



USM UNIVERSITI
SAINS
MALAYSIA



USM UNIVERSITI
SAINS
MALAYSIA
PUSAT TRANSFORMASI INSAN



Program Latihan Teras **BULAN OKTOBER**

01

**ADUAN PELANGGAN
: MENGUBAH
KRITIKAN, MEMACU
PERKHIDMATAN**

8.30 AM - 5.00 PM
DEWAN BANKUET, CANSELORI II
PUAN FAUZIAH ABDULLAH

03

**PEMANTAPAN IMEJ
& KETRAMPILAN
DIRI**

8.30 AM - 5.00 PM
DEWAN BANKUET, CANSELORI II
TUAN AMIN IDRIS

15

**INTERNET DOWN :
HOW TO HANDLE ?**

8.30 AM - 1.00 PM
DEWAN BANKUET, CANSELORI II
ENCIK SHAHRUL ISMI MOHD
AKHIR

16

**EXCELLENCE
CUSTOMER
SERVICE DELIVERY
FOR GENERATION Z**

8.30 AM - 1.00 PM
DEWAN BANKUET, CANSELORI II
PROFESOR DR. AZIZAH OMAR

17

**CREATIVE CONTENT
CREATION FOR
SOCIAL MEDIA
MARKETING**

8.30 AM - 5.00 PM
DEWAN BANKUET, CANSELORI II
DR. NUR ATIKAH A. RAHMAN

29

**PENGURUSAN EMOSI
MELALUI ART
THERAPY**

8.30 AM - 1.00 PM
DEWAN BANKUET, CANSELORI II
PROFESOR MADYA DR. RAHIMI
CHE AMAN