

WELCOME TO AIHQ

Journey through our rich tapestry of activities and achievements at AIHQ Training and Consultancy, your trusted guide in the world of AI. Led by HRD-certified trainer Pang Sern Yong, we champion the use of AI tools like ChatGPT to revolutionise workplaces.

Our profile encapsulates diverse engagements - from enriching webinars and practical seminars to the innovative ChatGPT co-authored book. Catch a glimpse of the drive, vision, and impact behind our initiatives.

Embrace the future of AI with AIHQ, where we learn, innovate, and grow together.



AIHQ's Philosophy

At AIHQ Training and Consultancy, our philosophy is rooted in the belief that AI tools like ChatGPT should **augment human skills**, not replace them. We're committed to integrating AI into professional workflows in a way that enhances human capability and productivity.

Our consultancy ethos is guided by the principle of **'Expertise meets Guidance'**. We are experts in AI tools and their application, while our clients are masters of their respective fields. Thus, we strive to empower them with **hands-on training and practical application strategies** for effective ChatGPT integration within their unique work environments. Our role is that of a catalyst, sparking a transformation that enables businesses to innovate from within.

When it comes to our training programs, we prioritise **active engagement and personal empowerment**. Each course is designed to allow participants to navigate ChatGPT in the **most productive and rewarding way**. Our training goes beyond rote learning of Al tools; we focus on helping individuals understand the landscape, industry trends, and practical applications of ChatGPT.

At the core of our philosophy is the idea of 'responsible Al'. We understand the ethical implications of Al use, and emphasise the importance of security, safety, and competency in all our consulting and training engagements.

In essence, AIHQ is about empowering professionals to navigate the future with AI and ChatGPT confidently and responsibly.



Founder / Lead Trainer Profile



Pang Sern Yong, an HRD Certified Trainer with a degree in Communication Studies, and additional certifications from the government-led AI Untuk Rakyat programme, is a renowned speaker and thought leader in applying AI tools, particularly ChatGPT, in business and communication contexts.

Based in Kuala Lumpur, Pang is notable for founding the ChatGPT Malaysia Community, which boasts over 16,000 members, and authoring "ChatGPT - A Guide for Introverts", a pioneering guidebook in Malaysia.

With a background in running a video marketing agency in Singapore, Pang has worked with high-profile clients such as Changi Airport Group, HSBC, and Unilever. His insights have garnered substantial online impact, achieving over 60,000 LinkedIn impressions in just three months, and he's a regular speaker on platforms like BFM 89.9 and The Star.

Pang excels as a trainer, leading webinars and training sessions on integrating AI tools into professional workflows. He has trained over 4,000 professionals from various industries, including ACCA, German Malaysian Institute, Lion Property Group, QR Retail Automation, and Media Prima Bhd.

His trainings are acclaimed for their clarity and effectiveness, underlining his commitment to empowering others with AI technology.

MEDIA INTERVIEW (THE STAR DAILY)



Article Link:

https://www.thestar.com.my/news/nation/2023/04/12/educators-urgedto-promote-responsible-use-of-ai-tools **Key Insights:**

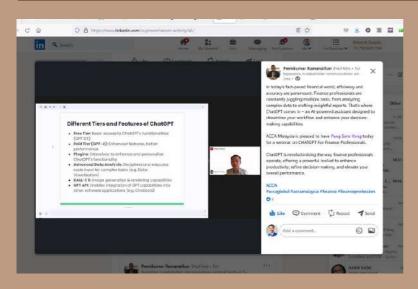
- 1. **ChatGPT in Education:** Guidelines required for student use to prevent misuse, enhancing learning while ensuring integrity.
- 2. **Al Integration**: Responsible incorporation of Al can benefit students and educators, supporting long-term academic progress.
- 3. **AI Evolution and National Progress:** Adoption of AI, like ChatGPT, crucial to Malaysia's transformation into a developed, innovative nation.
- 4. **Future Projects:** A forthcoming Al-written book signifies novel, practical applications of this technology.

