preferred choice for professional training courses.

Thank you for considering Fastrack Synergy as your training partner.

Sincerely,

Fastrack Synergy



Overview

This leadership programme aims to equip leaders with the skills necessary to build and lead successful teams. Topics covered include team-building, effective communication, conflict resolution, and motivation. The program's objective is to help leaders foster a positive team culture and develop the competencies required to create and maintain high-performing teams.



Developing High Performance Teams

Target Participants

The target participants for the Developing High-Performance Teams leadership programme are individuals who hold leadership positions or aspire to become leaders in their organization. This can include managers, supervisors, team leaders, and executives who are responsible for managing and leading teams to achieve business objectives.

Day 1

- Introduction to high-performance teams
- Team dynamics and team member roles
- Building trust and fostering positive relationships
- Effective communication strategies for teams
- Setting team goals and performance metrics

Day 2

- Strategies for effective team-building
- Developing team cohesion and team culture
- Managing conflicts and resolving disagreements
- Motivating and engaging
- Identifying and addressing performance issues

Day 3

- Delegation and empowerment in teams
- Developing leadership skills
- Feedback and coaching
- Developing a plan for sustaining high team performance
- Action planning and implementation for the team

Learning Outcomes

The Developing High-Performance Teams leadership programme equips participants with skills to build, lead, and manage high-performing teams. The program fosters a positive team culture, motivation, and engagement, and prepares leaders to sustain high team performance.

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Overview

This 2-day course aims to enhance critical thinking and problem-solving skills among entry-level employees.

Participants will learn to identify and change unproductive habits, communicate effectively, make sound decisions, manage time efficiently, set and achieve goals, and develop personal and professional growth strategies.

Building Effective Workplace Habits



Improving Critical Thinking and Problem-Solving Skills

Day 1

- Introduction to Critical Thinking: Defining critical thinking and its importance in the workplace
- Identifying Workplace Habits: Understanding how habits impact work performance and how to identify and change unproductive habits
- Problem-Solving Techniques: Introduction to various problem-solving techniques and their application in the workplace
- Communication Skills: Improving communication skills to effectively communicate ideas, concerns, and solutions

Day 2

- Decision-Making Strategies: Introduction to decision-making models and their application in the workplace
- Goal Setting: Setting SMART goals and aligning personal goals with organizational goals
- Time Management: Strategies to prioritize tasks, manage time effectively, and avoid procrastination
- Personal Development: Strategies to enhance self-awareness, self-regulation, and self-improvement

Learning Outcomes

By the end of the course, participants should be able to identify and change unproductive habits, effectively communicate ideas and solutions, make sound decisions, manage time effectively, and set and achieve personal and organizational goals.

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Overview

The Leading Through Change course is designed to equip leaders with the skills necessary to manage organizational changes effectively. The course covers strategies for effective communication, stakeholder engagement, and managing resistance. The objective is to help leaders navigate change and maintain business continuity.

Target Participants

The target participants for the Leading Through Change course are individuals who hold leadership positions or are involved in managing organizational changes within their organization. This can include managers, supervisors, team leaders, and executives who are responsible for leading teams through changes such as mergers, acquisitions, reorganizations, or new technology implementations.

Day 1

- Understanding the psychology of change
- The impact of change on individuals and teams
- Strategies for effective communication
- Stakeholder engagement and management
- Developing a change management plan

Day 2

- Managing resistance to change
- Addressing cultural and organizational barriers to change
- Leading change initiatives effectively
- Measuring and evaluating change outcomes
- Sustaining business continuity during change

Learning Outcomes

The Leading Through Change course aims to equip leaders with skills necessary to manage change effectively. It covers change management strategies, stakeholder engagement, managing resistance to change, and sustaining business continuity. Participants learn how to measure, evaluate, and continuously improve change management processes.



Leading Through Change

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Negotiation Strategies for Success



Overview

The Negotiation Strategies for Success course covers a range of topics including preparation and planning, communication skills, negotiation techniques, ethical considerations, managing conflict and emotions, negotiating across cultures, closing the deal, and best practices. Participants will develop the tools and skills necessary to negotiate effectively in a variety of situations.

Target Participants

The Negotiation Strategies for Success course is suitable for government officials, business executives, project managers, lawyers, and professionals who want to improve their negotiation skills and strategies for success.

