CORPORATE TRAINING CALENDAR 2018
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

### BEHAVIOURAL PSYCHOLOGY

<table>
<thead>
<tr>
<th>COURSES</th>
<th>FACILITATOR</th>
<th>DURATION</th>
<th>FEES</th>
<th>DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Language &amp; Self Confidence - Powerful Tools for Effective Communication</td>
<td>Patrick O’Brien</td>
<td>1</td>
<td>500</td>
<td>16 Mar</td>
</tr>
<tr>
<td>Secrets of Persuasion - Learn the Psychology of Persuasion and Influence</td>
<td>Michael Lum</td>
<td>2</td>
<td>850</td>
<td>5 &amp; 6 Mar</td>
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<tr>
<td>Stop Pushing Me Around! - Positive Assertiveness in the Workplace</td>
<td>Michael Lum</td>
<td>2</td>
<td>850</td>
<td>12 &amp; 13 Mar</td>
</tr>
<tr>
<td>Anger and Stress Management - Defusing Anger into Constructive Energy at Work</td>
<td>Michael Lum</td>
<td>1</td>
<td>500</td>
<td>7 Mar</td>
</tr>
<tr>
<td>WORRIERS TO WARRIORS™ - Managing Day to Day Emotion and Stress</td>
<td>Angie Toh</td>
<td>1</td>
<td>500</td>
<td>29 Jan</td>
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<tr>
<td>Standing Out from the Crowd as a Manager - With Mindfulness</td>
<td>Yeo Chong Yuen</td>
<td>1</td>
<td>500</td>
<td>19 Jan</td>
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<tr>
<td>Develop Inner Peace and Joy with Mindfulness</td>
<td>Yeo Chong Yuen</td>
<td>1</td>
<td>500</td>
<td>29 Mar</td>
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<tr>
<td>Understand the Psychology behind Dealing with Difficult People</td>
<td>Sandra Daniel</td>
<td>1</td>
<td>500</td>
<td>21 Mar</td>
</tr>
<tr>
<td>Emotional Intelligence to Influence and Persuade</td>
<td>Sandra Daniel</td>
<td>1</td>
<td>500</td>
<td>22 Mar</td>
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<tr>
<td>Different Strokes for Different Folks - Learn the Psychology of How People are Motivated Differently</td>
<td>Tan Swee Heng</td>
<td>1</td>
<td>500</td>
<td>14 Mar</td>
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<tr>
<td>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</td>
<td>Tan Swee Heng</td>
<td>1</td>
<td>500</td>
<td>1 Feb</td>
</tr>
<tr>
<td>THE PSYCHOLOGY OF DYNAMIC NEGOTIATION - Acquire Dynamic Negotiation Tactics and Psychological Strategies for Win-Win Outcome</td>
<td>Wekie Tay</td>
<td>1</td>
<td>500</td>
<td>21 Mar</td>
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### SERVICE EXCELLENCE

<table>
<thead>
<tr>
<th>COURSES</th>
<th>FACILITATOR</th>
<th>DURATION</th>
<th>FEES</th>
<th>DATES</th>
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<tbody>
<tr>
<td>Wooing Unhappy Customers in Service Recovery - Turning Unhappy Customers into Money</td>
<td>Catherine Syn</td>
<td>1</td>
<td>500</td>
<td>11 Jan</td>
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<tr>
<td>Handling Angry, Hostile and Abusive Customers</td>
<td>Catherine Syn</td>
<td>1</td>
<td>500</td>
<td>8 Feb</td>
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<tr>
<td>Beyond ‘Hello’ - A Practical Guide for Excellence in Customer Care and Loyalty</td>
<td>Catherine Syn</td>
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<td>500</td>
<td>23 Jan</td>
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<tr>
<td>Managing Upset Customers Constructively and Learning from Service Breakdowns</td>
<td>Catherine Syn</td>
<td>1</td>
<td>500</td>
<td>27 Mar</td>
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<tr>
<td>Pleasing Difficult Customers Professionally - Creating Delight, Preventing Dissatisfaction, and Pleasing Your Hardest-to-Please</td>
<td>Catherine Syn</td>
<td>1</td>
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<td>16 July</td>
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### PERSONAL EFFECTIVENESS & MASTERY

<table>
<thead>
<tr>
<th>COURSES</th>
<th>FACILITATOR</th>
<th>DURATION</th>
<th>FEES</th>
<th>DATES</th>
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<tbody>
<tr>
<td>Achieving Extraordinary Results through Game of Thoughts</td>
<td>John Teo</td>
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<td>2 Mar</td>
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<tr>
<td>Ultimate Guide for Secretary, PA, Admin Managers and Executive Assistant</td>
<td>Catherine Syn</td>
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<td>500</td>
<td>2 Mar</td>
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<tr>
<td>‘The Heart At Work’ Mindset™ - Fuel your Work with Positive Energy to Increase Work Productively</td>
<td>Catherine Syn</td>
<td>1</td>
<td>500</td>
<td>15 Mar</td>
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<tr>
<td>Think Like Leonardo da Vinci - Improve your Creative Imagination</td>
<td>Michael Lum</td>
<td>2</td>
<td>850</td>
<td>19 &amp; 20 Mar</td>
</tr>
<tr>
<td>Speed Reading for Knowledge Management and Critical Analysis</td>
<td>Daniel Theyagu</td>
<td>1</td>
<td>500</td>
<td>27 Feb</td>
</tr>
<tr>
<td>Razor Sharp Memory for Personal Success, Greater Productivity and Effectiveness</td>
<td>Daniel Theyagu</td>
<td>1</td>
<td>500</td>
<td>1 Mar</td>
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<tr>
<td>Nobody Told Me! ™ – How to be Proactive, Productive and Resourceful</td>
<td>Daniel Theyagu</td>
<td>1</td>
<td>500</td>
<td>26 Mar</td>
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<tr>
<td>THINK F.A.S.T.™ – Making Effective Decision for Dramatic Impact</td>
<td>Daniel Theyagu</td>
<td>1</td>
<td>500</td>
<td>6 Jan</td>
</tr>
<tr>
<td>Presentational Skills &amp; Storytelling Techniques - Start Embracing Storytelling to Engage, Influence and Bring your Ideas to Life</td>
<td>Patrick O’Brien</td>
<td>1</td>
<td>500</td>
<td>12 Jan</td>
</tr>
</tbody>
</table>

enquiry@cbs.com.sg  www.cbs.com.sg
# 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