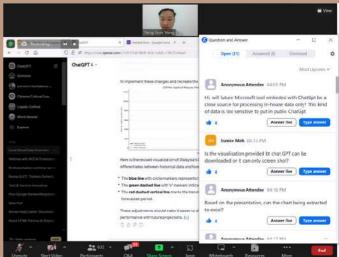
CHATGPT AND AI INVOLVEMENT



Highlights of Trainings Completed:

ChatGPT for Finance Professionals; Navigating the Future with ChatGPT & Data Analytics





Key Topics Covered:

- **1. Utilising ChatGPT for Excel Formulas:** The segment explored how ChatGPT can be seamlessly integrated into enhancing the creation and management of complex Excel formulas.
- **2. ChatGPT Applications in Writing and Reporting:** This segment delved into the transformative impact of ChatGPT in writing and reporting.
- **3. Leveraging ChatGPT for Data Analysis:** The segment covered the application of ChatGPT in data analysis.

Clients: ACCA, Institute of Internal Auditors, Malaysia

Sector: Finance, Audit, Accountancy

Total Pax: 1,500





Highlights of Trainings Completed:

ChatGPT and AI for Professionals





Key Topics Covered in the Sessions:

- **1. Hands-On with ChatGPT for Productivity Tasks:** In this interactive session, participants engaged with ChatGPT for productivity enhancements, focusing on tasks like writing and email management.
- **2. Integrating ChatGPT into Daily Workflows:** Attendees explored how to seamlessly weave ChatGPT into their daily professional routines.
- **3. Introduction to Other AI Tools:** This portion of the session introduced participants to a variety of AI tools beyond ChatGPT. Attendees learned about the functionalities of these tools and how they can be integrated with ChatGPT to enhance various professional applications.

Clients: Media Prima Berhad, QR Retail Automation, Lion Property Group,

Rev Media

Sector: Various **Total Pax:** 450





Highlights:

ChatGPT and AI for Retail, Hospitality & SME



Key Topics Covered:

- **1. Generative AI Tools for Retail and SME:** The session delved into how generative AI is revolutionizing retail, hospitality and SME operations, offering innovative solutions for customer engagement and business operations.
- **2. Businesses, Manpower, and Staffing in the AI Era:** Discussions centered on how AI-driven digital disruption is reshaping workforce dynamics and staffing strategies in businesses.
- **3. Impact of AI on Industries:** The session examined the far-reaching effects of AI across various industries, highlighting both the opportunities and challenges presented by AI advancements.

Clients: Malaysia Retail Chain Association, MDEC, Malaysia Digital

Chamber of Commerce

Sector: Retail, SME

Total Pax: 350





Highlights:

MBPJ x ChatGPT Malaysia - Beginners Guide to ChatGPT and Al









Key Topics Covered:

- 1. **Shifting to Mastery:** Moving beyond awareness of ChatGPT to its effective application in daily work for improved productivity.
- 2. **Unleashing ChatGPT's Potential:** Showcasing untapped capabilities of ChatGPT through live demonstrations, including image generation, problem-solving, and authentic LinkedIn post creation.
- 3. **Roadblocks to Mastery**: Addressing common obstacles to mastering ChatGPT, such as time constraints, foundational misunderstandings, and fears due to lack of guidance.
- 4. **Overcoming Challenges**: Offering strategies to navigate these hurdles, with emphasis on natural language prompting and the need for credible tutoring.

Critical Viewpoints Raised:

- 1. Al as an Enhancement: Asserting that Al should enhance and not substitute our work, with the responsibility of critically evaluating Al-generated content falling on us.
- 2. **Empowering Employees with AI:** Encouraging companies to employ AI as a tool to empower their workforce, rather than as a means to replace them.
- 3. **Ensuring Credible Trainers:** Stressed the importance of credible trainers in this unregulated industry, as not all who claim to be experts truly are.

Client: MBPJ | Total Pax: 200

Other Highlights:

CIAST Shah Alam (Centre for Instructor and Advanced Skill Training)

- Will Generative Al Replace TVET Instructors?





