

# Professional Courses

All workshops may be customised to one day or two days.

## Personal Peak Performance Series

Time and Stress Management to Double Your Productivity \*  
 Building Resilience to Scale Greater Heights \*  
 Impactful Email Writing Skills \*  
 Communication Skills – Good Communicators leave an impression

## Sales & Negotiation Series

Advanced Negotiation Skills for Impactful Success \*  
 Go-Giver Negotiation Skills for An All-Win Result \*  
 Winning and Retaining Customers \*  
 Managing Difficult Conversations to Gain Greater Share of Wallet \*  
 Network Your way To Greater Success  
 Closing Sales Effectively

## Service Excellence Series

Cutting Edge Customer Service in the New World \*  
 Customer Centricity \*

## Team Building Series

Conflict Management Skills for better Work Productivity \*  
 Leveraging Multi-Gen and Cultural Diversity to Build a High Performance Team \*  
 Leading Self  
 Leading Teams  
 Leading Organisation  
 Collaboration Skills  
 Conflict Management  
 Influence and Assertiveness  
 Workplace Diversity

## Performance Management Series

Positive Performance – Performance Management  
 (Performance Management in achieving productivity and effectiveness)  
 Effective Performance Management  
 (Process awareness necessary to conduct appraisal meeting more effectively)  
 Effective Coaching and Mentoring Skills

## Presentation and Story Telling Skills Series

Essential Presentation Skills  
 Advanced Presentation Skills  
 Story Telling Skills

## Leadership Excellence and Development Series (using Transactional Analysis)

Personal Effectiveness for Executives and Managers  
 Team Development for AVPs and VPs  
 Leadership Excellence for SVPs and Directors  
 Contextual Leadership – Creating Balance Leadership  
 Effective Leadership Practices  
 Leading & Managing Change

## Trainer(s)

Maxine Teo  
 Maxine Teo  
 Maxine Teo  
 Gordon Aw

Maxine Teo  
 Maxine Teo  
 Maxine Teo  
 Maxine Teo  
 Maxine Teo  
 Gordon Aw

Maxine Teo  
 Maxine Teo

Maxine Teo  
 Maxine Teo  
 Edward Foong  
 Edward Foong  
 Edward Foong  
 Edward Foong  
 Gordon Aw  
 Gordon Aw  
 Gordon Aw

Gordon Aw

Edward Foong

Edward Foong

Edward Foong  
 Edward Foong  
 Edward Foong

Sophie Tay / Lim Chin Leng  
 Sophie Tay / Lim Chin Leng  
 Sophie Tay / Lim Chin Leng  
 Gordon Aw  
 Gordon Aw  
 Gordon Aw