### Program Calendar 2018

**LEADERSHIP, SUPERVISORY AND MANAGERIAL SKILLS**

<table>
<thead>
<tr>
<th>COURSES</th>
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<tbody>
<tr>
<td>Leadership Conversations™: Challenging High Potential Managers to Become Great Leaders</td>
<td>Leonardo Talpo</td>
<td>2</td>
<td>850</td>
<td>8 &amp; 9 Mar</td>
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<tr>
<td>Mastering Managerial &amp; Supervisory Skills - Modeling, Inspiring &amp; Getting the Best from your People</td>
<td>Leonardo Talpo</td>
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<td>500</td>
<td>28 Feb</td>
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<tr>
<td>Becoming a Remarkable Leader - Unlock the Key to Become an Exceptional Leader</td>
<td>Leonardo Talpo</td>
<td>2</td>
<td>850</td>
<td>1 &amp; 2 Feb</td>
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<tr>
<td>The Mentor Leader - Secrets to Building People and Teams that Win Consistently</td>
<td>Leonardo Talpo</td>
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<td>500</td>
<td>19 Jan</td>
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<tr>
<td>Core Skills for Leading Your Self - The Leader in You, is built on EQ</td>
<td>Patrick O’Brien</td>
<td>1</td>
<td>500</td>
<td>15 May</td>
</tr>
<tr>
<td>Lead with Impact ©</td>
<td>Angie Toh</td>
<td>2</td>
<td>850</td>
<td>5 &amp; 6 Mar</td>
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<tr>
<td>The Leader as Storyteller Workshop: Improving your Organizational Motivation and Productivity</td>
<td>Daniel Theyagu</td>
<td>1</td>
<td>500</td>
<td>27 Apr</td>
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<tr>
<td>Unleash your Inner S.H.I.N.E.: High-Impact Leadership Programme for Women</td>
<td>Karolina Gwinner</td>
<td>1</td>
<td>500</td>
<td>10 Apr</td>
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<tr>
<td>FIRE THE TEAM UP! - Building High Performance Teams</td>
<td>Tan Swee Heng</td>
<td>1</td>
<td>500</td>
<td>23 Jan</td>
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<tr>
<td>MANAGING A MULTI-GENERATIONAL WORK TEAM - Communicate Better with your Colleagues from Different Generations</td>
<td>Wekie Tay</td>
<td>1</td>
<td>500</td>
<td>31 Jan</td>
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**SALES & MARKETING**

<table>
<thead>
<tr>
<th>COURSES</th>
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<th>DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell Like a ‘Doctor®’ - Consultative Selling</td>
<td>Andrew Soong</td>
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<td>500</td>
<td>6 Apr</td>
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<tr>
<td>Effective Sales Preparation for Maximum Results</td>
<td>Andrew Soong</td>
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<td>500</td>
<td>30 Apr</td>
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<tr>
<td>PROFESSIONAL CERTIFICATION IN SOCIAL MEDIA MARKETING</td>
<td>Swati Joshi</td>
<td>2</td>
<td>850</td>
<td>24 &amp; 25 May</td>
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<tr>
<td>HIGH IMPACT CONTENT MARKETING FOR THE DIGITAL WORLD - Create Impactful and Engaging Content to get more Potential Clients</td>
<td>Swati Joshi</td>
<td>1</td>
<td>500</td>
<td>19 Apr</td>
</tr>
<tr>
<td>THE POWER OF RECIPROCITY MARKETING</td>
<td>Ashok Miranda</td>
<td>2</td>
<td>850</td>
<td>23 May</td>
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</tbody>
</table>

enquiry@cbs.com.sg  www.cbs.com.sg
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

THE POWER OF THE INBOX - New Dynamic Email Marketing Strategies that Drive Engagement and Conversions

BUSINESS & EMAIL WRITING SKILLS

Write Professionally for Communication Success
Better Business Writing Skills for Administrative Support Professionals
High Impact Reports and Proposal Writing
Powerful Email Techniques to Write Better Emails and Get More Done Faster than Ever Before
Writing in Response to Customer Complaints
Proofreading for Zero Grammar Errors

COMMUNICATIONS

Managing Problematic Discussions for a Positive Outcome - Turning Problematic Conversation into an Effective Dialogue
Secrets to Persuasive Communication for Leaders - Unlock the Secrets to Trigger “Yes” Response in People

SECURITY, FRAUD & INVESTIGATION

Organised Crime and Terrorism Linkages
Terrorism and its Urban Targets - Threats from the Lone-wolves and the Self-Radicalised
Fight Against Terrorism - Intelligence, Target Hardening and the Special Forces
Interrogation Vs Investigative - Interview Implication on Evidence
Combating Fraud: 360 Degrees in Fraud Risk Management
Effective Debt Collection and Recovery - Learn the Key to Tackle Debt Collection Issues and Minimizing Bad Debts

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.