

| COURSES | FACILITATOR | DURATION | FEES | DATES |
|---|------------------|----------|------|-----------------|
| BEHAVIOURAL PSYCHOLOGY | | | | |
| Body Language & Self-Confidence | Patrick O'Brien | 1 | 500 | 25 Aug |
| The Psychology of Dynamic Negotiation - Acquire Dynamic Negotiation Tactics and Psychological Strategies for win-win outcome | Wekie Tay | 1 | 500 | 30 Aug |
| WORRIERS TO WARRIORS™ - Managing Day to Day Emotions and Stress | Angie Toh | 1 | 500 | 16 Oct |
| Standing Out from the Crowd as a Manager - With Mindfulness | Yeo Chong Yuen | 1 | 500 | 20 Oct |
| Develop Inner Peace and Joy with Mindfulness | Yeo Chong Yuen | 1 | 500 | 10 Nov |
| Anger and Stress Management - Defusing Anger into Constructive Energy at Work | Michael Lum | 1 | 500 | 3 Nov |
| Stop Pushing Me Around! - Positive Assertiveness in the Workplace | Michael Lum | 2 | 850 | 16 & 17 Nov |
| Understand the Psychology behind Dealing with Difficult People | Sandra Daniel | 1 | 500 | 20 Nov |
| Emotional Intelligence to Influence and Persuade | Sandra Daniel | 1 | 500 | 15 Nov |
| COACHING IN THE MOMENT - A must-have skill for busy leaders to get work done and develop people at the same time with less time | Tan Swee Heng | 1 | 500 | 14 Nov |
| Different Strokes for Different Folks - Learn the Psychology of How People are Motivated Differently | Tan Swee Heng | 1 | 500 | 20 Sep |
| SERVICE EXCELLENCE | | | | |
| Beyond 'Hello' - A Practical Guide for Excellence in Customer Care and Loyalty | Catherine Syn | 1 | 500 | 15 Aug |
| Managing Upset Customers Constructively and Learning from Service Breakdowns | Catherine Syn | 1 | 500 | 27 Sep |
| Handling Angry, Hostile and Abusive Customers | Catherine Syn | 1 | 500 | 1 Aug |
| PERSONAL EFFECTIVENESS & MASTERY | | | | |
| Razor Sharp Memory for Personal Success, Greater Productivity and Effectiveness | Daniel Theyagu | 1 | 500 | 4 Aug |
| The Leader as Storyteller Workshop: Improving your Organizational Motivation and Productivity | Daniel Theyagu | 1 | 500 | 16 Aug |
| Speed Reading for Knowledge Management and Critical Analysis | Daniel Theyagu | 1 | 500 | 6 Nov |
| Nobody Told Me! - How to be Proactive, Productive and Resourceful | Daniel Theyagu | 1 | 500 | 24 Nov |
| Mind your English Language and Grammar Brush Up - From Singlish to Standard English | Sandra Sandu | 1 | 500 | 16 Aug 31 Oct |
| Say It Right! Pronunciation and Voice Fluency | Sandra Sandu | 1 | 500 | 6 Sep |
| Fine Tune your English Grammar (Advanced Level) | Sandra Sandu | 1 | 500 | 2 Nov |
| PRESENTING TO IMPRESS - Wow your audience with no jitters | Sandra Sandu | 1 | 500 | 30 Nov |
| Presentation Skills & Storytelling Techniques - Start Embracing Storytelling to Engage, Influence, and bring your Ideas to Life | Patrick O'Brien | 1 | 500 | 8 Sep |
| Influential Writing - Writing for Influence and Impact | Patrick O'Brien | 1 | 500 | 6 Oct |
| Dynamic Facilitation Skills - Learn how to better deliver facilitated sessions such as meetings, focus group discussions and action planning strategies | Wekie Tay | 1 | 500 | 27 Sep |
| Presentation Design Truths Exposed! | Kelvin Lee | 2 | 850 | 10 & 11 Oct |
| Turn your Fear into F.I.R.E.: How to Boost your Self-Confidence for Success at Work and in Life | Karolina Gwinner | 1 | 500 | 10 Oct |
| Achieving Extraordinary Results Through Game of Thoughts | John Teo | 1 | 500 | 5 Sep |
| Influencing Difficult People in the Workplace - Strategies to Deal with Toxic Relationships | Nancy Yeo | 1 | 500 | 6 Nov |
| Ultimate Guide for Secretary, PA, Admin Managers and Executive Assistant | Catherine Syn | 1 | 500 | 3 Nov |
| The Heart At Work' Mindset™- Fuel your Work with Positive Energy to Increase Work Productively | Catherine Syn | 1 | 500 | 8 Dec |
| OWN THE STAGE - How to Deliver Powerful Presentations, Command the Room as a Speaker and Captivate the Audience | Ashok Miranda | 2 | 850 | 27 Oct |
| How to Create like Leonardo Da Vinci - Thinking Creativity at Work | Michael Lum | 2 | 850 | 17 & 18 Aug |



