



FUSELAB

A monthly full-day, hands-on learning experience featuring four exclusive courses in AI, product, and collaboration.

Date: 20, 21 & 22 May 2026

Venue: Kuala Lumpur

Curated by the team behind **FUSECON**

www.fusecon.asia

May
20
Wed

The Power of Listening: Building Trust, Safety & Stronger Teams

4 hours

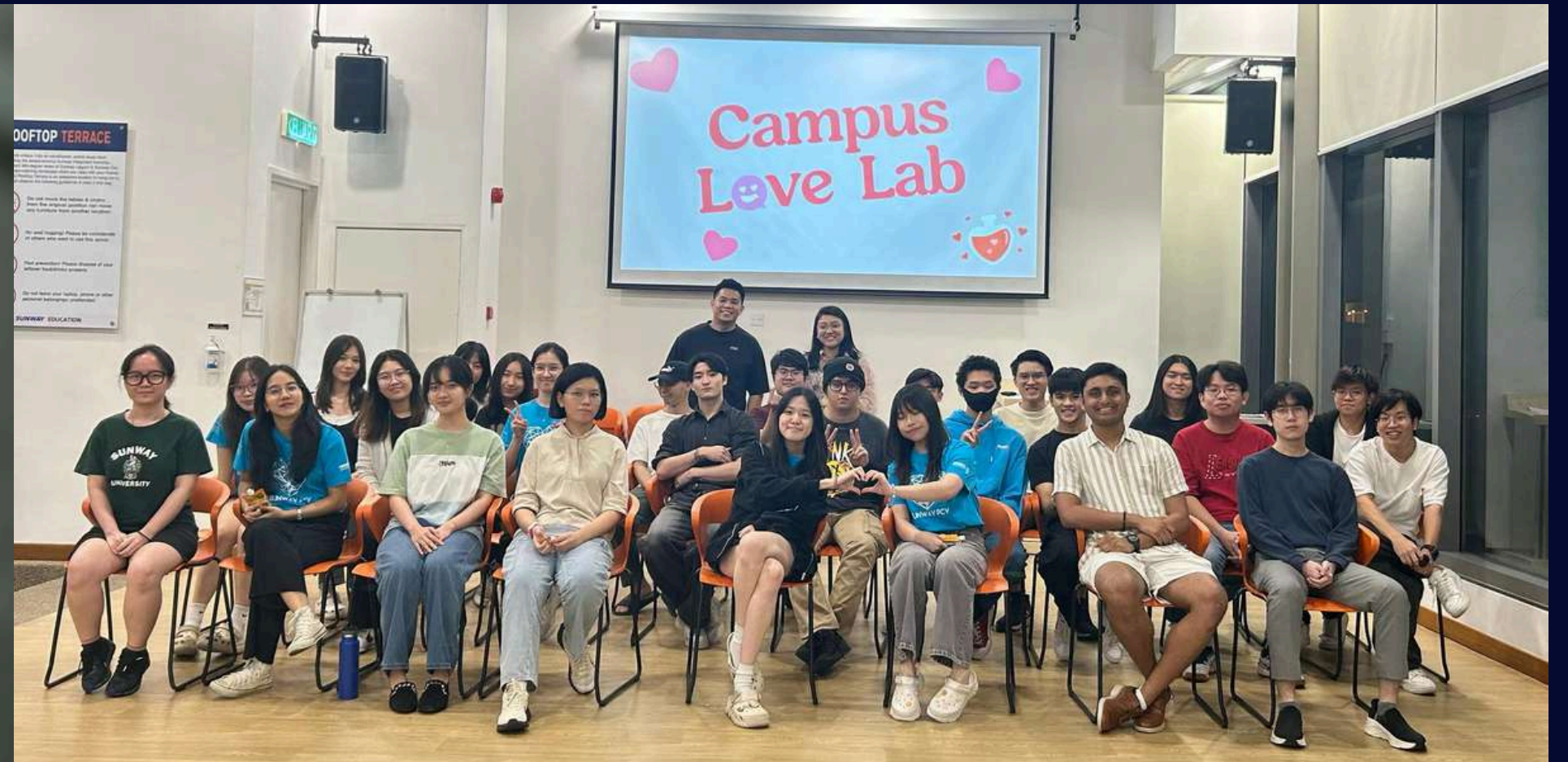
Active Listening

Team communication

Trust-building



Koh Su Yen
Founder of Emotion Pod



May
20

The Power of Listening: Building Trust, Safety & Stronger Teams

Koh Su Yen, Founder of Emotion Pod

About the course

Listening is often assumed to be a soft skill, yet it plays a critical role in decision quality, trust, and team effectiveness. When people feel unheard or misunderstood, disengagement, defensiveness, and misalignment increase, placing additional strain on individuals and teams.

