



Professional Skills Training

Staying Ahead of Competition

In today's business scenario, senior executives and executives alike find themselves compelled to make the right decision on issues with multiple dimensions at the drop of a hat.

As the business scenario changes, they must quickly assess new opportunities and put in place the necessary strategies to take advantage of them. We work closely with academic and industry experts with forward thinking minds to design and deliver our executive courses so that they are practical and the latest in demand skills.

Every course is interactive, participatory and includes reinforcement activities. This helps professionals to make good decisions and learn how new concepts, which will allow them to embrace change so as to catalyse success in their industries.



Soft Skills Training

Personal & Interpersonal Skills

Essential to Differentiating Yourself

In this increasingly competitive world, the accomplishment of jobs has evolved to more than just having qualifications and technical skills. In addition to better occupational knowledge, employers are also looking out for employees with 'softer' management skills.

Soft skills are personal attributes and competences that enhance an individual's ability to interact effectively with others and are broadly applicable both in and outside the workplace. Soft skills are actually life skills that everyone should have to enhance professional relationships and job performance in order to become more successful at specific stages of life and career.



2017 Programme Calendar

UP TO 400% TAX REBATE/ 40% CASH PAYOUT

Companies can claim 400% tax deductions or 40% cash payout of total training expenditure under the Productivity and Innovation Credit (PIC) Scheme. Please contact us for more details.

PROGRAMME	FACILITATOR	DURATION	FEE(S)	DATES
BEHAVIOURAL PSYCHOLOGY				
The Mentor Leader : Mentoring Secrets to Building People and Teams that Win Consistently	Leonardo Talpo	1	500	20 Jan 4 Aug
Art of Influencing Skills - Getting others to take action, using influence	Patrick O'Brien	1	500	17 Mar 8 Sept
Body Language & Self Confidence - Powerful Tools for Effective Communication	Patrick O'Brien	1	500	10 Feb 25 Aug
Secrets of Persuasion - Learn the Psychology of Persuasion and Influence	Michael Lum	2	850	23 & 24 Mar 12 & 13 Oct
Stop Pushing me Around ! - Positive Assertiveness in the Workplace	Michael Lum	2	850	23 & 24 Feb 16 & 17 Nov
Anger and Stress Management - Defusing Anger into Constructive Energy at Work	Michael Lum	1	500	2 Mar 14 Jul 3 Nov
Make that Critical Breakthrough in Life with Mindfulness - Overcome the invisible barriers with clarity and freedom of the mind	Yeo Chong Yuen	1	500	19 May 20 Oct
Be the Successful Manager with an Edge - A Mindfulness Approach	Yeo Chong Yuen	1	500	17 Jan 7 Apr 21 Jul
SERVICE EXCELLENCE				
Winning Unhappy Customers in Service Recovery - Turning Unhappy Customers into Money	Catherine Syn	1	500	12 Jan 9 Jun
Handling Angry, Hostile and Abusive Customers	Catherine Syn	1	500	23 Feb 1 Aug
Telephone Etiquette Mastery- Effective Telephone Etiquette Skills for Best Customer Satisfaction and Great Result	Catherine Syn	1	500	23 Jan 8 Sept
Beyond 'Hello' - A Practical Guide for Excellence in Customer Care and Loyalty	Catherine Syn	1	500	17 Feb 15 Aug
Managing Upset Customers Constructively and Learning from Service Breakdowns	Catherine Syn	1	500	16 Mar 27 Sept
Pleasing Difficult Customers Professionally - Creating Delight, Preventing Dissatisfaction, and Pleasing Your Hardest-to-Please	Catherine Syn	1	500	11 Apr 16 Nov
PERSONAL EFFECTIVENESS & MASTERY				
Ultimate Guide for Secretary, PA, Admin Managers and Executive Assistant	Catherine Syn	1	500	27 Feb 2 Jun
Think Like Leonardo da Vinci - Improve your Creative Imagination	Michael Lum	2	850	30 & 31 Mar 17 & 18 Aug
The Heart At Work' Mindset™- Fuel your work with positive energy to increase work productively	Catherine Syn	1	500	3 Mar 3 Nov
Effective Office Skills for Administrative Support Staff - Acquire Tools to becoming the Ultimate Administrative Support Staff	Catherine Syn	1	500	31 Mar 7 Jul
Speed Reading for Knowledge Management and Critical Analysis - High Impact Speed Reading Techniques for Busy Executives and Business Professionals	Daniel Theyagu	1	500	10 Mar 7 Jul 6 Nov
Razor Sharp Memory for Personal Success, Greater Productivity and Effectiveness	Daniel Theyagu	1	500	17 Feb 4 Aug
Nobody Told Me!™ - How to be Proactive, Productive and Resourceful	Daniel Theyagu	1	500	27 Mar 24 Nov
Presentational Skills & Storytelling Techniques Start embracing storytelling to engage, influence, and bring your ideas to life	Patrick O'Brien	1	500	20 Jan 28 Jul
Influential Writing - Writing for Influence and Impact	Patrick O'Brien	1	500	17 Feb 6 Oct
Mind Your English Language and Grammar Brush Up - From Singlish to Standard English	Sandra Sandu	1	500	8 Mar 22 Jun 31 Oct
Fine Tune Your English Grammar (Advanced Level)	Sandra Sandu	1	500	11 Jul 2 Nov
Word Power! Build Your Vocabulary	Sandra Sandu	1	500	17 Feb
Pronunciation Matters! - Build your Voice Fluency and Speak Confidently	Sandra Sandu	1	500	30 Jun 6 Sept
Perfect Your Elevator Pitch Through Digital Storytelling - Storytelling for Anyone Who Needs to Create Awareness and Win Advocates in a Digital Age	Angeline Koh	2	850	10 & 13 Mar 6 & 9 Oct
A Journey in Self Discovery through Digital Storytelling - A life-transforming adventure	Angeline Koh	2	850	13 & 16 Jan 7 & 10 Apr