Day 1

- Introduction to Negotiation
- Preparation and Planning for Negotiation
- Communication Skills - Listening, Questioning, and Presenting Ideas
- Negotiation Techniques and Handling Objections
- Ethical Considerations

Day 2

- Managing Conflict
- Managing Emotions
- Negotiating Across Cultures
- Closing the Deal
- Best Practices in Negotiation

Learning Outcomes

Participants will learn effective negotiation strategies, including preparation and planning, communication skills, managing conflict and emotions, negotiating across cultures, closing the deal, and best practices. They will develop the skills and tools necessary to achieve successful outcomes in a variety of negotiation scenarios.

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Corporate Strategic Planning

Overview

This two-day training on Corporate Strategic Planning covers topics such as analyzing the business environment, setting SMART goals, developing strategies and action plans, implementing and evaluating the plan, leading change, and building a culture of strategic thinking.

Target Participants

The Corporate Strategic Planning course is suitable for government officials, senior executives, managers, team leaders, business owners, and professionals who want to develop their skills and knowledge in strategic planning.

Day 1

- Introduction to Corporate Strategic Planning
- Analyzing the Business Environment
- Developing the Corporate Vision, Mission, and Values
- Setting Strategic Goals and Objectives
- Developing Strategies and Action Plans

Day 2

- Implementing the Strategic Plan
- Evaluating and Revising the Strategic Plan
- Leading Change
- Building a Culture of Strategic Thinking
- Best Practices in Corporate Strategic Planning

Learning Outcomes

Participants will gain the ability to analyze internal and external factors, develop SMART goals, implement and evaluate a strategic plan, and build a culture of strategic thinking. The training equips participants with practical insights and best practices to help them develop and implement successful strategic plans that align with the organization's vision and mission.



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Overview

The course is important because it helps improve first impressions, confidence, self-esteem, and professionalism through grooming and social etiquette skills.

This 2-day training programme is designed to help participants enhance their personal and professional image by improving their grooming and social etiquette skills. The course covers topics such as personal grooming, dress codes, body language, communication skills, dining etiquette, business protocol, networking, and cultural awareness, among others.

Target Participants

The target participants for this course are individuals who want to enhance their personal and professional image. This includes government officials, employees in hospitality, customer service, sales, and business, as well as anyone who wants to improve their social and networking skills.

Day 1

- Personal grooming and hygiene
- Dress codes for different occasions and settings
- Body language and nonverbal communication
- Communication skills and etiquette in social settings
- Table manners and dining etiquette

Day 2

- Professional grooming and appearance
- Business etiquette and protocol
- Networking skills and etiquette
- International etiquette and cultural awareness
- Social media etiquette and online presence

Learning Outcomes

The learning outcomes from the 2-day "Grooming and Social Etiquette" course include: improved personal and professional image, enhanced confidence and self-esteem, stronger communication and networking skills, better understanding of cultural awareness and protocol, and increased knowledge of grooming and social etiquette practices for different occasions and settings.

Grooming & Social Etiquette



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Projecting a Confident & Winning Image



Overview

Projecting a Confident & Winning Image is a comprehensive training programme that equips professionals at any level within an organization with the right tools to sharpen their image.

An individual's ability to project a confident positive image and communicate effectively in an organization will result in higher productivity and performance, better interpersonal relationships with co-workers, and increased job satisfaction, not to mention, leaving a positive and powerful lasting impression on clients and customers.

Target Participants

The target participants for this course could include government officials, business professionals, job seekers, public speakers, performers, college students, and individuals interested in personal development. The course could be tailored to specific groups or industries to maximize its impact.

Day 1

- Your Role As An Ambassador
- Projecting The Brand Through
- Wardrobe Management
- Polished Style For Men & Ladies
- Professional Grooming (Hands-On)

Day 2

- Creating Your Winning Presence
- Your Business Etiquette & Protocol
- The Art of Networking (Online & Offline)
- Business Meal Etiquette Essentials

Learning Outcomes

The learning outcomes for the Projecting a Confident and Winning Image course include understanding the role of brand ambassadors, wardrobe management, personal grooming, business etiquette and protocol, effective networking, and business meal etiquette. Participants will learn how to project a confident and winning image, building and maintaining professional relationships, and successfully navigate social situations.

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Dynamic Web Design

Overview

The 3-day Dynamic Web Design course covers essential concepts and tools for designing, publishing, and managing interactive websites.

