



CORPORATE TRAINING CALENDAR 2018

CBS CENTRE FOR
BEHAVIORAL SCIENCE

Professional Training for the Real World

CUSTOMIZED TRAINING & DEVELOPMENT

CBS offers tailored 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.

Our Approach

Customised corporate programs is 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 & 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

PROGRAMME CALENDAR 2018

COURSES	FACILITATOR	DURATION	FEES	DATES
BEHAVIOURAL PSYCHOLOGY				
Body Language & Self Confidence - Powerful Tools for Effective Communication	Patrick O'Brien	1	500	16 Mar 28 Sep
Secrets of Persuasion - Learn the Psychology of Persuasion and Influence	Michael Lum	2	850	5 & 6 Mar 19 & 20 July
Stop Pushing Me Around! - Positive Assertiveness in the Workplace	Michael Lum	2	850	12 & 13 Mar 16 & 17 Aug
Anger and Stress Management - Defusing Anger into Constructive Energy at Work	Michael Lum	1	500	7 Mar 25 July 10 Oct
WORRIERS TO WARRIORS™ - Managing Day to Day Emotion and Stress	Angie Toh	1	500	29 Jan 28 Sep
Standing Out from the Crowd as a Manager - With Mindfulness	Yeo Chong Yuen	1	500	19 Jan 26 Oct
Develop Inner Peace and Joy with Mindfulness	Yeo Chong Yuen	1	500	29 Mar 27 July 9 Nov
Understand the Psychology behind Dealing with Difficult People	Sandra Daniel	1	500	21 Mar 10 May 28 Aug
Emotional Intelligence to Influence and Persuade	Sandra Daniel	1	500	22 Mar 28 June 14 Nov
Different Strokes for Different Folks - Learn the Psychology of How People are Motivated Differently	Tan Swee Heng	1	500	14 Mar 14 Sep
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	1 Feb 23 Oct
THE PSYCHOLOGY OF DYNAMIC NEGOTIATION - Acquire Dynamic Negotiation Tactics and Psychological Strategies for Win-Win Outcome	Wekie Tay	1	500	21 Mar 29 Aug

SERVICE EXCELLENCE				
Wooing Unhappy Customers in Service Recovery - Turning Unhappy Customers into Money	Catherine Syn	1	500	11 Jan 7 June
Handling Angry, Hostile and Abusive Customers	Catherine Syn	1	500	8 Feb 14 Aug
Beyond 'Hello' - A Practical Guide for Excellence in Customer Care and Loyalty	Catherine Syn	1	500	23 Jan 29 Aug
Managing Upset Customers Constructively and Learning from Service Breakdowns	Catherine Syn	1	500	27 Mar 27 Sep
Pleasing Difficult Customers Professionally - Creating Delight, Preventing Dissatisfaction, and Pleasing Your Hardest-to-Please	Catherine Syn	1	500	16 July

PERSONAL EFFECTIVENESS & MASTERY				
Achieving Extraordinary Results through Game of Thoughts	John Teo	1	500	2 Mar 6 July 29 Nov
Ultimate Guide for Secretary, PA, Admin Managers and Executive Assistant	Catherine Syn	1	500	2 Mar 11 May 15 Nov
'The Heart At Work' Mindset™ - Fuel your Work with Positive Energy to Increase Work Productivity	Catherine Syn	1	500	15 Mar 22 Nov
Think Like Leonardo da Vinci - Improve your Creative Imagination	Michael Lum	2	850	19 & 20 Mar 20 & 21 Sep
Speed Reading for Knowledge Management and Critical Analysis	Daniel Theyagu	1	500	27 Feb 12 July 30 Nov
Razor Sharp Memory for Personal Success, Greater Productivity and Effectiveness	Daniel Theyagu	1	500	1 Mar 18 May 28 Aug
Nobody Told Me!™ – How to be Proactive, Productive and Resourceful	Daniel Theyagu	1	500	26 Mar 27 June 16 Nov
THINK F.A.S.T.™ – Making Effective Decision for Dramatic Impact	Daniel Theyagu	1	500	6 Jan 5 Oct
Presentational Skills & Storytelling Techniques - Start Embracing Storytelling to Engage, Influence and Bring your Ideas to Life	Patrick O'Brien	1	500	12 Jan 16 Aug

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PERSONAL EFFECTIVENESS & MASTERY				
Influential Writing - Writing for Influence and Impact	Patrick O'Brien	1	500	9 Feb 11 Oct
Mind Your English Language and Grammar Brush Up - From Singlish to Standard English	Sandra Sandu	1	500	19 Jan 7 Mar 12 June 30 Aug 17 Oct 5 Dec
Fine Tune Your English Grammar (Advanced Level)	Sandra Sandu	1	500	31 Jan 18 July 2 Nov
Effective Meeting Minutes Writing - Prepare and Publish Minutes with Perfection	Sandra Sandu	1	500	26 Jan 12 Sep
Say It Right! Pronunciation and Voice Fluency	Sandra Sandu	1	500	16 Mar 24 July 20 Nov
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	23 Mar 26 Oct
Influencing Difficult People in the Workplace - Strategies to Deal with Toxic Relationships	Nancy Yeo	1	500	15 Jan 22 Oct
Presentation Truths Exposed: Techniques That Captivate The Hearts And Minds of Your Audience	Kelvin Lee	2	850	25 & 26 Apr 10 & 11 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	7 Feb 19 Sep
OWN THE STAGE - How to Deliver Powerful Presentations, Command the Room as a Speaker and Captivate the Audience	Ashok Miranda	1	500	18 Apr 7 Sep

