

# TRAINING CALENDAR - 2014 (Soft Skills)



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## Presentation Skills

*Improve confidence, style, structure and impact of your presentations with public speaking training for all levels.*

Presentation Skills - courses		Days
1	Avoiding Death by PowerPoint	1
2	Confident Presenter	2
3	Powerful Presenting	1
4	Presentation Masterclass	1
5	Professional Image & Grooming Skills	2
6	Personal Branding: Maximize Your Personality & Project Professionalism *	2

\* Personal Branding course can claimable under SBL-KHAS

## Personal Impact

*Make the best impression you can and get the results you want. Improve your assertiveness, influencing and rapport building skills.*

Personal Impact - courses		Days
1	Assert Yourself with Confidence	1
2	Developing Personal Impact	2
3	Maximising Your Impact	1
4	Influencing with Impact	1
5	Personal Impact and Presence for Leaders	1
6	Positive Attitude at Workplace	2
7	EQ for Workplace	2
8	TNA & Evaluation	2

## Business Development

*Win more business with essential selling, negotiation, networking, telesales and pitching skills.*

Business Development - courses		Days
1	Telephone Selling	1
2	Business Networking Skills	1
3	Customer Relationship Management	1
4	Essential Mindset & Attitude of a Customer Service	2
5	Presenting and Winning Pitches	1

6	Negotiation Skills	2
7	Consultative Selling	1

### Communication Skills

*Gain effective communication skills; in person, on the phone, by email or through reports, proposals and other business documents.*

#### Communication Skills - courses

		Days
1	Telephone Skills	1
2	Email Skills	1
3	Effective Communication Skills	2
4	<b>Business Writing *</b>	<b>2</b>

\* Business Writing course can claimable under SBL-KHAS

5	Technical Report Writing	2
6	Cultural Awareness	1
7	Proposal Writing	2

### Business Effectiveness

*Get the best from you and your team. Learn essential skills to improve productivity, build rapport and cohesion and develop your people.*

#### Business Effectiveness - courses

		Days
1	Train the Trainer Course	2
2	Time Management	2
3	Managing stress for a healthier life	2
4	Managing Meetings	2
5	Managing Branded Customer Experience	2
6	Customer Service Excellence	2
7	Core Skills for Managers	5
8	Coaching for Managers	2
9	Managing Conflict	2
10	Interviewing Skills for Managers	2
11	Emotional Intelligence	2
12	Young Executive Program	2
13	Effective Supervisory Skills	2
14	The Transition – Executive to Manager	2
15	8 Critical Skills of A Successful Manager	2
16	Leadership 21	2
17	Action Leadership	2
18	Strategic Leadership Communication	2
19	Strategic Planning	2
20	Strategic Thinking & Mind Mapping	2
21	Change Management	2
22	Performance Management – Balanced Scorecard	2
23	Coaching for High Performance	2
24	Finance for Non-Finance Managers	2
25	HR for Non-HR Managers	2

26	Creative & Problem Solving @ Work	2
<b>Media Skills</b> <i>Media and PR training to help you get the best media coverage, handle journalists and get your messages across in a positive light.</i>		
<b>Business Effectiveness - courses</b>		<b>Days</b>
1	Understanding the Media	2
2	Meeting the Media	2
3	Tough and Crisis Media Situations	2
<b>Sales and Marketing Training Courses</b> <i>Designed to meet the needs of employers and informed by the latest thinking in learning and development, our training courses build skills to improve performance.</i>		
<b>Course title</b>		<b>Days</b>
1	Connecting with Customers	1
2	Consultative Selling – A Proven Selling Solution	2
3	Branding For Success Workshop	2
4	Everyone is in Sales!	1
5	Fundamental Selling Techniques	1
6	Successful Negotiating	1
7	Sales Negotiation Skills for Better Cross-Selling and Upselling	2
8	International Sales Negotiation Skills	2
9	Successful Relationship Selling	2
10	Telephone Selling Techniques That Work	2
11	Successful Sales Presentations	2
12	Advertising & Promotion on a Shoestring Budget	2
13	Relationship Marketing	1
14	Integrated Digital Marketing Strategies	2
15	Service from the heart	1
16	Advanced selling strategies	1
17	Successful sales management	1
18	Win New Customers Effortlessly	1
19	How to Lead in Sales	1
20	Strategic Marketing Management	2
21	How To Close Every Sale	1

