



Smart decisions. Lasting value.



2022/2023 Crowe CPE Training Programmes

Leading change through learning and development

Foreword

On behalf of Crowe CPE, I am pleased to launch our Crowe CPE Training Programmes brochure for 2022/2023.

At Crowe CPE's parent company, Crowe Malaysia, we believe that our employees are our most important assets in driving our business forward. We invest in the continuous training of our people, combining both technical and soft skills programmes. Technical training ensures that we are always up-to-date with the latest skills in our industry, while soft skills training prepare our people to rise up to become great leaders and managers.

According to a recent report by the American professional development magazine, Training Magazine, companies in the U.S. spend an average USD4.5 billion on training and development programs for employees. And in the UK, an in-depth survey and analysis of more than 100 companies reveals that top performing businesses are putting employee learning and development (L&D) at the heart of their strategy. The UK L&D Report 2018 shows that even in the current economic climate, 94 per cent of the best performers surveyed say learning and development is critical to success.

Hence, the importance of training your employees – both new and experienced – really cannot be overemphasized. Regular training is well worth the investment because building up the skills within the business will effectively improve your company's bottom line.

Crowe CPE is happy to provide you with a range of technical and soft skills learning programmes that can be tailored to meet the needs of your employees. Our trainers are constantly researching, revising, and adapting our training materials to address the challenges of the workplace and to help you prepare your workforce for the future. We believe that the training of your people, your most valuable asset, is a regular necessity, and not a one-off exception in order for your company to succeed.

We hope that you will find this Crowe CPE Training Programmes brochure useful in planning your training and development roadmap for the year. We will be delighted to hear from you on any of the training programmes listed in this booklet/brochure and tailor them to suit your training needs.



Poon Yew Hoe
Managing Partner,
Crowe Malaysia

About us

Crowe CPE is the training arm of Crowe Malaysia PLT and a HRD Corp & MOF registered training provider.

Our HRD Corp-certified trainers offer learning programmes through workshops, seminars, team-based events, experiential programs through customized in-house training and industry-related conferences.

As your partner in learning & development, Crowe CPE has the expertise and capabilities to help you develop your human capital using the relevant learning solutions.

We offer corporate training programs that focus on professional & personal development. The training programs are designed to develop the individual learning experience and enhance their knowledge, skill and attitude which is the key to the continuous improvement of work performance and efficiency within the organization.

Why choose Crowe CPE?

Care

Your company is more than just mere numbers and statistics to us. We care about your perspectives, dreams, and visions.

Share

We share your commitment to maximise your company's workforce full potential.



Invest

We invest in the very best of resources and talents to deliver to you the highest quality training.



Grow

We help you to grow your business by making smart decisions that create lasting value.



- **HRD Corp Registered Training Provider:**
We are a registered and listed Training Provider.
- **HRD Corp Claimable:**
Our Training Programs, Conferences, Seminars and any other such events are claimable from the HRD Corp levy.

Crowe CPE Training

For a COVID-19 World (Post-MCO)

COVID-19 Challenges

The Coronavirus (COVID-19) pandemic has presented unique challenges to all types and levels of learning, including technical and soft skills development.

Even with these challenges and in light of the current situation, we cannot deny the importance that training plays in the workplace towards a company's growth and our nation's economic recovery.

Recent HRD Corp guidelines

The Human Resources Development Corp (HRD Corp) has recently relaxed its guidelines and allowed face-to-face training as long as it is conducted according to a guideline that guarantees the safety and health aspects of everyone involved during the training.

Crowe's Virtual and Face-to-Face Training

We are pleased to announce that Crowe CPE will be able to offer both virtual/online and face-to-face training platforms to accommodate your needs. Crowe CPE's public face-to-face training programmes will be conducted at a chosen venue and will adhere strictly to the Standard Operating Procedures (SOP) guidelines issued by the National Security Council (NSC) in respect of the COVID-19 pandemic.

If you wish to engage us to conduct in-house face-to-face training for your staff and do not have adequate resources to meet the COVID-19 SOP guidelines, we are happy to offer our training facilities and services to meet this need.

We hope you will find our 2022/2023 Crowe CPE Training Programmes, a useful tool in your training objectives. Whether its virtual or face-to-face training, we look forward to helping you and your people acquire and upgrade skills at the workplace.

We believe that learning is a lifelong process and will continue to support you in this endeavour.



Continuous Technical Learning

The importance of continuous learning is essential in honing the technical skills of the workforce. Employees want more training at work especially on technical skill sets to respond to a changing environment and new developments. Providing employees with the necessary support they need to level up their technical skills improves their overall experience at work.

Our technical skills trainers



Mervyn Ong Hean Chong
Executive Director, Tax Advisory

Mervyn is the Executive Director of Crowe KL Tax Sdn Bhd. He currently co-heads the tax advisory team of the firm. Mervyn has a deep interest in property related taxes and has advised numerous clients pertaining to joint ventures and sale and purchase transactions.