Participants will learn how to create web pages using HTML, CSS, and JavaScript, work with databases, manipulate data using SQL, and secure web applications. By the end of the course, participants will have gained the skills and knowledge needed to create dynamic and user-friendly websites that meet modern web design standards.

Target Participants

A Dynamic Web Design course is suitable for web developers, graphic designers, marketing and communications professionals, small business owners, and students interested in learning about designing and building interactive websites. It helps participants improve their skills and create user-friendly websites without the need for a professional web developer.

Day 1

- Introduction to Dynamic Web Design
- Design your Web Page using HTML, CSS and Java Script
- Publishing the Web Page

Day 2

- Information Management and Database System
- Representing Information with Data Models
- Constraint and Technique for Manipulating Relational Data

Day 3

- Using SQL Syntax to Create, Query, Modify and Manipulate Schemas
- Introduction to Web Database Architecture
- PHP Control Structure and Database
- Securing Web Applications

Learning Outcomes

This course equips participants with essential skills and knowledge for designing, publishing, and managing interactive websites. Participants will learn how to use HTML, CSS, and JavaScript to create web pages, manage information and databases, manipulate data using SQL, and secure web applications. By the end of the course, participants will have gained the skills needed to create dynamic and user-friendly websites that meet modern web design standards.

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Cloud Computing

Transformation for Sustainability

Overview

The course provides a comprehensive understanding of technologies, processes, and mechanisms required to build cloud infrastructure.

It enables the participants to make informed decisions on building cloud infrastructure based on a cloud computing reference model. It also provides a strong understanding of technologies involved in building cloud infrastructure and prepares participants for advanced topics of cloud solutions.

Target Participants

A Cloud Computing course is suitable for IT professionals, developers, business managers, entrepreneurs, startups, students, and recent graduates who want to learn about cloud computing and its applications. The course covers essential concepts, benefits, and implementation strategies for cloud computing and helps participants understand how it is changing the landscape of information technology.



Day 1

- Introduction to Cloud Computing - Concepts, Benefits, and Challenges
- Cloud Computing Models
- Cloud Computing Deployment Models
- Cloud Computing Providers

Day 2

- Cloud Computing Architecture
- Cloud Computing Security
- Cloud Computing Applications
- Cloud Computing Development

Day 3

- Cloud Computing Management
- Cloud Computing Migration
- Cloud Computing Case Studies
- Future of Cloud Computing - Trends and Predictions

Learning Outcomes

Upon completion of this course, participants should have a solid understanding of the fundamental concepts and benefits of cloud computing, different cloud computing models and deployment strategies, key cloud providers, architecture components and security considerations, cloud-based applications and development, management and migration techniques, real-world use cases, and future trends and predictions in the field.

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Cloud Security Architecture & Management

Overview

The course provides learners with an in-depth understanding of the full capabilities of cloud computing and the principles of cloud computing security. The learner will be exposed to how to assess the security of cloud providers and their organization using the cloud-specific governance & compliance tool. Also, the learners will be exposed to the available cloud security solutions in the market to protect cloud infrastructure as well as user applications hosted on the cloud.

Target Participants

The Cloud Security course is designed for individuals with a background in IT or cybersecurity who want to deepen their understanding of cloud-specific security threats and mitigation strategies. It is particularly relevant for security analysts, architects, engineers, and administrators who are responsible for securing cloud environments.

Day 1

- Introduction to Cloud Architecture
- Cloud Essential Characteristics, Cloud Service Models, Cloud Deployment Models
- Shared Responsibilities
- Infrastructure Security for Cloud

Day 2

- Managing Cloud Computing Security & Risk
- Governance and Compliance
- Legal Consideration for Cloud
- Data Security for Cloud
- Cloud Data Storage

Day 3

- Secure Software Development Life Cycle (SSDLC)
- Testing & Assessment
- Identity & Access Management Definitions
- IAM Standards
- IAM In Practice
- Cloud Security Operations

Learning Outcomes

Upon completion of this course, participants should have an understanding of cloud architecture, essential characteristics, service and deployment models, and shared responsibilities; knowledge of infrastructure and data security for cloud, managing risks, governance, compliance, and legal considerations; familiarity with secure software development life cycle and cloud security operations.

