

**DISCOVER THE POWER OF ONLINE LEARNING**

## FEATURES AND BENEFITS



### POWER-PACKED FEATURES

Summaries, quizzes and hypothetical scenarios reinforce understanding and facilitate learning



### CLEAN-LOOKING AND USER-FRIENDLY INTERFACE

Easy-to-use interface allows the user to learn independently.



### ENGAGING INTERACTIVITY

Stimulates interest and increases absorption of knowledge.



### PROFESSIONAL CERTIFICATES

Printable certificates signify successful completion of the course!



### CONTENT SUPPLEMENTS

Downloadable reference documents provide further reading and background information.



### FULL-FLEDGED CUSTOMER SUPPORT TEAM

Technical assistance rendered in an instant.

**DURATION PER COURSE**  
60 minutes

### DO YOU NEED A COURSE TO BE RENDERED IN ANOTHER LANGUAGE?

Our courses can be localized in 60 over languages, allowing us to meet the needs of a broad diversity of target audiences.

To find out more, please speak to one of our consultants at 6577 4646 or email us at [learning@verztec.com](mailto:learning@verztec.com).



## PROFESSIONAL DEVELOPMENT COURSES



## PROFESSIONAL DEVELOPMENT COURSES



## PROFESSIONAL DEVELOPMENT COURSES



## PROFESSIONAL DEVELOPMENT COURSES



## PROFESSIONAL DEVELOPMENT COURSES



## PROFESSIONAL DEVELOPMENT COURSES





### **THIS COURSE WILL BENEFIT:**

Anyone who is involved in finance, client servicing and tending to client accounts would benefit from it.

## FINANCIAL STATEMENT ANALYSIS FOR BEGINNERS

Financial statement analysis is the process of reviewing and analyzing an organization's financial statements to make better economic decisions. It is very important for an individual in an organization to be able to identify trends that might be apparent in the company's statements as it reveals the financial position the company is currently in. Through this, companies can decide on the appropriate actions/decisions to be taken when evaluating the risks, performance and financial health of an organization. These decisions could determine the success/ failure of any organization.



### **COURSE HIGHLIGHTS:**

- Major analysis to be made
- “Big three” – Balance sheet, Income statement and cash flow statement
- Methods of Analysis
- The Financial Statement Analysis Report



### **THIS COURSE WILL BENEFIT:**

Anyone who is involved in client servicing and tending to client accounts.

## **CORPORATE CLIENT RELATIONSHIP MANAGEMENT**

Clients are important stakeholders of an organization. The success and failure of an organization can be determined by how well an organization actually meets the needs of its clients. To be able to serve the clients better, it is important to practice corporate relationship management towards a client. Once this personal and emotional linkage is established, it is very easy for any organization to identify the actual needs of clients and help them to serve them in a better way. Satisfied clients can go a long way and would actually come back in the future for more business dealings with the organization while spreading good word of mouth for the company, which might earn the company many new clients.



### **COURSE HIGHLIGHTS:**

- Basic concept of relationship management
- Product Bundling and matching the needs of the clients through segmentation
- Metrics and Measurement to measure progress and value
- Growing Networks and Collaborations



### **THIS COURSE WILL BENEFIT:**

Anyone who has writing as a part of their job scope or anybody who wants to improve his/her writing skills.

## **BUSINESS WRITING THAT WORKS**

Time and again, it has been emphasized that effective communication is essential in having healthy business relationships and in the success of the organization. A major part of this effective communication is effective business writing. At present, most of us communicate with people from all over the world. Thus, we have to ensure that we are able to bridge the distance and ensure that our communication has positive and meaningful impact.

This course aims to teach how to capture thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete and correct.



### **COURSE HIGHLIGHTS:**

- The Fundamentals of Business Writing
- Crafting Business Correspondence
- Write to Inform and Persuade
- Editing and Proofreading



### **THIS COURSE WILL BENEFIT:**

Anyone who is involved with negotiations.

Negotiation is a vital skill that can be learned and when acquired, can enhance communications and ultimately can lead to organizational growth and success. As they say, everyone negotiates, but only few can negotiate well. We negotiate from agreements, to job responsibilities and compensations. Usually negotiations fail due to one or both parties being unprepared, both psychologically and in terms of exactly determining your purposes and best alternatives. Conclusively, the ability to negotiate successfully in today's turbulent business climate can make the difference between success and failure. It is a skill you must master.

This course aims to prepare you, boost your confidence, conduct win-win business negotiations and fundamentally to help you achieve success.



### **COURSE HIGHLIGHTS:**

- Basic Concepts of Negotiation
- Setting the Ground for Successful Negotiation
- Responding to Challenges in Negotiations
- Closing Negotiations



### **THIS COURSE WILL BENEFIT:**

First time managers, Change managers, Business owners, staff looking to progress into a management position and anyone who manages the works of others.

## HR FOR THE NON-HR MANAGER

The current business landscape does not limit the function of human resource to those in the HR department only. As managers and supervisors play a critical role in ensuring productivity and engagement, they are to assist HR department with effective employee recruitment, relations and management. With this evolving role of managers and supervisors, challenges may be present with the new laws, regulations and best practices emerging regularly but prove to be pivotal in an organization's progress.

This course aims to provide those who do not have direct human resource background and experience the knowledge and also to boost their confidence as they tackle this additional role.



### **COURSE HIGHLIGHTS:**

- Recruiting
- Developing Talent
- Retaining Talent
- Performance Reviews and Discipline





**THIS COURSE WILL BENEFIT:**

Those in the sales industry.

## SELLING SMARTER FRAMEWORK

Possessing the gift of the gab is important when it comes to selling, now couple that with the proper techniques of making sales and you may find yourself doing even better than before. Up your game by laying a solid and strong foundation.

With this course, discover the essentials of selling smarter, along with tips on what to avoid doing and what to include into your sales routine.



**COURSE HIGHLIGHTS:**

- The essentials of selling smarter
- Tips on selling smarter
- Mistakes to avoid and practices to adopt in sales
- Identifying common avenues for new clients and the different aspects of networking



Playing the supporting role to one's manager or fellow colleagues is just as important and should not be undermined. With enhanced administrative skills, it gives rise to not only efficiency and increased productivity at work, but also better working relations.

With this course, pick up tips on improving your personal management and communication skills. Learn how to improve in your everyday performance and deal with conflicts and difficult people.



### **THIS COURSE WILL BENEFIT:**

Those who hold support positions.



### **COURSE HIGHLIGHTS:**

- Understanding the importance of first impressions and appearance
- Exploring the various forms of communication skills, non-verbal messages and writing skills
- Setting goals and self-management
- Working as a team and with difficult people



Training is part and parcel of most job scopes — from training a new hire or even conducting a class for a group of colleagues on the latest client management software. For optimum information retention and effectiveness, it is important to know how to engage your audience and do it right.

Through this course, learn how to develop a good training programme and techniques on handling your audience.



### **THIS COURSE WILL BENEFIT:**

Trainers and those who act in the capacity of a mentor to colleagues.



### **COURSE HIGHLIGHTS:**

- Understanding the essential skills of a good trainer and adult learning
- Handling disruptions
- Developing a training session and adding fun and games
- Delivering the training





### **THIS COURSE WILL BENEFIT:**

Organisations with high turnover rates or regular internal transfers.

## **BUSINESS SUCCESSION PLANNING**

It isn't uncommon for organizations to have a high turnover rate or internal transfers with the current volatile working population. As such, it is essential for one to be equipped with the skills to develop an effective business succession plan in order to enable a smooth transition.

With this course, learn how to develop, maintain, and evaluate your succession plan.