LEADERSHIP, SUPERVISORY AND MANAGERIAL SKILLS				
Leadership Conversations™: Challenging High Potential Managers to Become Great Leaders	Leonardo Talpo	2	850	8 & 9 Mar 19 & 20 July
Mastering Managerial & Supervisory Skills - Modeling, Inspiring & Getting the Best from your People	Leonardo Talpo	1	500	28 Feb 20 June 23 Nov
Becoming a Remarkable Leader - Unlock the Key to Become an Exceptional Leader	Leonardo Talpo	2	850	1 & 2 Feb 20 & 21 Sep
The Mentor Leader - Secrets to Building People and Teams that Win Consistently	Leonardo Talpo	1	500	19 Jan 3 Aug
Core Skills for Leading Your Self - The Leader in You, is built on EQ	Patrick O'Brien	1	500	15 May 13 Nov
Lead with Impact ©	Angie Toh	2	850	5 & 6 Mar 26 & 27 July 19 & 20 Nov
The Leader as Storyteller Workshop: Improving your Organizational Motivation and Productivity	Daniel Theyagu	1	500	27 Apr
Unleash your Inner S.H.I.N.E.: High-Impact Leadership Programme for Women	Karolina Gwinner	1	500	10 Apr 25 Sep
FIRE THE TEAM UP! - Building High Performance Teams	Tan Swee Heng	1	500	23 Jan 30 Oct
MANAGING A MULTI-GENERATIONAL WORK TEAM - Communicate Better with your Colleagues from Different Generations	Wekie Tay	1	500	31 Jan 3 Oct

SALES & MARKETING				
Sell Like a 'Doctor'® - Consultative Selling	Andrew Soong	1	500	6 Apr 7 Sep
Effective Sales Preparation for Maximum Results	Andrew Soong	1	500	30 Apr 5 Oct
PROFESSIONAL CERTIFICATION IN SOCIAL MEDIA MARKETING	Swati Joshi	2	850	24 & 25 May 1 & 2 Nov
HIGH IMPACT CONTENT MARKETING FOR THE DIGITAL WORLD - Create Impactful and Engaging Content to get more Potential Clients	Swati Joshi	1	500	19 Apr 12 Oct
THE POWER OF RECIPROCITY MARKETING	Ashok Miranda	2	850	23 May 18 Oct

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SALES & MARKETING				
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	19 June 28 Nov
THE POWER OF THE INBOX - New Dynamic Email Marketing Strategies that Drive Engagement and Conversions	Ashok Miranda	1	500	16 May 4 Oct
BUSINESS & EMAIL WRITING SKILLS				
Write Professionally for Communication Success	Sandra Daniel	1	500	30 Jan 25 Apr 1 Oct
Better Business Writing Skills for Administrative Support Professionals	Catherine Syn	1	500	28 Mar 18 Oct
High Impact Reports and Proposal Writing	Sandra Sandu	1	500	27 Feb 21 June 16 Oct
Powerful Email Techniques to Write Better Emails and Get More Done Faster than Ever Before	Sandra Sandu	1	500	1 Mar 14 May 5 Sep 7 Dec
Writing in Response to Customer Complaints	Sandra Sandu	1	500	18 Jan 14 Mar 31 July 30 Nov
Proofreading for Zero Grammar Errors	Sandra Sandu	1	500	1 Feb 17 May 30 July 10 Dec
COMMUNICATIONS				
Managing Problematic Discussions for a Positive Outcome - Turning Problematic Conversation into an Effective Dialogue	Leonardo Talpo	1	500	16 Mar 16 Nov
Secrets to Persuasive Communication for Leaders - Unlock the Secrets to Trigger "Yes" Response in People	Leonardo Talpo	1	500	23 Jan 20 April 13 July
SECURITY, FRAUD & INVESTIGATION				
Organised Crime and Terrorism Linkages	Dr Bibhu Prasad	1	500	25 June
Terrorism and its Urban Targets - Threats from the Lone-wolves and the Self-Radicalised	Dr Bibhu Prasad	1	500	26 Sep
Fight Against Terrorism - Intelligence, Target Hardening and the Special Forces	Dr Bibhu Prasad	1	500	25 Sep
Interrogation Vs Investigative - Interview Implication on Evidence	Shairi	2	900	10 & 11 May 6 & 7 Dec
Combating Fraud: 360 Degrees in Fraud Risk Management	Jessica Hong	2	850	28 & 29 July
Effective Debt Collection and Recovery - Learn the Key to Tackle Debt Collection Issues and Minimizing Bad Debts	Jessica Hong	1	500	30 Aug

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.

SOFT SKILLS TRAINING

Personal & Interpersonal Skills

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.

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 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.



Stay In Touch With Us

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