This workshop reframes listening as a core professional and leadership capability. Participants explore how listening behaviors are shaped by role, power, and self-concept, and how defensiveness can unintentionally block understanding. Through structured practice, participants develop intentional listening skills that support psychological safety, productive dialogue, and stronger working relationships.

The session emphasizes practical listening behaviors that can be applied in meetings, one-on-one conversations, and high-pressure situations, enabling teams to collaborate more effectively while reducing unnecessary tension and emotional exhaustion.

May
20

The Power of Listening: Building Trust, Safety & Stronger Teams

Koh Su Yen, Founder of Emotion Pod

Duration	9am - 1pm (4 hours)
Objectives	<p>By the end of this workshop, participants will be able to:</p> <ul style="list-style-type: none">• Recognize how unclear communication and unspoken expectations contribute to overload and burnout• Apply workplace-adapted communication techniques to express needs and limits respectfully• Structure clear requests and responses that reduce misunderstanding and rework• Identify and clarify expectations related to scope, ownership, timelines, and decision authority• Practice resetting expectations and saying no in a professional, non-confrontational way• Commit to at least one communication behavior that reduces friction in daily work.
Who Should Attend	<ul style="list-style-type: none">• Employees at all levels who want to maintain performance without long-term personal or organizational cost.• Cross-functional teams, project-based roles, people managers, and anyone involved in collaborative or high-dependency work.• Leaders, managers, and team members who want to build trust, improve collaboration, and strengthen engagement across teams.

May
20

The Power of Listening: Building Trust, Safety & Stronger Teams

Koh Su Yen, Founder of Emotion Pod

Trainer

Koh Su Yen, Founder of Emotion Pod Sdn Bhd

About the trainer

Su Yen, based in Kuala Lumpur, Malaysia, brings 5–6 years of experience across consulting, the public sector, and financial services. Passionate about purpose-driven work, she is the co-founder of Emotion Pod, a safe space dedicated to emotional literacy and regulation — a vital yet often overlooked life skill.

She currently serves as a Wellness & Resilience Mentor at the Growth Charger Startup Accelerator, supporting founders in managing burnout and leading with empathy, and is a host of the Roots & Routes podcast with Thera Friends. Her work has impacted over 1,000 individuals, partnered with five universities, and sparked regional collaborations across ASEAN. In 2025, Su Yen represented Malaysia at the ASEAN Youth Fellowship.

She was invited by Astro Awani- It's About YOUTH: Tackling Youth Burnout as one of the guests in 2025, too. She employs dynamic and interactive techniques to inspire communities to embrace well-being skills throughout the workshop. By incorporating engaging activities such as card games and other playful methods, she creates an enjoyable and immersive learning experience that fosters lasting emotional growth and resilience. Su Yen is also an advocate for giving back, frequently mentoring juniors and sharing insights from her journey.