PROGRAMME	FACILITATOR	DURATION	FEE(S)	DATES
Influencing Difficult People in the Workplace - Strategies to deal with toxic relationships	Nancy Yeo	1	500	1 Mar 6 Nov
Presentation Truths Exposed: Techniques That Captivate The Hearts And Minds of Your Audience	Kelvin Lee	2	850	25 & 26 Apr 10 & 11 Oct

LEADERSHIP, SUPERVISORY AND MANAGERIAL SKILLS

Moving up To Management: Leadership & Management Skills for New Supervisors and Senior Officers	Catherine Syn	1	500	9 Mar 25 Aug
Leadership Conversations™: Challenging High Potential Managers to Become Great Leaders	Leonardo Talpo	2	850	9 & 10 Mar 12 & 13 Oct
Becoming a Remarkable Leader - Unlock the Key to Become an Exceptional Leader	Leonardo Talpo	2	850	16 & 17 Feb 24 & 25 Aug
Mastering Managerial & Supervisory Skills - Modeling, Inspiring & Getting the best from your people	Leonardo Talpo	1	500	13 Feb 3 Nov
Core Skills for Leading Your Self - The Leader in You, is built on EQ	Patrick O'Brien	1	500	24 Mar 7 Nov

SALES & MARKETING

Sell Like a 'Doctor'® - Consultative Selling	Andrew Soong	1	450	7 Apr 8 Sept
Effective Sales Preparation for Maximum Results	Andrew Soong	1	450	12 May 6 Oct

BUSINESS & EMAIL WRITING SKILLS

Better Business Writing Skills for Administrative Support Professionals	Catherine Syn	1	500	24 Mar 13 Oct
High Impact Business and Proposal Writing	Sandra Sandu	1	500	18 Jan 10 Jul
Powerful Email Techniques to Write Better Emails and Get More Done Faster than Ever Before	Sandra Sandu	1	500	23 Feb 4 May 9 Nov
Writing in Response to Customer Complaints	Sandra Sandu	1	500	9 Mar 26 Oct 1 Dec
Proofreading for Zero Grammar Errors	Sandra Sandu	1	500	28 Feb 30 Jun 2 Nov