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| LEADERSHIP, SUPERVISORY AND MANAGERIAL SKILLS | | | | |
| The Mentor Leader™ - Secrets to Building People and Teams that Win Consistently | Leonardo Talpo | 1 | 500 | 4 Aug |
| Becoming a Remarkable Leader - Unlock the Key to Become an Exceptional Leader | Leonardo Talpo | 1 | 500 | 21 & 22 Sep |
| Leadership Conversations™: Challenging High Potential Managers to Become Great Leaders | Leonardo Talpo | 2 | 850 | 12 & 13 oct |
| Mastering Managerial and Supervisory Skills | Leonardo Talpo | 1 | 500 | 3 Nov |
| Core Skills for Leading Yourself - The Leader in You, is Built on EQ | Patrick O'Brien | 1 | 500 | 7 Nov |
| Lead with Impact© | Angie Toh | 2 | 850 | 16 & 17 Nov |
| Managing a Multi-Generation Work Team - Communicate better with your colleagues from different generations | Wekie Tay | 1 | 500 | 25 Oct |
| FIRE THE TEAM UP! - Building High Performance Teams | Tan Swee Heng | 1 | 500 | 27 Sep |
| Unleash your Inner S.H.I.N.E.: High-Impact Leadership Programme for Women | Karolina Gwinner | 1 | 500 | 1 Dec |
| SALES & MARKETING | | | | |
| High Impact Content Marketing for the Digital World | Swati Joshi | 1 | 500 | 22 Sep |
| Professional Certification in Social Media Marketing | Swati Joshi | 2 | 850 | 12 & 13 Oct |
| THE POWER OF RECIPROCITY MARKETING | Ashok Miranda | 1 | 500 | 15 Nov |
| GETTING CUSTOMERS TO "LOVE" YOUR BRAND - How to Create "WOW" Customer Experiences in the Digital Age that Builds Loyalty and Consistently Drives Repeat Business | Ashok Miranda | 1 | 500 | 29 Nov |
| 'THE POWER OF THE INBOX - New Dynamic Email Marketing Strategies that Drive Engagement and Conversions | Ashok Miranda | 1 | 500 | 13 Sep |
| BUSINESS & EMAIL WRITING SKILLS | | | | |
| Powerful Email Techniques to Write Better Emails and Get More Done Faster than Ever Before | Sandra Sandu | 1 | 500 | 17 Aug 9 Nov |
| High Impact Reports and Proposals Writing - Mastering the techniques of professional report & proposal writing | Sandra Sandu | 1 | 500 | 11 Sep |
| Writing in Response to Customer Complaints | Sandra Sandu | 1 | 850 | 26 oct |
| Proofreading for Zero Grammar Errors | Sandra Sandu | 1 | 500 | 1 Dec |
| Better Business Writing Skills for Administrative Support Professionals | Catherine Syn | 1 | 500 | 7 Dec |
| Write Professionally for Communication Success | Sandra Daniel | 1 | 850 | 8 Dec |
| COMMUNICATIONS | | | | |
| Managing Problematic Discussions for a Positive Outcome - Turning Problematic Conversation into an Effective Dialogue | Leonardo Talpo | 1 | 500 | 21 Nov |
| SECURITY, FRAUD & INVESTIGATION | | | | |
| Combating Fraud: 360 Degrees in Fraud Risk Management | Jessica Hong | 2 | 850 | 23 & 24 Aug |
| Interrogation Vs Investigative - Interview Implication on Evidence | Shairi | 2 | 900 | 11 & 12 Dec |

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.



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