May
20
Wed

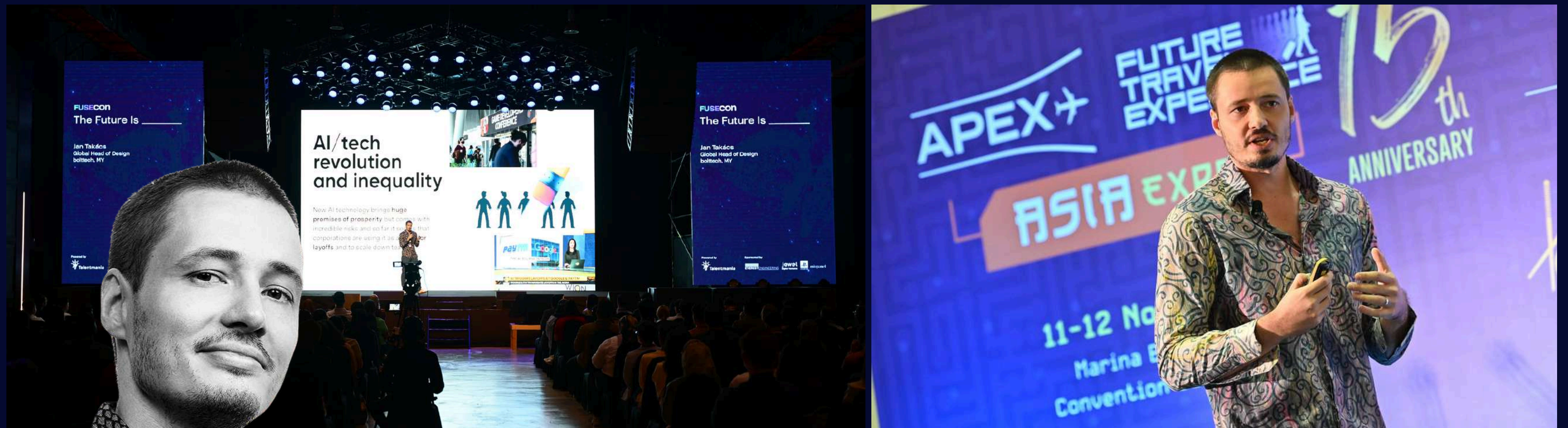
Mini-MBA: From Craft to Impact – How to Move the Business Needle, Not Just Pixels, Features, or Tickets

4 hours

Career Growth

Business Impact

Product Leadership



Jan Takács,
Head of Product Design and Research,
AirAsia MOVE

May
20

Mini-MBA: From Craft to Impact – How to Move the Business Needle, Not Just Pixels, Features, or Tickets

Jan Takács, Head of Product Design and Research, AirAsia MOVE

About the course

Modern teams are under more pressure than ever. Budgets are tighter, expectations are higher, and designers, engineers, and product managers are increasingly judged not by craft, activity, or process, but by the real business impact they create. This hands-on workshop explores how modern teams approach decision making, prioritization and stakeholder influence in complicated and noisy environments while keeping their sanity.

Drawing on real-world experience from consulting, global startups, and large-scale tech companies, the session demystifies how companies actually create value, how business priorities are set, and where designers, engineers and product owners can realistically move the needle and therefore personally and financially succeed.

Through practical frameworks, real examples, and collaborative exercises, participants will learn how to connect their work, whether in design, engineering, or product management, to measurable outcomes such as growth, efficiency, and customer value. The workshop offers a pragmatic look at what separates high-impact individuals and teams from those who stay busy but struggle to create meaningful results and often get lost in complex organizational environments.

May
20

Mini-MBA: From Craft to Impact – How to Move the Business Needle, Not Just Pixels, Features, or Tickets

Jan Takács, Head of Product Design and Research, AirAsia MOVE

Duration

2pm - 6pm (4 hours)

Objectives

By the end of the workshop, participants will:

- Understand how companies create value and generate revenue, and why this matters for everyday product decisions
- Recognize the difference between activity, output, and real impact in product development.
- Learn how design, engineering, and product management can work together to influence meaningful commercial outcomes (aka 'speak business')
- Identify where they and their teams can realistically create leverage and be an active participant in shaping company's direction, rather than just a quiet observer from 'the outside'
- Understand the economics and business motivations of different types of organizations and how these influence stakeholder priorities (e.g., pre-IPO startups, sales-driven corporate environments, mature B2C tech companies, and more)

May
20

Mini-MBA: From Craft to Impact – How to Move the Business Needle, Not Just Pixels, Features, or Tickets

Jan Takács, Head of Product Design and Research, AirAsia MOVE

Trainer	Jan Takács, Head of Product Design and Research, Airasia MOVE
About the trainer	<p>Jan, a design and product executive from the Czech Republic, combines innovative product design with strategic business outcomes. He has worked with brands such as Samsung, Google, Petronas, Accenture, and now AirAsia. Launching his career by founding a design consultancy during his master's studies in economics and finance, Jan's unique blend of creativity and business acumen has led to significant digital innovations and commercial results. His work has transformed SMEs in Europe and the US, and later, as he moved to Asia, his leadership on projects for Fortune 500 companies and various startups impacted millions. Currently, as Head of Product Design and Research at AirAsia MOVE, he focuses on shaping</p>
Who Should Attend	<ul style="list-style-type: none">• Product designers who want to connect their work more directly to business outcomes• Software engineers interested in understanding the broader context behind product decisions• Product managers and product owners looking to strengthen alignment across teams• Professionals working in digital product teams who want to focus on high-impact work rather than activity alone• The workshop is particularly suited for mid-level professionals and emerging leaders working in product, design, and engineering roles who want to elevate their careers and position themselves for success in the demanding business world.