COMMUNICATIONS

Managing Problematic Discussions for a Positive Outcome - Turning problematic conversation into an effective dialogue	Leonardo Talpo	1	500	17 Mar 17 Nov
Keys to Persuasive communication for Leaders - Brain influencing secrets to trigger "Yes" response in People	Leonardo Talpo	1	500	23 Jan 14 Jul

SECURITY, FRAUD & INVESTIGATION

Organised Crime and Terrorism Linkages	Dr Bibhu Prasad Routray	1	500	29 Mar 25 Aug
Terrorism and its Urban Targets - Threats from the Lone-wolves and the Self-Radicalised	Dr Bibhu Prasad Routray	1	500	24 Feb 29 Sept
Fight Against Terrorism - Intelligence, Target Hardening and the Special Forces	Dr Bibhu Prasad Routray	1	500	3 Mar 27 Oct
Workplace Security - Security Challenges, Vulnerabilities and Impacts of Security Threats on Organizations	Shairi	1	450	21 Apr 3 Nov
Interrogation Vs Investigative - Interview Implication on Evidence	Shairi	2	900	15 & 16 Feb 12 & 13 Oct
Combating Fraud : 360 degrees in Fraud Risk Management	Jessica Hong	2	850	10 & 11 Apr 23 & 24 Oct
Effective Debt Collection and Recovery - Learn the key to tackle debt collection issues and minimizing bad debts	Jessica Hong	1	500	12 Apr 25 Oct

LAW & ETHICS

Drafting & Vetting of Commercial Contracts - An important essential guide to understanding pitfalls and managing problems in Commercial Contracts	David Shanmugam	1	500	25 Jan 13 Jul
Drafting and Vetting Landlord and Tenancy Agreements	David Shanmugam	1	500	15 Feb 11 Oct
A Practical Approach To Drafting Vetting Procurement Agreements	David Shanmugam	1	500	22 Mar 16 Aug
Art of Negotiating Commercial Contracts	David Shanmugam	1	500	19 Apr 28 Nov

The information provided in this publication is accurate at the time of printing. Centre For Behavioral Science Pte Ltd reserves the right to vary the information provided in this publication at any time without prior notice.

Customized Training and Development

CBS Training offers training solutions that deliver positive cost benefits, maximise employees' potential and increase productivity to our client organisations. We work closely with our clients to understand their training objectives and needs during the programme development process.



Benefits to you

Professional Training Support, Coordination and Evaluation

A training project coordinator is assigned specifically to partner with you on your company's training projects assessing needs, overseeing course development, finding and hiring instructors, scheduling classes, ordering materials, registering participants, and following through with evaluation tools to make sure your employees and managers achieve their training objectives.

High Quality Training Customized to Your Company's Needs

We work with you to ensure training is focused on your needs and is consistent with your company's business philosophy and culture.

Improved Employee Performance

Job specific customized training can enhance performance, increase productivity, and improve morale.

Attract and Retain Skilled Employees

In the current job market employees value companies that invest in their development.

Expert Instruction by Facilitators

We draw upon experts from a variety of fields and match instructors to your company's personality and needs. We can also develop your internal experts as trainers.

Flexible Scheduling

Besides providing training externally, we can also bring training to your site according to your needs.

A Partner Focused on Your Business Success

We are part of the business community and are committed to the long term development of the training industry in Singapore. We will do our utmost to ensure your needs are met because we believe in long term business partnership.

The Approach

Customised corporate programs based on the following key principles



Partnerships

Developed in partnership between us and the client organisation



Alignment

Clearly linked to the organisation's strategic objectives



Outcomes Focused

Designed to meet identified learning objectives and the latest in management thinking is provided



Practicality

Based on appropriate management theory but are delivered in a highly practical and applied context



Evaluation and Improvement

The learning process is regularly evaluated to ensure that new organisational objectives are incorporated.



Quality

Program faculty are carefully selected to meet client needs and to facilitate the optimum learning outcomes for participants

Stay in Touch With us



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