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MS Word Intermediate

Microsoft Word is a powerful word processing software that enables intermediate users to create professional-looking documents with ease. With features like templates, styles, and formatting options, users can easily create letters, reports, resumes, and more. Word also offers collaboration tools, such as track changes and comments, to facilitate teamwork. Its integration with other Microsoft Office applications, like Excel and PowerPoint, enables seamless incorporation of data and multimedia elements. Additionally, Word has features like spell check and grammar check to ensure error-free documents. With its user-friendly interface and extensive functionality, Microsoft Word is an essential tool for intermediate users looking to create high-quality documents efficiently.

MS Excel Intermediate

Microsoft Excel is a powerful spreadsheet software that enables intermediate users to perform complex calculations, analyze data, and create charts and graphs easily. It has features like formulas, functions, and data analysis tools that allow for efficient manipulation of large amounts of data. Excel also enables collaboration through co-authoring and sharing workbooks, and its integration with other Microsoft Office applications like Word and PowerPoint makes it easy to incorporate data into documents and presentations. Overall, Excel is an essential tool for efficiently managing and analyzing data.

MS PowerPoint Intermediate

Microsoft PowerPoint is a powerful presentation software that allows intermediate users to create professional and engaging presentations. With features such as pre-designed templates, slide transitions, and animation effects, users can create visually appealing slideshows. It also offers collaboration tools and integrates with other Microsoft Office applications to easily incorporate multimedia elements. PowerPoint is a must-have tool for any intermediate user seeking to make impressive presentations.

MS Office

Word, Excel & PowerPoint



More information

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HOTS IN THE WORKPLACE

Higher Order Thinking Skills (HOTS) refer to cognitive processes that involve analyzing, synthesizing, evaluating, and creating new knowledge. These skills are critical for problem-solving, decision-making, and innovation in the workplace. HOTS are considered essential in today's rapidly changing work environment, where employees need to be able to adapt quickly to new challenges and opportunities.

Employers look for candidates who possess strong HOTS, as these skills enable them to perform well in a variety of roles, including leadership positions. The ability to think critically, analyze information, and make sound decisions can also help employees advance in their careers and take on new challenges.

There are various ways to develop higher order thinking skills, including training programmes, workshops, and self-directed learning.

Day 1

- Introduction to Higher Order Thinking Skills (HOTS) and their importance in the workplace
- Differentiating between lower-order and higher-order thinking skills
- Identifying the components of HOTS, including analyzing, evaluating, synthesizing, and creating
- Developing critical thinking skills in the workplace
- Analyzing problems and making decisions using HOTS
- Enhancing creativity and innovation using HOTS

These topics can be adjusted to suit the needs of the participants and the specific industry they work in. The training programme can include a mix of lectures, case studies, group discussions, and interactive activities to engage participants and facilitate learning.

HOTS in the Workplace



Day 2

- Applying HOTS to project management and planning
- Communicating effectively using HOTS
- Collaboration and teamwork using HOTS
- Evaluating the impact of HOTS on the workplace
- Developing a personal action plan for further developing HOTS

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Critical Thinking Skills

Critical thinking skills refer to a set of cognitive processes that enable individuals to analyze, evaluate, and synthesize information to make informed decisions, solve problems, and develop new ideas.

Critical thinking skills are essential in many areas of life, including education, work, and personal relationships. In the workplace, critical thinking skills are crucial for making sound decisions, identifying and solving complex problems, and generating innovative solutions.

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Day 1

- Introduction to critical thinking: Definition, importance, and benefits of critical thinking skills.
- Analyzing information: How to analyze and evaluate information, identify patterns and relationships, and recognize biases and assumptions.
- Problem-solving: Techniques for problem-solving and decision-making using critical thinking skills.
- Creative thinking: Strategies for fostering creativity and innovation using critical thinking skills.
- Logical reasoning: How to use logical reasoning to evaluate arguments, identify fallacies, and make sound judgments.
- Communication: Techniques for communicating clearly and persuasively using critical thinking skills.

Day 2

- Ethics and values: Exploring the role of ethics and values in critical thinking and decision-making.
- Collaboration and teamwork: How to apply critical thinking skills in a collaborative setting and work effectively with others.
- Cognitive biases: Identifying common cognitive biases and how to avoid them.
- Evaluating evidence: Techniques for evaluating evidence, assessing credibility, and making informed decisions.
- Applying critical thinking skills in the workplace: Practical applications of critical thinking skills in the workplace.
- Developing a personal action plan.

Critical Thinking Skills



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