### **COURSE HIGHLIGHTS:**

- Understanding the need for succession planning
- Steps involved the process of succession planning
- Learning how to create a good succession plan and the key ingredients involved
- Putting your plan into action



There are several different organizational systems and time management methods out there but it is up to each individual to figure out what works best for himself/herself. Enable better control of your life with this course: explore the various organizational and time management techniques, and learn how to work towards a customized productivity plan for your personal and professional lives.




### **THIS COURSE WILL BENEFIT:**

Those who wish to gain better control of their lives by adopting better organisational and time management habits.



### **COURSE HIGHLIGHTS:**

- Understanding what personal efficiency is, what skill sets can improve personal productivity, and what attitudes should be cultivated
- How to set a personal vision and develop dreams and goals from it
- How to use the Eisenhower principle to prioritize work
- Learning about a plan for an efficient workspace, including a customized information center and a filing system
- Ways of saying no



## Customer Relationship Management



### THIS COURSE WILL BENEFIT:

All client-facing and client-servicing employees.

## CUSTOMER RELATIONSHIP MANAGEMENT

Customer Relationship Management or (simply called) CRM is an approach that includes processes, strategies and technologies that businesses adapt in order to better understand customers' needs and behaviour. Having all these tools in place and properly implemented help companies realize their objectives of improving business relationships with their customers, increasing customer retention and driving sales growth.

In this course, get to learn more about CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking that can help you make an informed decision on the need for a CRM system.



### COURSE HIGHLIGHTS:

- CRM and who it serves
- Checklist for success
- Requirement driven product selection
- Considerations in tool selection
- Strategies for customer retention
- Building the future
- Homegrown vs the application service provider
- The development team
- Evaluating and reviewing your program



### **THIS COURSE WILL BENEFIT:**

Applicable to all personnel.

## THE ART OF COMMUNICATION

Communication is one of the most important life skills we can learn as it fuels the ties that bind, whether in relationships, business, or everyday interactions.

In the business context, Effective Communication increases productivity, decreases employee turnover and improves office atmosphere because people understand their job better and feel more involved in them.

But communication is not solely confined to employees. It also includes your customers, owners, the community as well as your prospective employees.

Whether you want to have better conversations in your social life or get your ideas across better at work, here are essential lessons on how to communicate more effectively.



### **COURSE HIGHLIGHTS:**

- Communicating in Presentations
- Communicating in Meetings
- Communicating in a Team
- Communicating on Social Media



### **THIS COURSE WILL BENEFIT:**

Those involved in sales activities.

## **DYNAMIC SALES PRESENTATION**

Sales Presentation is such a pivotal and deciding moment for sales people and clients alike. Thus, it is imperative that every presentation a sales person delivers is impactful and dynamic. Remember, a sales presentation is all about making the most of your opportunity when you 'have the floor'.

Learn the steps involved in creating a presentation that is compelling, and discover how these will help improve your presentation, make you stand out, engage your audience and eventually close more sales.



### **COURSE HIGHLIGHTS:**

- Understanding your Target Audience
- Preparing Sales Proposals
- Designing Sales Presentations
- Getting Yourself Ready to Present
- Delivering your Sales Presentation



Every organisation has its own set of rules and regulations dictating its values and proper practices, ensuring that all employees abide by them to the highest ethical standards. With that, it is not uncommon for one to encounter ethical dilemmas during the course of work, and grapple internally about the morally correct course of action to take. It is hence important to be equipped with the knowledge and skills in handling such scenarios as it concerns one's livelihood and source of income.

In this course, learn about the purpose of a code of conduct and how to deal with ethical dilemmas.



**THIS COURSE WILL BENEFIT:**

Applicable to all personnel.



**COURSE HIGHLIGHTS:**

- Understanding ethics and the need for a code of conduct
- Applying the code of conduct when it comes to bribery, corruption, accepting gifts, fraud and financial integrity
- Forms of harassment and discrimination, and workplace violence
- Knowing the consequences of violating the code and report such violations





### **THIS COURSE WILL BENEFIT:**

Employees of any organisation.

## STRESS RELIEF AND STRESS REDUCTION

All jobs come with their own set of stressors — this is unavoidable and out of our control. However, what we have power over is how we react to and deal with it. The amount of stress we're faced with can also be minimized with good time management and organizational skills.

In this course, learn how to handle stress and pick up techniques and lifestyle tips that aid in relaxation.



### **COURSE HIGHLIGHTS:**

- Understanding stress and its negative impacts
- Handling stressful situations and learning to deal with stress
- Managing stress with relaxation techniques and proper care, and by building supportive relationships
- Managing time and getting organized to prevent stress



When faced with challenges or obstacles, one might be surprised at the type of people who actually step up to take control. While it could be true that some individuals are born leaders, it is not uncommon either to see the underdog display leadership potential when thrust in certain circumstances.

With the right conditioning and training, leaders can be nurtured. Learn more about leadership development in this course.



### **THIS COURSE WILL BENEFIT:**

Those in the running for or currently holding management/leadership positions.



### **COURSE HIGHLIGHTS:**

- Identifying the attributes of a leader and the evolution of leadership
- Leading by telling, selling, participating and delegating
- Creating an action plan, setting goals and establishing a support system
- Understanding the principles and practices of a true leader





Personal accountability has become a highly stressed on and important element of a company's success. It is essential to learn how to take responsibility for our own actions; owning up to mistakes and subsequently taking the necessary action to rectify the problem instead of pointing the finger at others.

Fostering accountability changes the way employees tackle their day-to-day responsibilities and could bring about a positive change to their work performance. With this course, learn how to inculcate just that.



### **THIS COURSE WILL BENEFIT:**

Those who wish to develop a culture of ownership at the workplace.



### **COURSE HIGHLIGHTS:**

- Understanding the importance of accountability and the elements of an accountable organisation
- Taking personal accountability, and setting goals and expectations
- Enforcing accountability, knowing the levels of delegation and monitoring delegation
- Identifying the criteria for useful feedback and coping with criticism



### **THIS COURSE WILL BENEFIT:**

Those who hold managerial positions in the business industry.

## **BUDGETS AND MANAGING MONEY**

For managers, it is good to be aware of your company's financial health and familiarize yourself with the cycle of finance. Having a proper understanding allows you to be better equipped and mindful when it comes to budget allocation and preparation; essentially keeping you from incurring unnecessary expenditures. Through this course, pick up key concepts of finance and accounting, and learn how to prepare budgets with confidence and ease.



### **COURSE HIGHLIGHTS:**

- The basics of accounting and finance
- How to look at financial reports, income statements and financial statements
- Ways to track business expenses and how to develop a good budget
- Simple ways to manage money to generate profit
- Ways to compare investment opportunities and what to do when finances affect people
- About the ISO 9001:2000 series
- Decision-making skills



### **THIS COURSE WILL BENEFIT:**

Trainers who want to develop training programs that are meaningful, practical, and benefit both the trainees and the organizations they work for.

## DEVELOPING YOUR TRAINING PROGRAM

Having good training resources and skills are vital ingredients of progression in an organization. Effective training and orientation for newly hired employees can also lead to higher retention. With this course, learn about the various elements of a training program and how to prepare, research and deliver strong content by applying different methodologies to program design.



### **COURSE HIGHLIGHTS:**

- How to apply different methodologies to program design
- Using an instructional model
- Creating a training program proposal using the various training instruments, assessments and tools
- Explore evaluating strategies that help determine the effectiveness of the program



### **THIS COURSE WILL BENEFIT:**

Anyone who works in a group setting and/or is often required to interact with others.



### **COURSE HIGHLIGHTS:**

- Defining harassment and identifying sexual harassment
- Knowing the preventive measures against harassment
- Dealing with harassment and accusations of harassment
- Resolving workplace harassment

Over the past few years, we see more women entering the workforce. As this statistic surges, the probability of harassment taking place at the workplace increases as well. However, it is not just the females, but also the males who find themselves in similar predicaments. Hence, there is a growing need for all working adults to be educated on what constitutes harassment and how they should go about protecting themselves.