Key Talking Points:

- 1. **The Power of Generative AI:** Unveiling the broad capabilities of generative AI, from enhancing interactive learning via voice tools to the creation of visually appealing and customised training materials.
- 2. **Harnessing AI for Enhanced Productivity:** Emphasising how generative AI can boost instructor productivity, letting them achieve more with less and refine educational content dynamically.
- 3. Challenges & Responsible AI Use: Addressing potential misuses and pitfalls of AI in education, such as content plagiarism and the danger of fostering laziness in both instructors and learners.
- 4. **Al as a Complementary Force in TVET:** Asserting the crucial role of Al as a supplementary tool, enhancing but not replacing the unique qualities and skills of human instructors.
- 5. **Preparing for the Future:** Emphasising the need for adaptability, continuous learning, and embracing generative AI tools to stay relevant and effective in the ever-evolving educational landscape.

Client: CIAST | Total Pax: 700

GMI (German-Malaysian Institute) - ChatGPT as "Aldeal Partner" for Work and Life Forum Discussion





Other Highlights:

BFM Interview - How To Tap Into ChatGPT While Balancing Our Wellbeings



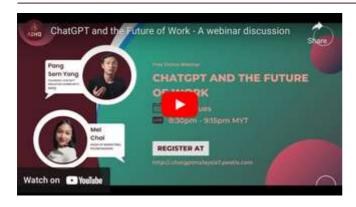


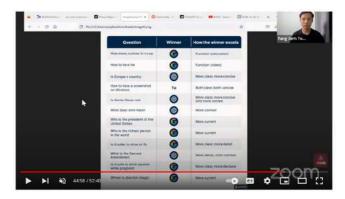
Review Link: https://www.bfm.my/podcast/enterprise/enterprise-biz-bytes/how-to-tap-into-chatgpt-while-balancing-our-wellbeings

Key Talking Points:

- 1. ChatGPT and AI Tools for Business Productivity: Highlighting the immense potential of ChatGPT and other AI tools in amplifying business productivity.
- 2. Concerns and Data Security for Businesses Adopting Al: Addressing worries and offering insights into ensuring data security when integrating Al into business operations.
- 3. **Productivity Benefits for Businesses Adopting AI:** Detailing the substantial benefits businesses can derive from adopting AI in terms of enhanced productivity.
- 4. **Recommendations for AI Tools for Workplace Productivity:** Providing actionable suggestions for AI tools that can drive workplace productivity.
- 5. Balancing the use of ChatGPT with Mental and Physical Well-being: Discussing the importance of maintaining a healthy work-life balance while leveraging ChatGPT and other AI tools for productivity.

"ChatGPT and the Future of Work"





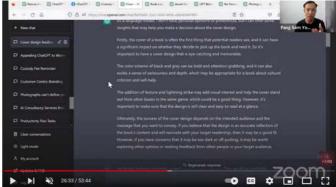
Review Link: https://www.youtube.com/watch?v=tc0ttmW3kKw

Key Insights

- 1. ChatGPT's Popularity: Rapid user growth showcasing product-market fit and wide applicability.
- 2. **Future of Work Potential:** ChatGPT can help automate routine tasks and stimulate creative idea generation.
- 3. **Controversies and Considerations**: Data privacy concerns, potential misuse, and risk of content normalization are key issues.
- 4. **Learning and Adapting:** Users can train the AI to optimize output quality and relevance, without needing technical skills.
- 5. **The Future of Jobs:** All is more likely to reshape jobs than replace them, with soft skills remaining crucial
- 6. **AIHQ's Role:** Committed to providing user-friendly, accessible AI tools that enhance work efficiency and professionalism.
- 7. **Keeping Updated:** Importance of staying informed about fast-evolving AI tools and developments. AIHQ's communities can provide this.

