

Novas Academy Sdn Bhd

Trainer's Profile



Karen Khor

Hrd Corp Accredited Trainer (Ttt) Life Insurance & Investment-Linked Certified (Liam) Financial Planning Certified (Pcea & Ceilli)

INTRODUCTION

Karen Khor is an HRD Corp Accredited Trainer with over 20 years of industry experience, specializing in sales, customer engagement, customer experience, and workplace communication. With extensive hands-on experience in managing dealer networks, leading sales performance, and developing people, Karen understands the real challenges faced by today's workforce. Her training focuses on practical solutions that participants can immediately apply in their workplace and daily life.

Karen believes that effective communication, emotional resilience, and the right sales approach are essential life skills that contribute not only to better workplace performance but also to healthier relationships and personal growth. Her training style is practical, engaging, and highly interactive, combining real-life experiences, discussions, activities, and reflection to create meaningful learning experiences. Her core philosophy: "Learning creates value only when it can be applied."

LICENSING

- Hrd Corp Accredited Trainer (Ttt)
- Life Insurance & Investment-Linked Certification — Liam
- Legacy Planning Certification
- Financial Planning Certification — Pcea & Ceilli

TRAINING EXPERIENCES

- The Power Of Communication
- Emotional Load & Self-Resilience
- Practical Sales Excellence
- Communicating With Confidence
- Giving & Receiving Feedback
- Business-To-Business Sales
- Soft Skills For Sales Process
- Problem Solving Techniques
- Effective Time Management
- Delivering Results Effectively
- Working With Difficult People
- Teamwork Foundation
- Developing Emotional Intelligence
- Sales Management & Dealer Development
- Customer Experience Training
- Team Coaching & Performance Development