With this course, equip yourself with the essentials: from learning how to identify harassment, to knowing how to resolve such incidences.



You may not know it but subconsciously, your brain, thoughts, and behaviour affect all that you do every day. In order to bring yourself one step closer to achieving your objectives, it is important to create awareness of and address your unconscious thoughts. Doing so enables real choice over how you interact with and respond to the world. Neuro linguistic programming offers you the tools to do just that. Through this course, learn how to improve yourself through the simple act of managing your thoughts.



### **THIS COURSE WILL BENEFIT:**

Those who wish to pick up a new life skill that enhances self-control.



### **COURSE HIGHLIGHTS:**

- Defining Neuro Linguistic Programming (NLP) and its key terms
- Understanding the states of mind/modes of thinking using predicates and visual cues
- Developing and refining response strategies for any situation
- Using enriched language to engage your audience, and interpreting body language based on NLP principles
- Using hypnotic language and positive commands to get results





### **THIS COURSE WILL BENEFIT:**

Those in the sales and marketing line.

## PROSPECTING FOR LEADS LIKE A PRO

When it comes to sales, it can take a long and arduous process before you witness the fruits of your labour. To make things easier, it is important to lay a solid foundation that one can tap on – and this can be achieved by prospecting for leads and networking. If done well, it could lead to a smooth sailing passage till the deal is done. In this course, understand the steps involved in targeting your market and establishing good relations with these prospects.



### **COURSE HIGHLIGHTS:**

- Clearing common misconceptions
- Targeting your market
- Introducing and fully utilizing the prospect board
- Basics of networking
- Tapping on the power of networking
- Tips for prospecting



Work place accidents are not exclusive to only industrial sectors as carelessness and oversight on the victim's part in an office setting can also result in dire consequences. An office walkway with boxes and bags mindlessly strewn across the floor can prove to be just as detrimental as a poorly maintained scaffolding structure at a construction site. As such, aside from the management's responsibility to provide a safe working environment, it is up to each and every employee to uphold and sustain the safety measures put in place.

With this course, shed light on the potentially hazardous areas and take safety into your own hands.



### **THIS COURSE WILL BENEFIT:**

Employees of any organisation.



### **COURSE HIGHLIGHTS:**

- Defining a safety culture
- Creating a safety committee
- Identifying and resolving hazards
- Taking proactive measures and devising a safety plan
- Procedures for incidents and reviewing your safety plan



Before learning to deal with others, one must first learn to handle oneself. Confidence and good communication skills are very important in order to come across as convincing, credible and professional. Learning how to carry yourself in the correct way can help you cope with high stress levels as well as difficult colleagues at the workplace.



### **THIS COURSE WILL BENEFIT:**

Those who wish to come across as assertive and decisive when dealing with both internal and external customers.



### **COURSE HIGHLIGHTS:**

- Building your self-esteem, putting others at ease and creating positive first impressions
- Understanding what makes self-esteem
- Recognizing the power of negative and positive thoughts
- Wiping out your worries
- Asking for what you want
- Building self-esteem in communication





With several working styles and personality types present at the workplace, the chances of differences arising between individuals are fairly high. It is important to learn how to manage such instances well so as to avoid causing irreversible damage to working relations.



### **THIS COURSE WILL BENEFIT:**

Those who wish to learn how to manage their relations with fellow colleagues.



### **ALSO AVAILABLE IN:**

- Thai



### **COURSE HIGHLIGHTS:**

- Recognize how your own attitudes and actions impact on others.
- Find new and effective techniques for dealing with difficult people.
- Develop coping strategies for dealing with difficult people and difficult situations.
- Identify those times when you have the right to walk away from a difficult situation.
- Learn some techniques for managing and dealing with anger.



When your products or services are comparatively similar to those of your competitors, what's left to fall back on is the relationship you share with your customer. Whether you make or break the deal can very well boil down to the impression he/she has of you. Thus, it's not just about knowing your company's offerings like the back of your hand; engaging the customer on a personal level is just as vital. Learn how to win over the hearts of your clients and clinch that deal!

**THIS COURSE WILL BENEFIT:**

Client-facing sales personnel.

**COURSE HIGHLIGHTS:**

- Debunking the myths
- Enhancing your likeability
- What influences people in forming relationships
- How to win friends and influence people
- Communication skills for relationship selling
- Organizing your networks
- The importance of body language



In a typical workplace setting, we meet colleagues from all levels of the age spectrum. This combination results in the practice of widely differing beliefs and values, giving rise to incidences of disagreements and conflicts. In order to minimize such instances, it is important to have a good understanding of the diversified working and communication styles and learn how to cope with them.



### **THIS COURSE WILL BENEFIT:**

Those hoping to bridge the generation gap between themselves and fellow colleagues.



### **COURSE HIGHLIGHTS:**

- Develop understanding of where the generation gap issue surfaces, and the impact it has on the modern workforce
- Understand and apply the language that is specific to each generation currently in the workplace
- Explore organization strategies that overcome gap issues
- Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap



### **THIS COURSE WILL BENEFIT:**

Sales personnel who are involved in both hard-selling and soft-selling activities.



### **ALSO AVAILABLE IN:**

- Thai

## OVERCOMING OBJECTIONS TO NAIL THE SALE

Within the first few seconds of contact, sales personnel usually face a lot of resistance and rejection from their target audience. As such, it is important for them to swiftly capture attention and retain interest. This course will teach you how to identify the tell-tale signs of a potential client and exercise your communication and listening skills to nail the sale.



### **COURSE HIGHLIGHTS:**

- Laying the foundation by preparing yourself and developing critical communication and observation skills
- Exploring the common reasons for objections and how to handle them
- Understanding the value of teamwork when securing deals
- Recognizing buying signals and picking up on techniques to close a deal



In this day and age, being creative has become the norm and is no longer an added bonus. One is often expected to think out of the box and bring fresh ideas to the table. From injecting the element of novelty into your business plan, to challenging internal practices in pursuit of cost-effective work processes – there is always opportunity for creativity no matter how miniscule. In this course, find out how to create the optimum environment for innovation to take place and discover the recipe to creative problem-solving.



### **THIS COURSE WILL BENEFIT:**

Those who are looking to exercise creativity in their everyday responsibilities.



### **ALSO AVAILABLE IN:**

- Thai



### **COURSE HIGHLIGHTS:**

- Understanding the difference between creativity and innovation
- Developing the right environment for creativity
- Learning all about idea generation
- Defining problems and using creativity in problem-solving processes



In our ever-changing, fast-paced society, time is of the essence. Seeing through and delivering all items on your daily checklist within a stipulated time frame can prove to be a difficult task without proper planning. Through this course, find out what could be impeding your work processes, eliminate them and accomplish more than what you're doing now.



### **THIS COURSE WILL BENEFIT:**

Those who wish to pick up tips on better organisation habits and increasing efficiency at work.



### **ALSO AVAILABLE IN:**

- Thai



### **COURSE HIGHLIGHTS:**

- Organizing yourself and your workspace for peak efficiency
- Understanding the importance of, and the most useful techniques for, setting and achieving goals
- Identifying the right things to be doing and developing plans for doing them
- Learning what to delegate and how to delegate well
- Taking control of things that can derail workplace productivity.





### THIS COURSE WILL BENEFIT:

Those involved in marketing/branding activities.

## CREATING AND MANAGING YOUR CORPORATE BRAND

Branding plays a very important role in determining the public's reception to and success of a product or service. This is especially so for newly launched brands. Learn the steps involved in creating and sustaining a brand, and discover how it impacts your relationship with business prospects and customers.