May
21
Thu

Accelerated Product Discovery and Validation: From Customer Signals to Confident Product Decisions

8 hours

Product discovery

Customer insights

Assumption testing



Sumeet Madan,
Partner Consultant
Agilemania, Malaysia

May
21

Accelerated Product Discovery and Validation

Sumeet Madan, Partner Consultant at Agilemania Malaysia

About the course

Most product failures occur during discovery, not development. This full-day immersive workshop equips teams with a practical, repeatable system for product discovery and validation. Through hands-on, cross-functional collaboration and AI-assisted techniques, participants progress from customer signals to validated opportunities, producing reusable, real-world discovery artifacts.

Objectives

- Extract meaningful customer insights by interpreting data and feedback, separating real signals from noise, and avoiding false conclusions.
- Define focused, outcome-driven problems through effective customer segmentation and clear problem framing.
- Generate and assess solution options using structured ideation and opportunity evaluation across desirability, viability, feasibility, and confidence.
- Validate assumptions early by designing lightweight experiments before committing to delivery decisions.
- Apply responsible, collaborative discovery practices by using AI as a thinking accelerator, recognising bias and ethical risks, and working effectively across roles with shared artifacts.

May
21

Accelerated Product Discovery and Validation

Sumeet Madan, Partner Consultant at Agilemania Malaysia

Duration	9am - 5pm (8 hours)
Outlines	<ul style="list-style-type: none">• Customer Data → Signals → Insights - Seeing what customers are really telling you.• Customer Segmentation in Practice - Avoiding one-size-fits-all discovery• Problem Identification & Framing - Solving the right problem• Idea Generation & Refinement - Exploring the solution space responsibly• Opportunity Evaluation & Validation Design - Deciding what's worth building• Ethics, Bias & Responsible Discovery - Protecting trust while moving fast
Who Should Attend	<ul style="list-style-type: none">• Product Managers / Product Owners• UX / UI Designers & Researchers• Business Analysts• Innovation, Digital, or Transformation Leaders• Agile Coaches

May
21

Accelerated Product Discovery and Validation

Sumeet Madan, Partner Consultant at Agilemania Malaysia

Trainer

Sumeet Madan, Partner Consultant at Agilemania Malaysia

About the trainer

Sumeet Madan is a seasoned Product Leader, Professional Scrum Trainer (PST), and AI-enabled Product Management specialist with over 20 years of experience helping organizations across India and Asia build high-value digital products. With deep expertise in Product Ownership, Agile frameworks, and AI-driven product decision-making, Sumeet empowers product managers and leadership teams to leverage data and AI tools for better market insights, prioritization, and value delivery.

As a SAFe Program Consultant (SPC), he has coached global teams to shift from project execution to outcome-based product strategies. A recognized speaker and trainer, he brings practical, hands-on expertise to enable modern product management excellence.

May
22
Fri

Mastering Problem Framing for Strategic Innovation

8 hours

Problem framing

Strategic questioning

Upstream alignment



Jentz Tan,
Founder,
Uncharted Lab

May
22

Mastering Problem Framing for Strategic Innovation

Jentz Tan, Founder, Uncharted Lab

About the course

What if the biggest risk in your innovation project isn't execution—but asking the wrong question?

In this highly interactive workshop, participants will uncover the power of problem framing: a critical, often-overlooked step that determines the trajectory of any strategic initiative. We'll explore why misframing challenges leads to flawed solutions—and how to reframe them for better outcomes.

Participants will learn how to move from vague problem definitions to high-impact opportunity areas using simple hands-on methods. Designed for innovation-minded leaders and strategic decision-makers, this session helps you and your teams align on what really matters—before building solutions that miss the mark.