[Read more>>>](#)



Wong Man Yee
Executive Director, Corporate Tax Compliance

Man Yee is an Executive Director of Crowe KL Tax Sdn Bhd who leads the Tax Audit and Investigation team as well as co-leads the Tax Compliance team. She is actively involved in providing advice and representing corporate and individual taxpayers in the area of tax audits and investigations.

[Read more >>>](#)



Dr. Voon Yuen Hoong
Executive Director, Corporate Tax Compliance

Dr. Voon is the Executive Director of Crowe KL Tax Sdn Bhd. She is involved in tax compliance for both domestic and multinational clients. She has diverse experience in advising clients on corporate tax, tax incentive, pre-Field Audit, IRB audit and tax investigation cases.

[Read more >>>](#)

Our technical skills trainers (cont.)



Song Sylvia
Executive Director, Transfer Pricing

Sylvia is an Executive Director of Crowe KLTax Sdn Bhd and specialises in transfer pricing (TP). She has been involved in various TP assignments such as TP documentation, TP planning, price setting, TP audits & investigation, regional TP work.

[Read more >>>](#)



Shalina Jaafar
Executive Director, Global Mobility Services

Shalina Jaafar is an Executive Director of Crowe KL Tax Sdn Bhd and specialises in tax compliance and consultancy work relating to individual and expatriate taxes.

[Read more>>>](#)



Monaliza Mohd Ali
Director, Global Mobility Services

Monaliza is the Director of Crowe KL Tax Sdn Bhd. She specialises in expatriate and personal taxation. Besides that, she also has experience in immigration and payroll related matters.

[Read more >>>](#)

Technical Training

Programmes *

No	Training Program
1	Reporting of income in the Remuneration Statement (Form EA) in line with the Income Tax Act, 1967 and Public Rulings.
2	Payroll Health Check: Getting ready for a Statutory Audit
3	Budget Announcement: What employers need to know for payroll and the employers' tax obligations.
4	Transfer Pricing: Latest Important Updates
5	Basic Company Tax Knowledge – Tax Computation
6	Managing Tax Audits and Investigations
7	Tax Audits and Investigations: Are you ready for a Capital Statement review?
8	Enterprise-Wide Risk Assessment Awareness Training.
9	MACC Section 17 (A) Awareness Training
10	Conducting an internal audit using the COSO Internal Controls Framework
11	Conducting an Internal Audit Quality Assurance Review
12	Internal Audit Basics

* Upon request from our clients, our training programs can be conducted in-house or online at specified locations. Content, Fees and Duration for the programs can be customized to accommodate the client's requirements and business nature. The Professional Fee will be quoted once all the above details are finalized.

Soft Skills Learning

Empowering the employees with the gift of learning is an essential component of continuous personal development. Soft skills programmes help bridge the skills gap in the current workforce no matter the position, organization or industry as people still need to work with other people.

Our soft skills trainers



Lai Siew Peng

Siew Peng is currently a business English and soft skills trainer. She has more than 25 years of working experience in the professional services industry in Malaysia. She was attached to the training department at Institut Bank-Bank Malaysia (IBBM), the Business Development & Corporate Communication department at Ernst & Young and the Corporate Advisory department in Crowe Malaysia.

Since becoming a trainer in 2011, Siew Peng has conducted numerous training courses in English and soft skills programs for Crowe offices in the Asia-Pacific region including Malaysia, Japan, China, Taiwan, and India, and for other Malaysian companies.

She holds a Bachelor of Business Administration degree (cum laude) from Texas Tech University, USA. In 2009, she obtained a Certificate in TESOL: Teaching English to Speakers of Other Languages which is recognised by the Australian Qualifications Framework.



Viknasvaran Ramachandran aka Vicky

Vicky has vast experience in the areas of personal development, motivation, customer service, leadership, presentation skills, sales performance and team building.

For over 28 years, as a Trainer and Consultant, he has successfully organised, co-ordinated and presented numerous public and in-company training courses.

Before this, he was appointed as a Group Training Manager and later as Vice President for Training & Development for several years by one of the Largest IT Group of Companies specialising in Information and Communication Technology.

He has received Accreditation as a Certified Practitioner and Life Coach of Neuro-Linguistic Programming (NLP) by Mental Combat (U.K.) and Certified Practitioner of the Art and Science of Neuro-Linguistic Programming by The International NLP Trainers.

List of Soft Skills Training Programmes SBL _Khas Claimable

Category 1: Top-Level Management



Senior-most position holders responsible for taking decisions that affect the entire firm, thus impacting the overall growth and development of the organisation

Top-Level Management Programmes

Code 01	Titles	Day(s)
1	Coping Through A Pandemic: Building Mental Wellness At Work	2
2	ECO Leadership – Changing The Future Of Our Planet	2
3	Transformational Leadership Creating The New Culture of Willingness, Speed, Transparency & Innovation	2

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List of Soft Skills Training Programmes SBL _Khas Claimable

Category 2: Middle-Level Management



Intermediary between the top-level management and the lower-level management, and is responsible for effective implementation of plans and objectives set by the top-level management