### COURSE HIGHLIGHTS:

- Creating, developing, and managing a strong brand
- Planning and executing your mission and vision for your brand
- Positioning your brand and establishing its identity and style
- Understanding the value of having a recognisable logo and a catchy slogan
- Knowing when to effectively launch your brand
- Connecting and interacting with customers through your brand
- Evaluating your brand and reviewing your marketing strategies



### **THIS COURSE WILL BENEFIT:**

Those who are looking at social media platforms as part of their marketing plans.

## SOCIAL MEDIA MARKETING FOR BUSINESS

Social media platforms like Facebook and Twitter have a wide outreach and connect you seamlessly with virtually everyone. In order to reap the benefits of the various platforms, there is a need to have a good understanding of and learn how to utilize each outlet effectively. In this course, pick up tips on how to use social media to increase brand awareness and sales.



### **COURSE HIGHLIGHTS:**

- What is social media?
- Understanding the marketing mix
- Developing a social media plan
- Building your social media team
- Using social media to build internal communities
- Analyzing your impact with metrics
- Keeping on top of the trends
- Damage control
- Using Facebook, LinkedIn, and Twitter
- Building a blog or vlog (including using YouTube)
- Using specialty sites (e.g. Pinterest and Yammer)
- Using social media management tools
- Launching your plan





### **THIS COURSE WILL BENEFIT:**

Personnel who are client-facing.



### **ALSO AVAILABLE IN:**

- Thai

## MANAGING CUSTOMER SERVICE

With a growing number of merchants and vendors emerging for every industry, it is imperative to set yourself apart from your competitors, win over potential customers and retain your existing ones. One way to achieve the above is by offering seamless and pleasant customer service experiences. In this course, perfect your customer servicing skills with tips on how to best present yourself and engage with customers.



### **COURSE HIGHLIGHTS:**

- Who our customers are and what they expect
- Sustaining an individual level of engagement
- Communication skills
- Appropriate sharing
- Self-image & first impressions
- Effective leadership
- Situational leadership
- Developing your leadership style
- Managing employee engagement
- Developing a Service Management System



### **THIS COURSE WILL BENEFIT:**

Those who are familiar with all processes involved in project management and have to manage projects through a team.



### **ALSO AVAILABLE IN:**

- Thai

## ADVANCED PROJECT MANAGEMENT

If you already have a thorough understanding of project management processes, namely setting goals, scheduling, budgeting, managing risks and executing a project, it's time to take your expertise up a notch.

Having to manage a project as a team, you'll probably be grappling with not just the tricky problems arising from the assignment itself but also tackling group conflicts or difficult team members. With this course, learn how to juggle both aspects and do it well.



### **COURSE HIGHLIGHTS:**

- Choosing the Project Team
- Scheduling Your Project
- Building a Winning Team
- Team meetings
- Nine Easy Ways to Reward Your Team
- Developing a Communication Plan
- Communicating with Sponsors and Executives
- Dealing with Problem Team Members



### **THIS COURSE WILL BENEFIT:**

Those who are involved in the coordination of multiple assignments concurrently and understand the conceptual phase of a project's life cycle.

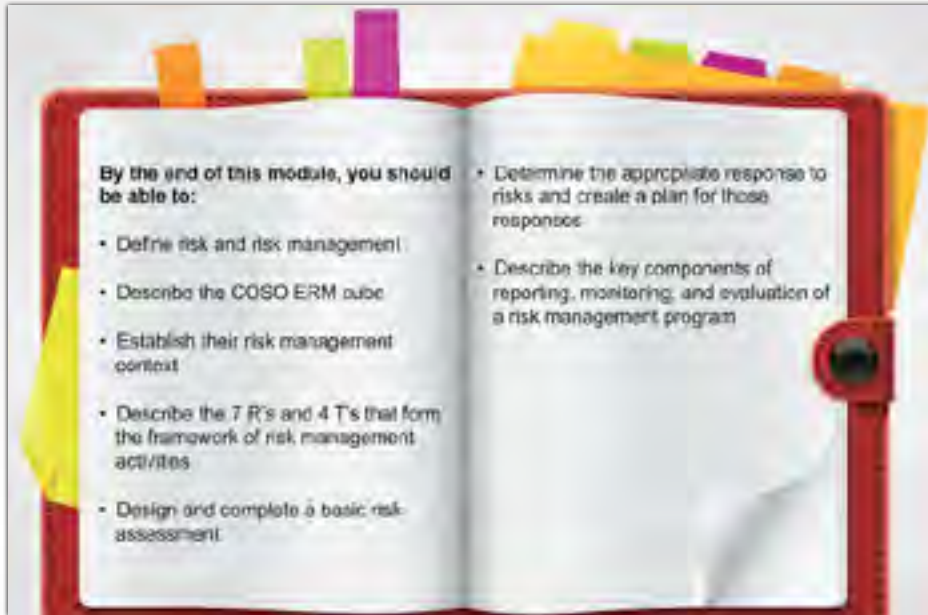
## INTERMEDIATE PROJECT MANAGEMENT

For those who are already familiar with the fundamentals of project management, specifically the conceptual phase, this course gives you the opportunity to expand on and hone your existing skill set. It will take you through three stages: planning, execution and termination.



### **COURSE HIGHLIGHTS:**

- Identifying your project's tasks and resources
- Ordering tasks using the Work Breakdown Structure
- Scheduling tasks effectively
- Using basic planning tools such as a Gantt chart, PERT diagram, and network diagram
- Preparing a project budget
- Modifying the project budget and schedule to meet targets
- Identifying and managing risks
- Developing a change control process
- Executing and terminating a project



In order to give rise to growth, more often than not, risks have to be taken. Be it deliberating over whether to proceed with an investment or figuring out which marketing campaign to execute, it is important to weigh your options in their entirety before making that step. With this course, learn how to do just that and minimize the odds against you.



### **THIS COURSE WILL BENEFIT:**

Those tasked to make important decisions at the workplace on a regular basis.



### **ALSO AVAILABLE IN:**

- Thai



### **COURSE HIGHLIGHTS:**

- Types of risks
- What is risk management and what are its benefits
- Identifying, assessing and responding to risk
- Determining the appropriate response to risks and creating a plan for those responses
- Designing and completing a basic risk assessment
- Risk reporting



Singapore may be a small island but we're definitely not short of cultural diversity. On the contrary, we are a melange of races, languages and religions. Now imagine this assortment at the workplace: As much as diversity can aid in learning and progression, it can cause conflicts and disagreements.

This course can help steer you away from potentially offending others unintentionally by offering insight into the various cultures. At the same time, learn about the different types of discrimination and find out how to deal with them.



### **THIS COURSE WILL BENEFIT:**

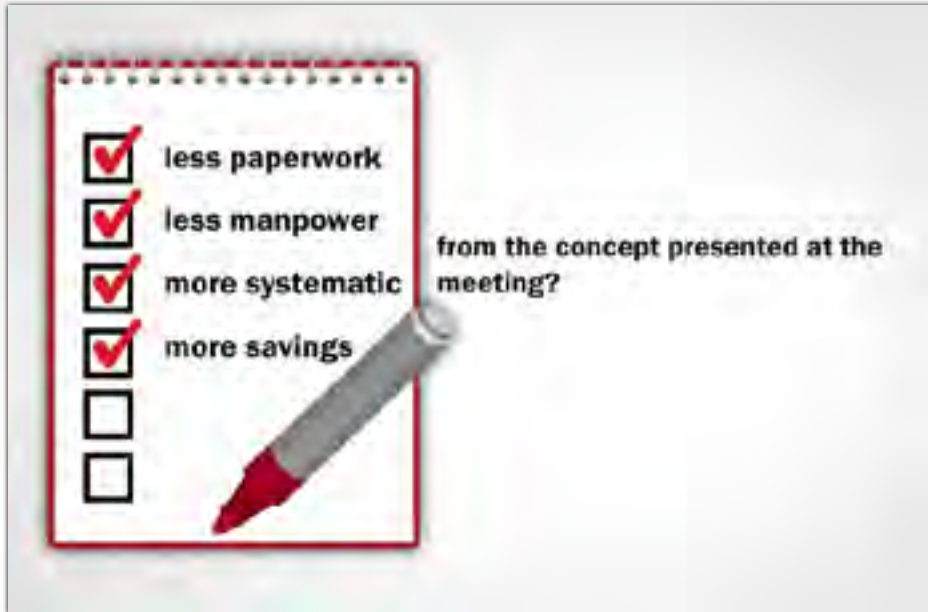
Those with opportunities to interact or work with individuals outside of their own race, religion or gender.