Objectives

- By the end of this workshop, participants will be able to:
- Understand the hidden cost of poor problem framing in innovation and strategy work.
- Use reframing techniques (abstraction laddering, problem trees) to shift perspective and uncover root challenges.
- Craft Statement Starters such as “How Might We” questions that invite curiosity, provoke bold thinking, and spark aligned action.
- Facilitate better upstream conversations that align teams before solutioning.
- Apply frameworks that support clearer project scoping, sharper briefs, and better innovation outcomes.

May
22

Mastering Problem Framing for Strategic Innovation

Jentz Tan, Founder, Uncharted Lab

Duration

9am - 5pm (8 hours)

Outlines

Start With the Right Question: Mastering Problem Framing for Strategic Innovation

- Opening & Context Setting
 - Why the way we define problems matters—and how the wrong starting point leads to the wrong outcomes.
- Understanding Problem Depth & Direction
 - Learn how to look at challenges from multiple angles—zooming in to find the root causes and zooming out to see the bigger picture.
- Mapping Causes and Consequences
 - Explore how one problem connects to others, and how misalignment can impact results.
- Turning Problems into Possibilities
 - Practice reframing challenges into clear, actionable opportunity areas that energize teams and spark ideas.
- Clarifying Stakeholder Perspectives
 - Examine who's involved, what they care about, and how their influence shapes the challenge.
- Wrap-Up & Strategic Integration
 - Reflect on key takeaways and discuss how to embed better framing practices into everyday project planning and leadership conversations.

May
22

Mastering Problem Framing for Strategic Innovation

Jentz Tan, Founder, Uncharted Lab

Trainer	Jentz Tan, Founder, Uncharted Lab
About the trainer	<p>Jentz Tan is an innovation strategist, facilitator, and founder of Uncharted Lab, a global consultancy specializing in human-centered design and strategic problem-solving. With over 12 years of experience, he has led 200+ innovation projects across industries—from banking and telecoms to education and the public sector.</p> <p>He has worked with leadership teams from StarHub, Singapore’s Navy and Air Force, National Library Board, Standard Chartered Bank, and Barclays UK, helping them embed innovation at the core of their strategy. His workshops consistently earn NPS scores of 80+, reflecting high impact and engagement.</p> <p>Jentz is an Adjunct Senior Industry Fellow at Sunway University and teaches monthly innovation modules at Ngee Ann Polytechnic in Singapore. He also coaches startups in Potsdam, Germany, and contributes to global innovation programs through IDEO U, the LUMA Institute, and the HPI D-School.</p> <p>Combining systems thinking, research-driven insights, and hands-on design tools, Jentz helps leaders reframe challenges, align teams, and solve the right problems to drive meaningful outcomes.</p>
Who should attend	<p>This session is tailored for senior managers, innovation leads, product owners, and strategic decision-makers who shape the direction of initiatives. It is not designed for junior executors but for leaders with experience in design thinking, systems thinking, or innovation strategy seeking to refine how they scope, frame, and guide their teams.</p>

FUSELAB schedule.

	Wed, 20 May 2026		Thu, 21 May 2026	Fri, 22 May 2026
Workshop	The Power of Listening: Building Trust, Safety & Stronger Teams	Mini-MBA: From Craft to Impact – How to Move the Business Needle, Not Just Pixels, Features, or Tickets	Accelerated Product Discovery and Validation	Mastering Problem Framing for Strategic Innovation
Trainer	Koh Su Yen Founder, Emotion Pod	Jan Takács, Head of Product Design and Research, AirAsia MOVE	Sumeet Madan, Partner Consultant Agilemania Malaysia	Jentz Tan, Founder, Uncharted Lab
Duration	4-hour (AM)	4-hour (PM)	8-hour (Full day)	8-hour (Full day)

Pricing.

Each pass is for one individual, per day.

Pass includes:

- Breakfast, lunch, and tea breaks
- Certificate of attendance
- RM500 FUSECON discount voucher
(one use per individual; transferable to non-FUSELAB attendees; non-exchangeable for cash or other promotions)



For HRDC Registration
hrdc@designleadership.my

1 Pass

RM1,500

+ 1x FUSECON RM500 discount

2 Pass

RM1,300

(total RM 2,600)

+ 2x FUSECON RM500 discount

3 Pass

MOST VALUABLE

RM1,100

(total RM 3,300)

+ 3x FUSECON RM500 discount

Get In Touch.



HRDC Registration:

hrdc@designleadership.my

General inquiry:

hello@designleadership.my



@fusecon.asia



@fusecon-asia