Asian Institute of Insurance

Future-Ready Professional Mastery: Adaptive, Digital & Emotional Skills for Today's Workplace

DATE:
20 - 21 April 2026

TIME:
9.00 am - 5.00 pm

VENUE:
Aii Training Room,
Level 2, Bangunan AICB,
Kuala Lumpur

CPD HOURS:
14 Hours

PROFICIENCY LEVEL:
Intermediate

FSF
FUTURE SKILLS FRAMEWORK MALAYSIA

3 Prime Skills
13 Power Skill

HRD CORP CLAIMABLE

REGISTERED HRD CORP TRAINING PROVIDER

Training Programme No:
10001643530

OVERVIEW

Future-Ready Professional Mastery is a dynamic 2-day programme designed to equip professionals with the essential human skills needed to thrive in today's rapidly evolving, digital-first workplace. Through hands-on activities, practical tools, and real-world scenarios, participants will strengthen their emotional intelligence, enhance communication and active listening, and build confidence in using digital and AI-assisted tools. The programme also develops critical thinking, problem-solving, adaptability, and learning agility—enabling individuals to handle challenges, customer expectations, and organisational changes with resilience and professionalism.

Why Choose Future-Ready Professional Mastery?

Designed for Financial Institutions and Aligned With to FSF

Tailored soft skills training aligned to the FSF Development Map, ensuring relevance to real financial industry roles and challenges.

Cover Power Skills Across All 14 FSF Clusters

One programme that strengthens communication, adaptability, critical thinking and emotional intelligence across every FSF cluster.

Aligned with FSF Xcel Skills Assessment

Every skill developed is aligned to FSF Xcel, ensuring training outcomes are measurable, validated and performance-driven.

From Learning to Behaviour Change

Participants gain practical power skills to thrive in digital, customer-facing and high change environments and not just theory, but real results.

LEARNING OUTCOMES

By the end of this course, participants will be able to:

1. Navigate through the unexpected, respond positively to evolving challenges and recover from setbacks with flexibility and resilience.
2. Analyse, interpret and draw conclusions from information to solve problems and make decisions.
3. Understand and effectively utilise various digital platforms and tools, such as online collaboration tools and application of AI capabilities, to solve problems and drive efficiency.
4. Learn new concepts and apply the acquired knowledge to execute various tasks quickly and effectively.
5. Recognise, analyse and define problems to evaluate options for solutions and decide on the most appropriate course of actions.
6. Interact effectively with others and engage in meaningful conversations to foster positive relationships and build mutual understanding, rapport and trust.
7. Understand the emotions, feelings and perspectives of others to establish an impactful connection and meaningful engagement.

WHO SHOULD ATTEND

This program is designed for professionals who want to strengthen their soft skills and excel in a fast-changing, digital-first workplace. It is ideal for teams which collaborate across functions within the company.

The training also suits supervisors, team leaders, and emerging talents seeking to enhance emotional intelligence, communication, adaptability and agility, digital fluency and problem-solving. Anyone aiming to boost resilience, improve digital comfort, and build stronger professional effectiveness will benefit from this program.

REGISTRATION DETAILS

Registration:
https://aii4u.org/ilms/user/login

	Aii Member	Non - Member
Normal Fee *(Register closing: 13 April 2026)*	Single RM 1,500	Single RM 1,700
	Group of 3 RM 1,400	Group of 3 RM 1,600