### **COURSE HIGHLIGHTS:**

- How to adjust to a diverse workplace and interact with different people
- Managing diversity in the workplace
- Understanding prejudices and stereotypes
- How to identify and deal with discrimination





Living in the information age, we are bombarded with an avalanche of messages every day. How do we keep ourselves rational from information manipulation? One of the key steps is none other than possessing good analytical and critical thinking skills.

The ability to comprehend and validate issues with critical reasoning is one of the very crucial key skills for survival in today's world. This course will provide you useful insights and equip you with practical hands-on experience, critical thinking, and problem solving skills.

#### **COURSE HIGHLIGHTS:**

- Understand critical thinking and non-critical thinking
- Identify your style(s) of critical thinking, areas of strength and ways to improve it
- Understand other types of thinking including left/right brain and whole-brain reasoning
- Learn to work through critical thinking processes to build or analyze arguments
- Develop and improve key critical thinking skills include active listening and questioning
- Tips to deal with assumptions
- Develop analytical thought systems and creative thinking techniques
- Creating compelling explanations
- Prepare and present powerful arguments

#### **THIS COURSE WILL BENEFIT:**

All professionals will benefit from this course, which helps them to learn, develop, and establish critical thinking skills and subsequently put into practice.

#### **ALSO AVAILABLE IN:**

- Thai





Emotional intelligence, or better known as EQ, is the aptitude to identify and deal with emotions and relationships. Untactful emotions and relationship management is detrimental and will jeopardize the harmony and equilibrium in the workplace.

To keep you out of undesirable disagreement, possessing the ability to recognize self-awareness and regulating self-emotions will help you to manage your personal and emotional level at its best. By continually keeping your emotions and impulses in check, you are practically near to mastering the essence of connecting with others and managing the emotions of yourself and others effectively.



### THIS COURSE WILL BENEFIT:

Everyone in the workforce especially people in the management, supervisory and leading positions will benefit from this course. Efficient and professional ways of communicating with others and managing emotions signify the appreciation and respect between you and your coworkers.



### ALSO AVAILABLE IN:

- Thai



### COURSE HIGHLIGHTS:

- Understand the definition of emotional intelligence
- Recognize the correlation between our emotional health and physical health
- Identify, learn, understand, apply, and appreciate how emotional intelligence techniques empower you and your profession in the workplace
- Identify the different emotions and learn to manage them
- Learn the seven human emotions
- Set up a personal vision statement
- Recognize the difference between optimism and pessimism
- Validate emotions in others



A team is usually comprised of a diverse group of individuals with a mutually agreed goal to jointly accomplish it at its best. By optimizing and garnering respective expertise, every diverse individual together forms a cohesive and dynamic team that implicitly serves as a morale and productivity fillip to your organization.

This course is assured to impart practical tips that facilitate excellent team building at your workplace, maximizing the output and enjoying success together.



### **THIS COURSE WILL BENEFIT:**

Every employee regardless of hierarchy will benefit from this course. All employees play a significant role in building a productive and efficient team within their organization.



### **COURSE HIGHLIGHTS:**

- Identify different types of teams and demonstrate synergy
- Establish team norms by examining the benefits and pitfalls of teams
- Explore how the Gradients of Agreement helps to maintain effective interaction amongst teammates
- Learn how Glenn Parker Team Survey helps to identify team player style as well as the strengths and weaknesses
- Tips on establishing and building trust within teammates
- Identify team development through Tuckman and Jensen's four stages of team development and the TORI model
- Becoming a good team player by equipping some Really Useful Attitudes and divesting some Really Useless Attitudes



Welcome to the web-based training on the Secrets of Change Management.

In this course, you will have the opportunity to learn how to think, act and perform like a manager and how to develop your leadership skills through various tools and techniques. You will also learn the essentials of coaching, giving feedback, and delegation, among many others.

There are altogether 7 topics, 2 scenarios, and a quiz for you to explore.

**START**

Click on the **Start** button to begin.

The screenshot shows a grid of four images: a man pointing at a whiteboard, a group of people in a meeting, a woman smiling, and a group of people in a meeting.

Changes are often unexpected and difficult to deal with. Reacting to changes positively is an art that not many have mastered. This course helps one to recognize changes from a different perspective and identify techniques to implement, manage, and cope with changes.



### **THIS COURSE WILL BENEFIT:**

Everyone in an organization will benefit from this course as changes are inevitable thus finding the right ways to manage changes are essential.



### **ALSO AVAILABLE IN:**

- Thai



### **COURSE HIGHLIGHTS:**

- Looking at change from a different perspective
- Creating and implementing strategy to counteract change
- Making change easier for yourself and others
- Coping with change and stress through developed techniques
- Maintaining a sense of control during a change



### **THIS COURSE WILL BENEFIT:**

All decision makers in the workplace will be able to grasp the gist in becoming a real leader.

## **BECOMING MANAGEMENT MATERIAL**

Being management material involves leading the organization towards achieving a goal. A good leader must have the foresight to see, understand and make decisions from broader perspectives.

This course is designed to cover the essential skill sets of understanding and managing people at different types of situations.



### **COURSE HIGHLIGHTS:**

- Develop leadership skills through Situational Leadership Model developed by Paul Hersey
- Explore ways to build trust with employees
- Identify ways to incorporate learning into leadership skill set
- Master Peter Senge's five disciplines
- Manage change using William Bridges' change cycle
- Learn to manage time efficiently
- Discover change and look at change from a different way
- Solve problems via the simple eight-step method
- Tips on key delegation techniques
- Learn to control body language to send the same message as the words
- Explore the techniques to deliver skillful presentation

Welcome to the web-based training for Managing Budgets and Finances.

In this course you will have the opportunity to learn how to track business expenses, use budgeting and forecasting techniques, and make good financial decisions.

There are altogether 17 topics, 2 scenarios, and a quiz for you to explore.



Click on the 'Start' button to begin.

Understanding finances and managing budgets effectively is crucial to a company's success. Learn how to better contribute to the company through tracking business expenses, making wise financial decisions and developing excellent budgets.



### THIS COURSE WILL BENEFIT:

Anyone with an interest in understanding the basics of financial accounting and managing budgets.



### ALSO AVAILABLE IN:

- Thai



### COURSE HIGHLIGHTS:

- Learn the basics of accounting and finance
- Understand financial reports, including profit and loss statements, income statements, and financial statements
- Identify ways to track business expenses
- Methods on developing good budgets
- Improve decision-making skills for finances-related issues



Welcome to the web-based training on Effective Planning and Scheduling.

In this course, you will have the opportunity to learn how to schedule projects using various scheduling tools and software, the importance of updates and identify common scheduling problems. You will also learn the essentials of project management, as well as creating a risk management plan.

There are altogether 15 topics, 2 scenarios, and a quiz for you to explore.