"If in Doubt Just Ask ChatGPT"





Review Link: https://www.youtube.com/watch?v=tc0ttmW3kKw

Key Insights

- ChatGPT's Utility: Demonstrating how ChatGPT can assist with tasks like copywriting, summarizing articles, and analyzing customer feedback.
- 2. **Effective Communication with AI:** Underlining the importance of asking the right questions to get the best responses from AI tools like ChatGPT.
- 3. **Speaker's Credentials**: Introducing the speaker, Pang, as an experienced entrepreneur and the founder of ChatGPT Malaysia Community.
- 4. **ChatGPT's Capabilities:** Highlighting that ChatGPT, beyond being a simple chatbox, can help craft emails, analyze feedback, and carry out other tasks.
- 5. **Improving Efficiency with AI:** Discussing how AI tools like ChatGPT can enhance efficiency and effectiveness in both personal and professional settings.

Testimonials



"Mr Pang's ChatGPT training was an excellent experience. His patience and expertise made complex concepts easy to understand, and I was able to start using ChatGPT confidently. I highly recommend Mr Pang to anyone interested in learning about Al Tools."

 Kamarudin Azhar bin Ujang, Accounting Professional





"Pang is an exceptional trainer with a passion for ChatGPT and Al. Pang's enthusiasm and expertise in training make him a true professional and a pleasure to work with."

- Hazman Syahmi bin Elias, HR Professional, UEM Edgenta Bhd





"Mr. Pang Sern Yong, deeply knowledgeable in Artificial Intelligence and proficient in ChatGPT, delivered an exceptional presentation at the Research and Education Insight (REdI) 2023 vol.1 program. The theme was "Artificial Intelligence," and his professional explanation of chatGPT's functions and benefits illuminated the topic for the 150 participants in attendance. The event, organized by MyREF on May 27, 2023, was a testament to Mr. Pang's expertise. We eagerly anticipate future collaborations with him."

- Mohd Rezykin Md Shariff, MyREF (Malaysian Research and Education Foundation)





"Pang has a unique ability to demystify complex AI concepts like ChatGPT. His practical method of harnessing AI for routine tasks and creative idea generation has been widely acclaimed. Pang's steadfast commitment to ethics in AI discussions sets him apart. I strongly recommend Pang to anyone interested in enhancing their understanding of ChatGPT and AI Tools."

 Prema Mehrotra, Business Advisor and former Group CEO, Core Six Snd Bhd





"The training was incredibly beneficial and insightful. Although I had previously used ChatGPT, the course significantly improved my understanding and skills, enabling me to use the tool more effectively. I've gained valuable knowledge on how to leverage ChatGPT to its fullest potential."

- Lina, HR Executive, Silverlake Axis





"Pang's session opened my eyes to a new approach to using ChatGPT.
Previously, I thought the best way was to directly copy and paste the output from ChatGPT. However, I've learned the importance of personalizing the content to reflect our unique voice and style. This customization ensures the content doesn't appear as though it was simply generated by an Al, as anyone can prompt ChatGPT for tasks."

- Pang Chinn Fei, Media Prima Bhd





"Before the training, my understanding of ChatGPT was basic. The course not only expanded my knowledge but also taught me how to craft detailed queries to get exactly what I need from ChatGPT."

- Nur Zulaikha, IT Executive, Silverlake Axis





"Pang's ChatGPT workshop was incredibly insightful, teaching us numerous things we didn't realize were possible. We also learned that while engaging with ChatGPT, being polite isn't as important as being clear and concise in our instructions."

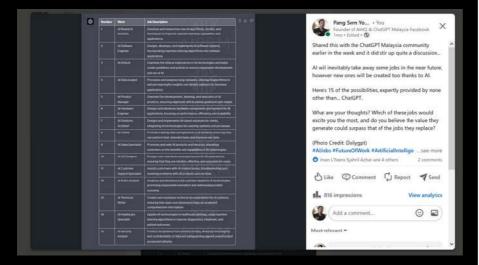
- Jeremy Ng, Special Projects Lead, Rev Media



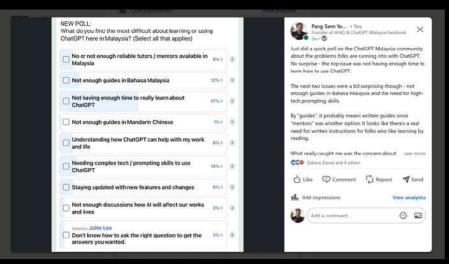
ChatGPT Linkedin Insights Sharing

(Over 60,000 impressions)

https://www.linkedin.com/in/pangsernyong/









As a ChatGPT consultant and trainer, I'm granted privileged access to some interactions within the ChatGPT box, which is typically a sacred, personal space for each user. This unique insight allows me to understand how users engage with ChatGPT, while fully respecting individual privacy and confidentiality.