Note:
Fee is inclusive of 8% SST

COURSE CONTENT

No.	Content
Day 1: Personal Mastery & Human-Centric Skills	
Module 1: Empathy & Emotional Intelligence	• Seek to understand perspectives and experiences that lead to the emotions of others • Provide necessary encouragement and support to others • Self-awareness and emotional triggers • Emotional resilience during peak cycles and stress moments • How EI supports trust-building in regulated industries
Module 2: Communication Mastery & Active Listening	• Engage in two ways communication by asking questions, actively listening to others and providing relevant responses • Articulate thoughts clearly and persuasively, adapting communication and business writing style to different individuals and contexts • Summarise lengthy information into clear key messages • Five levels of listening
Module 3: Digital Literacy & Tech Comfort	• Apply digital technologies in daily tasks and work responsibilities such as AI prompt crafting • Identify practical applications of digital technologies in specific contexts • Explore how digital tools can improve efficiency in work processes • Recognise potential cyber threats and apply basic measures for protection • Jump start ChatGPT prompt techniques
Day 2: Critical Thinking, Problem-Solving & Agility	
Module 4: Problem-Solving & Critical Thinking	• Break problems into simple components to identify root cause • Seek additional information about a situation beyond what has been given • Link typical causes to a problem and identify solutions to commonly occurring issues • Assess the validity, the relevance and reliability of sources and information • Analyses situations or solve problems by breaking them down into manageable parts in a systematic and detailed manner
Module 5: Adaptability & Learning Agility	• Pro-actively seek solutions when faced with challenges • Turning setbacks into resiliency by cultivating a positive, resilient mindset that helps to recover quickly and grow stronger • The ability to apply previously gained knowledge to new or related tasks • Becoming an independent learner involves knowing how to find information, beyond the immediate scope of provided materials • Engage in discussions to build understanding of complex subject matter
Module 6: Reflection & Action Planning	• Creating a Personal Soft Skills Development Plan • Peer feedback exchange • Commitment statements

ABOUT THE TRAINER

Denzel Chew Hock Teong

Denzel Chew is a dynamic trainer, coach, and speaker with over 25 years of experience delivering workshops, coaching, and business presentations across Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam. Renowned for his ability to engage diverse audiences—from CEOs and corporate leaders to sales teams, executives, and technical staff—he works closely with senior management to enhance performance, boost productivity, and drive profitability, often through organizational diagnostics and the development of key performance indicators.

Fluent in English, Mandarin, and Bahasa Malaysia, his interactive, energetic style blends professionalism with humor, creating impactful learning experiences. A Certified RPL Assessor (2014) and Certified Master Performance Coach (2018), Denzel has been engaged by major corporations, including a foreign bank in Malaysia, to deliver intensive coaching for peak sales performance and management effectiveness, leveraging his cross-cultural expertise and deep passion for helping individuals and organizations achieve lasting growth and success.

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Proficiency Level:
 Intermediate

Skills Developed by Attending this Programme	
Prime Skills	
Digital and Data Integration	1. Artificial Intelligence (AI) Management
Growth and Partnership	2. Global Perspectives 3. Scenario Planning and Analysis
Power Skills	
Innovation and Delivery	1. Adaptability and Resiliency 2. Business Acumen 3. Change Management 4. Critical Thinking 5. Digital Fluency 6. Innovative Thinking 7. Learning Agility 8. Problem Solving
Social Intelligence	9. Collaboration 10. Communication 11. Conflict Management 12. Empathy 13. Influencing and Negotiating

Asian Institute of Insurance (Aii) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1.   What is HRD Corp Claimable Courses?
HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2.   How are Training Providers or Employers to submit for HRD Corp Claimable Courses?
Asian Institute of Insurance (Aii) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Asian Institute of Insurance (Aii).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Asian Institute of Insurance (Aii) invoice.

Asian Institute of Insurance (Aii) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3.   How to submit the grant application?
Please click on link for information on training grants application: https://hrdcorp.gov.my/employer-guidelines/

4.   What are the supporting documents required?
Please click on link for information on training grants application:
https://hrdcorp.gov.my/wp-content/uploads/2022/07/HRD-Corp_SBL_Grant-Helper.pdf

Important Notice:
- Effective 1st August 2019, training programmes must commence within six (6) months from the date of training grant applications are made and training claim submissions must be made not more than six (6) months from the date the training programmes are completed.
- Application must be submitted by employers before training date commencement.
- The company shall bear full responsibility for the programme fee balance if the HRDC claim is not approved or claimable for any reason.

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at ithelpdesk@hrdcorp.gov.my

Application Process:

01 Application via e-TRis	02 Approval	01 Claim
Documents Required:	Documents Required:	Documents Required:
• Quotation / Invoice	• To share Grant ID to Training Provider	• Itinerary (airfare) - if any
• Training Schedule / Course Content		• Receipt & Invoice (transportation) - if any
• Trainer Profile		

REGISTER NOW

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For further information, please contact:
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