### THIS COURSE WILL BENEFIT:

All managers and team members will be able to accomplish tasks productively and efficiently with effective planning and scheduling.



### ALSO AVAILABLE IN:

- Thai

Effective project planning and scheduling is critical to the success of a project. Learn how to strategically plan tasks with the best available resources, while scheduling a realistic to-do action plan. There will also be tips on managing risks and having contingency plans to handle the unexpected for seamless project executions.



### COURSE HIGHLIGHTS:

- Learn and utilize Work Breakdown Structure for effective planning
- Estimate the length of each task and activity
- Identify key definitions and task dependencies
- Create network diagrams to estimate and complete the task within deadline
- Understand the benefits and disadvantages of using project management software
- Tips to manage risk
- Communicate effectively using a communication plan
- Create a viable schedule for common scheduling problems
- Tips on schedule management





We all come to a point where we face the need to delegate. However, delegation is a skill that is seldom carried out adeptly. When should you delegate and how should you do it?

Delegation is a fine art, that when mastered, makes work a lot easier. This course delves into the intricacies of delegating and promises to inculcate in you the art of delegation. With the nifty tips dispensed, delegating will soon come naturally to you.



### **THIS COURSE WILL BENEFIT:**

All employees, especially those who are in a supervisory role. The delegation skills picked up will come in handy in not only for supervisor and subordinate interaction, but also improve communication skills needed at the workplace.




### **COURSE HIGHLIGHTS:**

- Learn about the various ways of delegating and an eight-step process for effective delegation
- Learn how to give better instructions for more ideal results
- Identify the right person to delegate the task to
- Be aware of common pitfalls so you can minimize mistakes
- Monitor and practise delegation




Meetings are something we all participate in, yet not often on our agenda of things to improve. This course is a dedicated look at how to get more out of meetings and make them more productive.

You will learn about the aspects of a meeting to take note of, how to prepare and facilitate one. Say goodbye to unconstructive meetings because meetings will never be the same again.

 **THIS COURSE WILL BENEFIT:**  
All employees who participate in meetings and group discussions, especially those that frequently organize and chair meetings.

 **ALSO AVAILABLE IN:**  
▪ Thai

-  **COURSE HIGHLIGHTS:**
- Understand how meetings can contribute as a management tool
  - Recognize the best and worst of meetings
  - Learn process tools like de Bono's Thinking Hats which help to facilitate effective thinking
  - Learn techniques to counter unproductive and disruptive behaviour
  - Realize the importance of planning to make your meetings successful

Welcome to the web-based training for Leadership Skills: A Supervisor's Guide.

In this course, you will have the opportunity to discover what it means to be an effective leader, learn various leadership tools, and ascertain how to handle difficult situations.

There are altogether 11 topics, 2 scenarios, and a quiz for you to explore.



Click on the 'Start' button to begin.

Under the tutelage of a good leader, teams flourish and produce better results. This practical course covers the fundamental skills a good supervisor should have.

Aiming to make you an all-rounded leader, the rich course content equips you with communication skills, coaching practices and even guides you in handling conflicts. Versatile and practical, the knowledge you gain from this course can be applied in all aspects of your supervisory work.



### THIS COURSE WILL BENEFIT:

Supervisors, management personnel or anyone who is leading or plans to lead a team. The skills and understanding picked up from this course are transferrable and applicable to various aspects in your work and even personal life.



### ALSO AVAILABLE IN:

- Thai
- Chinese
- Vietnamese



### COURSE HIGHLIGHTS:

- Identify your main leadership style and pick up techniques to flesh out its full benefits
- Learn how to utilize communication as a leadership tool and make discussions more productive
- Explore leadership techniques of successful leaders
- Learn coaching techniques that will help you to better meet the needs of your employees
- Develop methods to deal with difficult situations or conflict



Ever had to plan a party, build a shed, prepare an annual report or even develop a new product? These are just some examples of projects. If you answered yes to any of the above mentioned, then you know there are a lot more than just picking a location for a party or gathering materials for the shed. Project management skills are an essential for success. Learn the foundations of project management, the life cycle of a project and the tools you can use to manage a project in this course.



### THIS COURSE WILL BENEFIT:

A wide variety of working professionals will be able to relate and pick up insights that will allow them to manage projects more efficiently. This will keep them up-to-date with new practices in project management and they will learn how to handle the different processes in project management adeptly.



### COURSE HIGHLIGHTS:

- The foundations of project management, including the three relevant definitions, the method of project selection and the basic questions of project management
- The Four Phases in a project's life cycle
- To create a vision statement and use a statement of work
- The use of different tools and charts to plan and track the progress of a project
- The three ways a project can be terminated



All of us have experienced anger but not all of us react the same way. We can easily think of an incident that has provoked our feelings. Anger, just as fear, sadness, happiness, or disgust is a basic emotional response. It is a part of the more primitive fight or flight mechanism that members of the animal kingdom can call upon when threatened.

Anger is not the same as aggression. Anger is an emotion, and we can choose to react to it with aggression or we can put a constructive plan into action instead. Your body physically recognises anger and once we are in an angry mood, we may choose to release our anger in a healthy manner or unleash it onto unsuspecting victims. In this course, we will focus on the prior as it is a key element in being successful.



### **THIS COURSE WILL BENEFIT:**

Those who have problems dealing with anger. This course will allow them to keep their anger in check so that they can lead healthier lives and maintain peaceful relationships in the workplace and at home.



### **COURSE HIGHLIGHTS:**

- Understanding anger and its causes
- Recognising Hot Buttons and Anger Triggers
- Learning different behaviour types
- Developing coping tools
- Using an Anger Log
- Improving communication skills
- Unleashing Anger safely





### **THIS COURSE WILL BENEFIT:**

Anyone who faces stressful situations. Service personnel who frequently interact with clients and vendors will also benefit from this course, learning how to keep their cool and improving their coping mechanism in tense situations.



### **ALSO AVAILABLE IN:**

- Thai

## **CONFLICT RESOLUTION: DEFUSING TENSE SITUATIONS**

Conflict is present in every workplace and is sometimes unavoidable. To ensure the workplace maintains a pleasant overtone and relations are kept cordial, individuals have to understand conflict and the various methods of tackling conflict. In this course you will learn the definition of conflict, the different methods of resolving conflict and how to nip it in the bud at the first sign of one.



### **COURSE HIGHLIGHTS:**

- How to get a better grasp of what conflict is by learning its definition, the various types of conflict, its benefits/costs and the various stages of conflict
- How conflict resolution theories can resolve conflicts by identifying how individuals react in them
- Alternative ways of resolving conflict that involves better communication and listening skills
- How conflict can be averted if anger and stress are better managed



Welcome to the web-based training for Essential Skills in Negotiation. In this course, you will have the opportunity to learn the basic principles of negotiation, create win-win situations, develop sustainable agreements, and prepare for and respond to challenges.

There are altogether 8 topics, 2 scenarios, and a quiz for you to explore.



Click on the 'Start' button to begin.

Negotiation is a skill that is often overlooked. When mastered, negotiation is a powerful skill that can enhance communications and provide harmony at the workplace. Successful negotiations require the appropriate negotiation strategies and a variety of negotiation approaches. Besides these, the importance of maintaining grace under pressure during negotiations cannot be over-emphasized. While it is commonly thought that reaching a compromise marks the end of the negotiation process, we must remember that the agreement needs to be upheld.

### **COURSE HIGHLIGHTS:**

- Defining and understanding the basic principles of negotiation
- Establishing rules that lead to effective negotiation
- Effectively utilising research tools and preparing for negotiations
- Setting limits and responding to challenges
- Maintaining composure when situations get tense
- Collaborating and fostering cooperation
- Remaining focused and keeping an open mind
- Deciding what kind of relationship to foster
- Creating sustainable agreements and achieving win-win scenarios
- Incorporating everyone's perspective and gaining consensus



### **THIS COURSE WILL BENEFIT:**

Negotiation is a skill that benefits all, especially those in roles which require them to negotiate for better contractual terms.



