



COURSES	FACILITATOR	DURATION	FEES	DATES
BEHAVIOURAL PSYCHOLOGY				
Body Language & Self Confidence - Powerful Tools for Effective Communication	Patrick O'Brien	1	500	28 Sep
Secrets of Persuasion - Learn the Psychology of Persuasion and Influence	Michael Lum	2	850	3 & 4 Dec
Stop Pushing Me Around! - Positive Assertiveness in the Workplace	Michael Lum	2	850	15 & 16 Aug
Anger and Stress Management - Defusing Anger into Constructive Energy at Work	Michael Lum	1	500	10 Oct
WORRIERS TO WARRIORS™ - Managing Day to Day Emotion and Stress	Angie Toh	1	500	28 Sep
Standing Out from the Crowd as a Manager - With Mindfulness	Yeo Chong Yuen	1	500	19 Oct
Develop Inner Peace and Joy with Mindfulness	Yeo Chong Yuen	1	500	23 Nov
Understand the Psychology behind Dealing with Difficult People	Sandra Daniel	1	500	28 Aug, 26 Sep
Emotional Intelligence to Influence and Persuade	Sandra Daniel	1	500	14 Nov
Different Strokes for Different Folks - Learn the Psychology of How People are Motivated Differently	Tan Swee Heng	1	500	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	23 Oct
THE PSYCHOLOGY OF DYNAMIC NEGOTIATION - Acquire Dynamic Negotiation Tactics and Psychological Strategies for Win-Win Outcome	Wekie Tay	1	500	29 Aug
The Psychology of Negotiating Expectations - Succeed in Negotiating Expectations by Understanding Motivations	Leonardo Talpo	1	500	26 Sep
The Stress Free Way to Deal with Difficult and Negative People at Work	Angie Toh	1	500	26 Oct

SERVICE EXCELLENCE				
Wooing Unhappy Customers in Service Recovery - Turning Unhappy Customers into Money	Catherine Syn	1	500	3 Dec
Handling Angry, Hostile and Abusive Customers	Catherine Syn	1	500	14 Aug
Beyond 'Hello' - A Practical Guide for Excellence in Customer Care and Loyalty	Catherine Syn	1	500	29 Aug
Managing Upset Customers Constructively and Learning from Service Breakdowns	Catherine Syn	1	500	27 Sep

HR, LEADERSHIP, SUPERVISORY AND MANAGERIAL SKILLS				
Mastering Managerial & Supervisory Skills - Modeling, Inspiring & Getting the Best from your People	Leonardo Talpo	1	500	23 Nov
Becoming a Remarkable Leader - Unlock the Key to Become an Exceptional Leader	Leonardo Talpo	2	850	20 & 21 Sep
Essential Leadership Skills at Work	Dickson Tang	1	500	1 Aug
Essential Managerial Skills To Be An Effective Team Leader	Dickson Tang	1	500	12 Sep
Powerful Keys to Effective Leadership - Enneagram: Bring out the Best in Yourself and Your Team	Karolina Gwinner	1	500	25 Sep
FIRE THE TEAM UP! - Building High Performance Teams	Tan Swee Heng	1	500	30 Oct
Delivering Valuable and Constructive Feedbacks Effectively	Ivan Phua	1	500	14 Sep

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PERSONAL EFFECTIVENESS & MASTERY				
Achieving Extraordinary Results through Game of Thoughts	John Teo	1	500	29 Nov
Ultimate Guide for Secretary, PA, Admin Managers and Executive Assistant	Catherine Syn	1	500	15 Nov
The Heart At Work' Mindset™- Fuel your Work with Positive Energy to Increase Work Productively	Catherine Syn	1	500	22 Nov
Think Like Leonardo da Vinci - Improve your Creative Imagination	Michael Lum	2	850	20 & 21 Sep
Speed Reading for Knowledge Management and Critical Analysis	Daniel Theyagu	1	500	30 Nov
Razor Sharp Memory for Personal Success, Greater Productivity and Effectiveness	Daniel Theyagu	1	500	28 Aug
Nobody Told Me!™ – How to be Proactive, Productive and Resourceful	Daniel Theyagu	1	500	16 Nov
THINK F.A.S.T.™ – Making Effective Decision for Dramatic Impact	Daniel Theyagu	1	500	5 Oct
IS THERE A PROBLEM? – Solving ill-defined problem with Effective Thinking	Daniel Theyagu	1	500	15 Nov
Presentational Skills & Storytelling Techniques - Start Embracing Storytelling to Engage, Influence and Bring your Ideas to Life	Patrick O'Brien	1	500	16 Aug
Influential Writing - Writing for Influence and Impact	Patrick O'Brien	1	500	14 Nov
Mind Your English Language and Grammar Brush Up - From Singlish to Standard English	Sandra Sandu	1	500	30 Aug, 17 Oct, 5 Dec
Fine Tune Your English Grammar (Advanced Level)	Sandra Sandu	1	500	2 Nov
Effective Meeting Minutes Writing - Prepare and Publish Minutes with Perfection	Sandra Sandu	1	500	12 Sep
Say It Right! Pronunciation and Voice Fluency	Sandra Sandu	1	500	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	26 Oct
Influencing Difficult People in the Workplace - Strategies to Deal with Toxic Relationships	Nancy Yeo	1	500	23 Oct
Presentation Truths Exposed: Techniques That Captivate The Hearts And Minds of Your Audience	Kelvin Lee	2	850	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	19 Sep
Speaking Off-The-Cuff And On The Mark - Mesmerise Your Audience	Michael Lum	1	500	16 Nov
Critical Thinking Skills: Achieving the best possible outcomes in any situation	Ivan Phua	1	500	7 Sep

BUSINESS & EMAIL WRITING SKILLS				
Write Professionally for Communication Success	Sandra Daniel	1	500	1 Oct
Better Business Writing Skills for Administrative Support Professionals	Catherine Syn	1	500	18 Oct
High Impact Reports and Proposal Writing	Sandra Sandu	1	500	16 Oct
Powerful Email Techniques to Write Better Emails and Get More Done Faster than Ever Before	Sandra Sandu	1	500	5 Sep, 7 Dec
Writing in Response to Customer Complaints	Sandra Sandu	1	500	30 Nov
Proofreading for Zero Grammar Errors	Sandra Sandu	1	500	10 Dec

COMMUNICATIONS				
Communicating beyond our differences - Build Win-Win Interpersonal Relationships with Everyone	John Sih	1	500	26 Oct
Uncover The Hidden Secrets Of Body Language - Master the powerful tool for effective communication	John Sih	1	500	15 Aug, 22 Nov

SECURITY, FRAUD & INVESTIGATION				
CCTP - Certified Counter Terrorism Practitioner	Samuel Bashan	3	2400	28,29 & 30 Aug 12,13 & 14 Nov
Combating Fraud: 360 Degrees in Fraud Risk Management	Jessica Hong	2	850	28 & 29 Aug
Preventing and Detecting Dirty Monies and Money Laundering	Jessica Hong	1	500	30 Aug

**Stay In Touch
With Us**

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