22	Sales Success System	2
<b>Customer Service Training Courses</b>		
<i>Our Customer Service Training includes everything you need for your customer service team to provide world class service. In today's competitive environment, it is more important than ever to create a strong service culture supported by skills to build loyal relationships with your customers and a better working environment for your employees.</i>		
<b>Challenging Situations - courses</b>		<b>Day</b>
1	Conflict Resolution for Employees	1
2	Handling Customer Complaints Training	1
3	Workplace Problem Solving Training for Employees	1
<b>Communication Skills - courses</b>		
1	Business Writing Skills Training for Employees	2
2	Listening To Customers Training	2
3	Effective Employee Communication Training	2
<b>Customer Communications - courses</b>		
1	Email Best Practices For Employees Training	2
2	Customer Service Phone Training - Phone Skills	1
<b>Customer Relationship Management - courses</b>		
1	Customer Service Skills Training	2
2	Customer Loyalty Training - Maintain Customer Loyalty	2
3	Identifying Customer Needs Training	2
4	Turn Satisfied Customers into Repeat Customers Training	2
<b>Employee Attitude - courses</b>		
1	Maintaining a Positive Attitude Training for Employees	2
2	Workplace Stress Management Training - Wellness Training	2
<b>General Workplace Skills - courses</b>		
1	Team Building Training for Employees - Workplace Team Building	2
2	Employee Time Management Training Course	2
<b>Supervising Customer Care Staff- courses</b>		
1	Employee Performance Training For Supervisors	2
2	Customer Service - How to Promote Among Staff Training	2

3	Employee Motivation Training - Staff Motivation Tips	2
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## Human Resources Training Courses

*In every company, Human Resources (HR) training in many employee-related and legally-related topics is mandatory, especially for managers and supervisors. We need to equip our employees to handle their employee relations responsibilities competently. But, for maximum positive impact and learning, we need to make the training motivational and engaging.*

Course title		Days
1	Diversity and Inclusion	2
2	Diversity - Valuing the Human Kaleidoscope	2
3	Cultural Diversity in the Workplace	2
4	International Teambuilding	2
5	International Negotiation	2
6	Employment Law for HR Professionals	2
7	Harassment Prevention	1
8	How To Be a Successful Interviewer	2
9	Overcoming Negativity in the Workplace	1
10	Preparing for the Employee Free Choice Act (EFCA)	1
11	Sexual Harassment in the Workplace	1
12	The Conference on Leadership Development and Teambuilding	1
13	Dealing Effectively With Unacceptable Employee Behavior	1
14	The Workshop for Personnel/HR Assistants	2

## Leadership Training Courses

*A successful leader knows where a company's industry is going and how to respond. Fostering teamwork at all levels, this executive can align individuals behind a single vision and strategy—and turn the ship when it's time for a new direction. The following programs will enhance your ability to overcome organizational challenges, build the right team, embrace change, and drive company performance.*

Course title		Days
1	Leadership, Management, and Supervisory Skills for Laboratory Personnel (LAMP)	4
2	8D (Eight Disciplines) Problem Solving Methodology	2
3	Management / Leadership Development Program	2
4	Creative Leadership	2
5	Business Etiquette and Corporate Governance for an Excellent Organization	2
6	Management Skills	3
7	Leadership Skills: Building Success through Teamwork	3
8	The Art of Coaching: Enabling Employees to Achieve Their Potential	2
9	Emotional Intelligence: Achieving Leadership Success	3
10	Applying Strategic Thinking to Operational Management	3
11	Developing Your Leadership Voice	3
12	Facilitation Skills	3

13	Preparing for Executive Leadership	3
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### Safety Training

*It is the employer's legal responsibility to educate employees on all workplace safety standards and the hazards that their employees may face while on the job.*

Course title		Days
1	OSHA Safety Training	4
2	First Aid Training	2

### ISO Training

*Our quality management training appeals to all learning styles, enhances the delegates' learning experience and achieves a better level of understanding at the end of the course.*

Course title		Days
1	Lead Auditor Training	2
2	ISO 9001:2008 (QMS Awareness & Internal Audit) Training	2
3	ISO 14001:2004 (EMS Awareness & Internal Audit) Training	2

- ▶ *Training Dates and Fees Subject to change without prior notice.*
- ▶ All courses claimable under PSMB/HRDF under SBL
- ▶ All workshop outlines can be further customized
- ▶ All prices inclusive training materials