### **ALSO AVAILABLE IN:**

- Thai



### **THIS COURSE WILL BENEFIT:**

All professionals will benefit from this course, which enables them to project a more professional image at the workplace. They will be able to deal with different situations with confidence and acquire valuable knowledge on both verbal and non-verbal communication.

## **BUSINESS ETIQUETTE FOR PROFESSIONALS**

The diversity of a workplace means that individual contact and interaction with a variety of other individuals with differing personalities is inevitable. The secret to a pleasant and harmonious time at the workplace is to react to the situation appropriately. Knowledge of proper business etiquette will go a long way in helping you to achieve this.

Learn the need for and importance of respect, how the way you look contributes to your professionalism and how communication can improve interpersonal relationships and your career.



### **COURSE HIGHLIGHTS:**

- Develop respect for everyone in spite of physical differences, ethnicity, gender or sexuality
- To uphold themselves professionally by arming themselves with the knowledge of work-appropriate attire, the importance of first impressions and both verbal and non-verbal communication
- To conduct themselves appropriately during meetings and, even during meals
- To identify the various difficult personalities, learn to deal with them and resolve rivalries



In today's competitive business environment, having the right skills and knowledge will no longer land you that dream job. Individuals must also be able to conduct themselves in an appropriate manner, especially when dealing with clients, co-workers and superiors. Social interaction is a delicate art, going beyond the simple handshake and a smile. One must learn how to handle difficult personalities, conflicts, criticisms and office romance.



### **THIS COURSE WILL BENEFIT:**

Supervisors and managers will learn how to carry out their roles with greater confidence and dexterity.



### **COURSE HIGHLIGHTS:**

- Tips for building good relationships in the workplace
- Coping with office conflicts and difficult personalities
- Handling the dilemmas of inter-office romance professionally
- Exuding confidence through body language and comportment



### **THIS COURSE WILL BENEFIT:**

Managers and supervisors must attend this course to find out how to get their teams to deliver outstanding results.

## INCREASING EMPLOYEE PRODUCTIVITY

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This course allows you to explore:

- Tools to help employees set and achieve goals;
- A three-phase model that will help you prepare employees for peak performance, activate their inner motivation, and evaluate their skills;
- Motivational tools and techniques; and
- Coaching methods and skills.



### **COURSE HIGHLIGHTS:**

- Identify the steps involved in performance appraisal
- Understand that performance management is not just one party's responsibility
- Apply the shared management model
- Understand the role of goal setting and motivational tools and techniques in performance management
- Learn how an individual's motivation can manage performance



Training is an integral part of modern business practices. From teaching a new employee what his or her job entails to educating a few hundred employees on how to manage their time better, it all requires application of basic training principles. Bearing this in mind, this courseware was created to help trainers get the desired response from their trainees. Training Do's and Don'ts will impart applicable techniques and strategies that will mould you into an effective instructor ready to spur on others.



### **THIS COURSE WILL BENEFIT:**

Trainers or supervisors who need to conduct training can polish their skills through this course, and pick up tips to become successful trainers.



### **COURSE HIGHLIGHTS:**

- Developing the essential skills an effective trainer requires
- Understanding the principles of adult learning
- Knowing how to develop a proper training session
- Learning how to incorporate games and activities into your program





Stress is something we all experience in everyday life. Left unchecked, it can wreck havoc on your life. But stress in small doses can also be a driving force, motivating us to work harder. How can one derive benefits from stress? And how can an individual avoid being overwhelmed by stress? If you find yourself constantly in stressful situations and want to prevent it from taking over your life, this is the course for you.



### **THIS COURSE WILL BENEFIT:**

This practical and helpful course will enable those who work in high-pressure work conditions to manage stressful situations better and lead more fulfilling lives.



### **COURSE HIGHLIGHTS:**

- The common causes and consequences of stress
- How to become resilient to stress and reduce worries
- Ways to expel anger and manage stress
- The proper handling of stress-inducing situations



Welcome to the web-based training for Developing Performance Driven Teams.

In this course, you will have the opportunity to learn about the different types of teams, the importance of team building and the various techniques effective teams use.

There are altogether 15 topics, 2 scenarios and a quiz for you to explore.



### **THIS COURSE WILL BENEFIT:**

Anyone who has to work in a team. This course will allow you to build better working relationships with your co-workers, and communicate better with people around you.

One rarely works alone. Often, it's team efforts that bring on palpable results. As a supervisor or team leader, possessing the skills to manage a team are essential. A thin line lies between being too authoritative that it puts off your team mates and being too laidback that nothing gets done. To unleash the full potential of your team, you must learn how to motivate them, bring out their latent capabilities and cultivate a harmonious working relationship.

This workshop takes a practical approach to convey the best leadership and team building practices, allowing you to develop a high-performance team.



### **COURSE HIGHLIGHTS:**

- Identify different types of teams
- Build teamwork by recognizing and tapping on the twelve characteristics of an effective team
- Promote trust and rapport by exploring your team player style and how it impacts group dynamics
- Recognize the key elements that move a team from involvement to empowerment and how to impart these elements to your team
- Develop strategies for dealing with team conflict and common situations
- Understand how action planning and analysis tools can help your team perform better



### **THIS COURSE WILL BENEFIT:**

Trainers or supervisors who need to conduct training can polish their skills through this course, and pick up tips to become successful trainers.

An interview is your only chance to assess potential candidates to separate the weed from the chaff. That is why asking the right questions and using the right interview techniques cannot be over-emphasized.

The “Recruiting the Best Candidates” course will guide you through the before, during and after must-dos of an interview to help you identify the most suitable candidate for the job. Learn about pre-interview preparation, developing purpose-driven interview questions and explore less-commonly used interview questions. Find out about the kind of interview responses you should expect as the course launches into specific interview techniques and strategies. Enhance your communication techniques through this interactive and insightful course!



### **COURSE HIGHLIGHTS:**

- Recognise the costs incurred by an organisation when a wrong hiring decision is made
- Develop a fair and consistent interviewing process for selecting employees
- Prepare better job advertisements and cast your net over a wide variety of markets
- Be able to develop a job analysis and position profile
- Use traditional, behavioural, achievement-oriented, holistic, and situational interview questions
- Enhance communication skills that are essential for a skilled recruiter
- Effectively interview difficult applicants
- Check references more effectively
- Understand the basic employment and human rights laws that can affect the hiring process



When you find yourself in a tight spot, do you keep a cool head and look at the problem analytically or does your mind go blank?

We frequently face challenges not just at work, but in our everyday life too. The ability to tackle problems on its head, through honing your ability to identify the problem at its source, analyze the possible causes, lay out options, and select and implement the most viable option is a valuable asset that will take you through the trials in life.

Increase your ability to seek out sustainable solutions and learn of innovative new problem-solving ways to reach win-win decisions in this enlightening course.



### THIS COURSE WILL BENEFIT:

The decision makers in an organization and anyone who needs to further develop effective thinking skills to make better decisions that will come in handy when facing challenges.



### ALSO AVAILABLE IN:

- Thai



### COURSE HIGHLIGHTS:

- Increase awareness of problem-solving steps and problem-solving tools
- Distinguish root cause from symptoms to identify the right solution for the right problem
- Improve problem-solving and decision-making skills through identifying your own problem-solving style
- Improve your ability to participate in and communicate about a collaborative problem-solving process
- Recognise the top ten rules of good decision-making



Counselling, providing support, a role model to motivate and inspire... A coach is someone who provides guidance, something we all do at some point in our lives. When working in a team, giving support and presenting opportunities to your partners are part and parcel of the job.