Middle-Level Management Programmes

Code 02	Titles	Day(s)
1	Applying Emotional Intelligence in Workplace to Manage Talents	2
2	Coaching, Counseling and Active Listening Skills	2
3	Communicating for Impact	1
4	Communication Methods in Conflict Resolution	2
5	Crisis Management at Workplace	2
6	Cross-Cultural Communication Skills is the Key to Your Organization's Success	1
7	Digital Marketing Campaign For Your Start-Up	2
8	Effective Conflict Management Techniques	2
9	Effective Interpersonal Communication Skills	1
10	Effective Root Cause Analysis	2
11	Effective Stress Management Tools	2
12	Failure Mode Effect Analysis (FMEA. 4 th Edition) & Control Plan	2
13	Finance for Non-Finance Managers – The New Normal In Financial Sense	2
14	How to Build Successful Relationships in the Workplace	1
15	How to Improve Cross-Generational Communication at Work: Bridging the Conversation Gap	1
16	How to Write Clearly and Concisely in English (Intermediate)	1
17	Industrial Relation 4.0	2
18	Instrument Calibration and Measurement	2
19	Managing Grievances and Conduct Inquiries at Workplace	2
20	Managing Misconduct and Domestic Inquiries	2
21	Managing Virtual Conferencing Effectively	1/2
22	Mastering The Art of Speaking Well	2
23	Performance Management and Appraisal Skills	2
24	Preparing Leaders for the New Norm Era	1
25	Problem Solving and Decision-Making Tools	2

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Middle-Level Management Programmes

Code 02	Titles	Day(s)
26	Professional & Successful Sales and Marketing Strategies	2
27	Project Management: Practical Tools and Applications	2
28	Strategic Negotiation and Deal Making	2
29	Termination without Violating the Law	2
30	The 8 Habits of Highly Successful People	1
31	The Art of Productivity: Doing More IN Less Time	1
32	The Importance of Business Development & Networking During This Tough Times	1
33	The Power of Mental Toughness for Peak Performance	1

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Category 3: Lower-Level Management Programmes



The bottom-most group of managers in an organization who are responsible for managing the work of the non-managerial employees of the organisation

Lower-Level Management Programmes

Code 03	Titles	Day(s)
1	Communicating for Impact	1
2	Delighting Customers Whilst Working Remotely: How to Win and Keep Customers	1
3	Effective Root Cause Analysis	2
4	Effective Inter-Personal Communication Skills	1 - 2
5	Effective Stress Management Tools	2
6	English Grammar Module 2: Active Voice & Passive Voice (The Good, the Bad & the Ugly)	1
7	English Grammar Module 3: Subject-Verb Agreement (The Sore Thumb of Grammar)	1
8	English Grammar Module 4: Common Writing Errors - 'Adverbs' vs 'Adjectives', 'Due to' vs 'Because', and 'Since' vs 'For'	1
9	English Grammar Module 5: Common Writing Errors – Unclear Pronouns, Unparallel Construction and Misplaced Modifiers	1
10	Failure Mode Effect Analysis (FMEA. 4 th Edition) & Control Plan	2
11	How to Improve Cross-Generational Communication at Work: Bridging the Conversation Gap	1
12	How to Write Clearly and Concisely in English (Beginner)	1
13	Instrument Calibration and Measurement	2
14	Mastering The Art of Speaking Well	1
15	Managing Virtual Conferencing Effectively	1/2
16	Seven Quality Control Tools (7QC Tools)	2
17	Super Service Skills	1
18	Supervisory Development Skills towards Higher Productivity	2
19	The 8 Habits of Highly Successful People	1
20	The Art of Productivity: Doing More IN Less Time	1
21	The Power of Mental Toughness for Peak Performance	1

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List of Soft Skills Training Programmes SBL _Khas Claimable

Category 4: Certification Programmes



These certification courses are for various levels of the workforce. The courses are designed for employees to gain skillsets of best practices developed by the relevant certification bodies.

Certification Programmes

Code 04	Titles	Day(s)
1	Three In One Certification Workshop - NLP (Timeline Therapy Practitioner, NLP Certified Coach, NLP Certified Practitioner)	7
2	Professional Certificate In Industrial Relations Management	10
3	Professional Certificate in Managerial Skills	18
4	Professional Certificate in Office Administrative Skills	12
5	Professional Certificate in Supervisory Skills	12

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Contact us

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About us

About Crowe Malaysia

Crowe Malaysia is the 5th largest accounting firm in Malaysia and an independent member of Crowe Global. The firm in Malaysia has 15 offices, employs over 1,200 staff, serves mid-to-large companies that are privately-owned, publicly-listed and multinational entities, and is registered with the Audit Oversight Board in Malaysia and the Public Company Accounting Oversight Board in the US.

About Crowe Global

Crowe Global is one of the top 10 accounting networks with over 200 independent accounting and advisory firms in more than 145 countries. Our leaders work with governments, regulatory bodies and industry groups to shape the future of the profession worldwide. Their exceptional knowledge of business, local laws and customs provide lasting value to clients undertaking international projects.

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