Our cultural nuances as Malaysians, Singaporeans, and broadly as Asians, can shape our interactions with AI tools like ChatGPT in unique ways. Recognising these can help us navigate this learning tool more effectively.

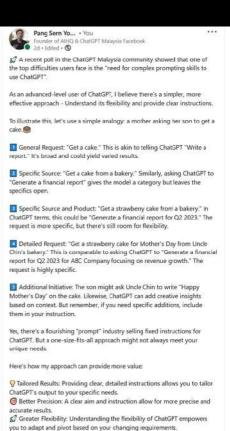
- Fear of Asking Questions: We often hesitate to ask questions that may be perceived as "silly". Remember, in your private ChatGPT space, there's no such thing as a silly question. It's a judgment-free zone designed to foster learning.
- Fear of Making Mistakes: Pursuit of perfection may lead to caution in crafting prompts. It's okay to make mistakes. You can always rephrase or try again.
- Difficulty in Continuing the Conversation: If unsure how to carry the conversation forward with ChatGPT, ask new questions, explore different topics, or delve deeper into previous subjects.
- topics, or delive deeper into previous subjects.

 If over-politeness: With ChatGPT, it's okay to be assertive and clearly state your needs. This will ensure accurate and helpful responses.
- High Context Culture: We often rely on implicit cues to convey meaning.
 Providing as much detail as possible in your questions will help ChatGPT provide more precise and relevant responses.
- Respect for Hierarchies: We often defer to authority, but remember that you are in control of the conversation with ChatGPT.
- Indirect Communication: Be direct and specific about what you're asking ChatGPT is designed to understand and respond to clarity.
- Collective vs. Individual Learning: ChatGPT encourages individual exploration. Feel free to explore topics that interest you personally.
- Learning Through Observation vs. Experimentation: Don't be afraid to experiment with new ways of engaging with ChatGPT. It's a tool for learning through doing.
- Reluctance to Challenge Information: Remember, while ChatGPT is a powerful tool, it's not infallible. Always apply critical thinking to the responses it provides.

These unique cultural traits are not barriers, but aspects of our interaction with ChatGPT we can navigate and even leverage. The chat box is your sacred space, a private avenue for growth and exploration. Embrace this space fully, and push its boundaries.

I'd love to hear about your experiences and tips on using ChatGPT. Do share your thoughts and experiences in the comments below!

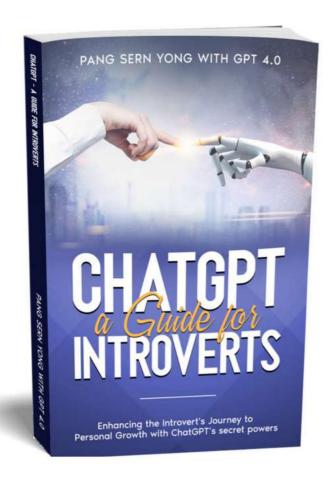




Embrace the versatility of Al language models. Leverage their power by giving them clear, detailed instructions, and see the difference it makes in

ChatGPT Co-Authored Book

ChatGPT - A Guide for Introverts



"An essential guide for introverts, this book offers targeted prompts for harnessing ChatGPT's potential. Acting as a personal tutor, it empowers users to improve self-confidence and communication skills while overcoming social anxiety. Ideal for anyone seeking personal growth through the innovative ChatGPT platform."