Understanding what coaching is and how to do it effectively is an essential life skill that will definitely come in handy in both your personal as well as working spheres. Learn about the strategies that will make you a better coach in every sense of the word.



### **THIS COURSE WILL BENEFIT:**

Supervisors, managers and those with the potential to lead. Anyone who works in a team setting will also stand to benefit from this course as providing support and guidance is an integral part of teamwork.



### **COURSE HIGHLIGHTS:**

- Understand how coaching can be used to develop your team
- Develop coaching skills to help improve individual performance
- Learn how to carry yourself in the manner, actions and practices of an effective coach
- Recognise your employees' strengths and provide the stimulus they need to succeed
- Identify the problems that your employees may be facing and learn about how you can alleviate them



Everyone needs a lift every now and then. The work environment is one where stress from tight deadlines, pressure to meet goals and dealing with monotony from routine duties meet.

Make them feel valued and recognized for the efforts and hard work they put in. Employees who are motivated become more responsible and productive. Build a dynamic, loyal and energized workforce with the useful tips you will learn from this course. Designed with team leaders in mind, the strategies laid out will increase the drive of your employees, creating an inspired team ready to embrace the challenges that come their way.



### THIS COURSE WILL BENEFIT:

Anyone who works in a team and in the position to motivate and inspire fellow team members. Learning how to motivate is a skill that can be employed in various aspects of your life and will also provide perspective on how you can harness motivational strength for your own personal benefit.



### COURSE HIGHLIGHTS:

- Identify what motivation is
- Learn about common motivational theories and how to apply them
- Learn when to use the carrot, the whip, and the plant
- Discover how fear and desire affect employee motivation
- Explore ways to create a motivational climate and design a motivating job





### **THIS COURSE WILL BENEFIT:**

Anyone who has to conduct performance reviews. The skills learnt in this course will also benefit those who have to review the performance of others and teach you how to give constructive and purpose-driven feedback.

## CONDUCTING EFFECTIVE PERFORMANCE APPRAISALS

The performance review is the perfect time to evaluate your employees' work performance, discuss pertinent issues and provide valuable feedback. Ultimately, it aims to allow your employees to know what areas of their work they can improve upon and learn more about things from your employees' point of view. A discussion of goals and objectives is also important to lay out the targets you want your employees to achieve.

Thus, a performance review can be a turning point that charts the development of the work performance of your employees. That is why supervisors must know what kind of feedback to give, whether positive or negative, and on a regular and timely basis. These skills will radically change the effectiveness of performance reviews and empower your employees to be the best that they can be.



### **COURSE HIGHLIGHTS:**

- Recognise the importance of having a performance appraisal process for employees
- Understand how to work with employees to set performance standards and goals
- Develop skills in observing and giving feedback, listening and asking questions, for improved performance
- Identify an effective interview process and have the opportunity to practise the process in a supportive atmosphere
- Develop strategies for managing employee performance





Companies around the world recognize the increasing importance of Workplace English Proficiency Training. Our Basic English Proficiency Online Modules have been designed for personnel working in service-related industry sectors such as travel and hospitality, healthcare, insurance, finance etc as well as service-related functions such as customer service, sales and after-sales support, to help beef up their proficiency in the use of Basic English.



### **THIS COURSE WILL BENEFIT:**

Anyone who wants to improve their English proficiency and communication skills at the workplace.



### **COURSE HIGHLIGHTS:**

- Identify communication barriers and their solutions
- Gain proficiency in conversational English
- Learn proper pronunciation and enunciation
- Learn proper grammar and sentence structuring



Have you ever needed to exchange your local currency for another country's in order to purchase an item or visit that country? Why do different countries have different currency rates? How did they decide on these rates? The concept of currency did not exist from the start. Have you ever wondered how our early ancestors in the Stone Age bought or obtained the items they needed? 'Money' in itself, was not formed naturally. It was created by men to address our needs.



### **THIS COURSE WILL BENEFIT:**

Anyone who wants to understand how foreign exchange works.



### **COURSE HIGHLIGHTS:**

- History of foreign exchange
- Development of currency
- Characteristics and types of foreign exchange markets
- Currency fluctuations and effects



### **THIS COURSE WILL BENEFIT:**

Anyone running a business and needs financial advice. Those seeking strategies for budgets and forecasting, cash flow management, and raising funds will benefit from this course.

## EFFECTIVE FINANCIAL MANAGEMENT

How confident are you when dealing with finances? Are the numbers in your company bank account worrying? How effective are your plans and forecasts? Managing your finance is the core concern of every business. Day-to-day operation, preparations for the future, and even business relationships all involve finance to some extent.



### **COURSE HIGHLIGHTS:**

- Importance of a business plan with the right business strategy and financial ratios
- Building and reviewing a budget effectively
- Regulating cash flow through customer debt recovery and cost reductions
- Managing suppliers through ensuring security of supply and regulating cost
- Raising finances through banks, lenders and investors



Data is one of the most valuable assets of a company. With the advent of digitisation, it is also one of the most vulnerable, exposing companies to cybercrimes that can have far-reaching impact. Modern business necessitates a robust understanding of security threats in order to avoid costly damages and risks. A solid foundation in cybersecurity ensures that you will be able to identify potential vulnerabilities, and be equipped to take positive steps to ensure the safety and security of your business.



### **THIS COURSE WILL BENEFIT:**

Anyone with an interest to learn about cybersecurity; staff who need to understand high-level business implications, vulnerabilities and protection measures.



### **COURSE HIGHLIGHTS:**

- Introduction to cybersecurity and its relevance to business
- Summary of recent cybersecurity trends
- Walkthrough of common cybersecurity threats and vulnerabilities
- Explanation of how to identify and protect against common cyber threats



### **THIS COURSE WILL BENEFIT:**

All personnel.

## UNCONSCIOUS BIAS

Each human brain has unique wiring that is shaped by life experiences and the people around them. As a result, there is no one-method-for-all to address unconscious bias, and there is no assumption that bias can be completely eliminated.



### **COURSE HIGHLIGHTS:**

- Define unconscious bias and understand how it impacts your life
- Understand the importance of addressing unconscious bias in workplace and personal settings
- Explain the ways to identify and reduce unconscious bias
- Create an action plan to reduce unconscious biases





Social media is hard to avoid in this present day and age. Everywhere you look, you can find mentions of Facebook, murmurs about Twitter, and laughter over a YouTube video.

But as a business looking for marketing opportunities, how does social media come in? Are there any tried and tested methods? Are there mistakes to avoid, and practices to adopt? How can we create and maintain a strong social media presence and so complement our present business marketing strategy? Well, in this course you will have the opportunity to learn all this and more.



### THIS COURSE WILL BENEFIT:

All personnel.



### COURSE HIGHLIGHTS:

- Identify key issues of diversity, equity, and inclusion
- Differentiate between stereotypes, prejudice, and discrimination
- Analyze where marginalization and oppression may occur
- Cultivate a healthy workplace that welcomes neurodiversity
- Apply inclusion and diversity strategies and best practices





People trust leaders with integrity – because they know they are genuine and honest, that they can trust what they say, and that they can rely on the leader to act in accordance with their clearly set beliefs and principles.



### **THIS COURSE WILL BENEFIT:**

Supervisors, managers and those with the potential to lead.



### **COURSE HIGHLIGHTS:**

- Understand why integrity makes a powerful, lasting impact
- Recognize and use the four 'I's of transformational leadership
- Measure and develop authenticity and transformational leadership
- Develop charismatic behaviours and improve your skills of persuasion
- Practice better self-leadership and learn how to transform others