- Dr Chong Yeh Sai, CEO of AI Consulting Firm, Malaysia



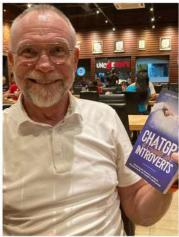
"This book is a real find for introverts like me struggling with self-confidence and feeling stuck due to our communication skills and mindset. It's like having a friend who understands, providing practical help when you're unsure how to change your environment for the better. The 90-Day ChatGPT Transformation Blueprint is especially helpful, offering specific questions that elicit insightful answers from ChatGPT. It even helped me recognize and address my difficulty in setting boundaries. Don't miss this if you're an introvert like me, longing to grow but unsure how to start."

— Misaki Ikemoto, Writer and Digital Marketer, Japan

Delighted Readers



Mr. Chin Beng Lim Managing Director of Strong Force Snd Bhd



Mr. Andre Keller Director and Business Coach, Ark Coaching



YB Rafizi Ramli Minister for Economy



Tunku Alizakri Alias Chairman, MAVCAP

"A valuable resource for introverts, this book guides readers in using ChatGPT to find personalised answers to their unique questions at different stages of life."

- Mervin Lee, Vice President of F&B Group, Singapore

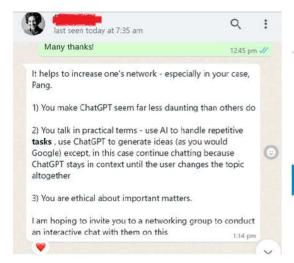


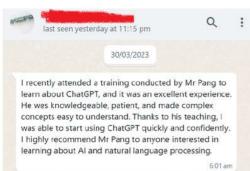
"This book offers an insightful and practical approach to using ChatGPT as a tool for personal growth, specifically tailored to the needs of introverts. The author combines their personal experiences with ChatGPT and expertly curated content to create a compelling and actionable guide. Each chapter is packed with tips, exercises, and real-life examples that make it easy to understand and implement the strategies outlined. The 90-day action plan is a brilliant way to put the lessons into practice and experience a genuine transformation. A must-read for introverts looking to embrace the power of AI in their lives."

Review by ChatGPT

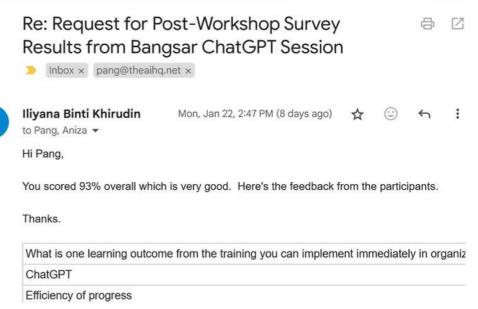
Appreciation & Bouquets

Posts & Messages











Hi Chatgpt Malaysian,

I wish to take a moment to express my heartfelt appreciation for the incredible efforts and contributions of Mr. Pang Sern Yong, an exceptional ChatGPT expert and trainer.

Recognizing the need for a comprehensive resource tailored specifically for beginners, Mr Partook it upon himself to write a remarkable book about ChatGPT. (Li) This book, meticulously crafted with his expertise and passion, serves as a guidepost for those embarking on their ChatGPT journey. It unravels the complexities, demystifies the algorithms, and provides invaluinsights that empower beginners to navigate and leverage the potential of ChatGPT with confidence.

Mr. Pang's commitment to knowledge-sharing and his genuine desire to help others truly mal him an exemplary role model in the field of ChatGPT. 6 His dedication has not only enrich the lives of individuals but has also contributed to the growth and progress of the entire Chat community.

So, let's take a moment to express our gratitude and give a resounding round of applause to I Pang Sern Yong for his extraordinary efforts! (S) Your selflessness, expertise, and unwavering support have made a lasting impact on countless lives.

To all the beginners out there, make sure to grab a copy of Mr. Pang's book and join his semir Your journey into the world of ChatGPT is about to become even more exciting and fulfilling v his invaluable guidance.

Let's spread the word and give thanks to this incredible ChatGPT expert and trainer, Mr. Pang Sern Yong! & 4 P

#ChatGPT #ExpertTrainer #KnowledgeSharing #Gratitude



For inquiries, contact us.

http://www.theaihq.netinfo@theaihq.net