

List of In-House Programmes 2022

TRADE FINANCE		DURATION
TF1	Letters of Credit – International Trade Finance	2 Days
TF2	Incoterms 2020	1 Day
TF3	LC Rules & Practices under UCP 600 & ISBP 2013	2 Days
TF4	Advanced Letters of Credit: Pitfalls, Risks & Fraud	1 Day
TF5	Trade Finance-Based Money Laundering (AML & CFT)	1 Day
TF6	Understanding Risks, Fraud and Recent Developments in International Trade Finance	1 Day
TF7	Import & Export Practices and Documents	1 Day
TF8	Understanding International Trade: Bills of Lading and Transport Documents	1 Day
TF9	Trade Finance Essentials and Risk Mitigation	3 Days
TF10	Structured Trade Financing	2 Days
TF11	Marine & Credit Insurance in International Trade	2 Days
TF12	Practical Guide to Transferable Credit, Back-To-Back Credit & Bridge Credit	1 Day
TF13	Understanding International Sales Contracts	1 Day
TF14	Understanding Standby Letters of Credit	1 Day
TF15	Charter Party Bill of Lading in Letters of Credit Transactions	1 Day

CREDIT MANAGEMENT & DEBT COLLECTIONS		DURATION
CM1	Extending Credit – To or Not To?	1 Day / 2 Days
CM2	Managing Trade Receivables – Credit Monitoring & Control	1 Day / 2 Days
CM3	Credit Report Writing	1 Day
CM4	Effective Telephone Collection Techniques	1 Day
CM5	Practical Debt Collection	1 Day / 2 Days
CM6	Credit Recommendation	1 Day / 2 Days
CM7	Credit Risk Analysis on Letters of Credit	1 Day / 2 Days
CM8	Effective Credit Management & Analysis	1 Day
CM9	New Age Tool of Debt Collection	1 Day
CM10	Effective Credit Control & Recovery	1 Day
CM11	A Primer to Big Data, Credit Risk & Fraud Analytics	2 Days
CM12	Artificial Intelligence and Machine Learning for Credit Risk, Fraud Analytics and Anti-Money Laundering (AML)	2 Days
CM13	Credit Monitoring and Control in Times of Uncertainties	1 Day

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FINANCIAL MANAGEMENT, TAX & ACCOUNTING		DURATION
FA1	Essentials of Accounting	3 Days
FA2	Understanding Financial Statements/Finance for Non-Finance Managers	1 Day
FA3	AML Forensics: Money Laundering Challenges and Detection	1 Day
FA4	Effective Cash Flow Management, Budgeting & Analysis	1 Day
FA5	Financial and Accounting Analytics	1 Day
FA6	Effective Costing & Budgeting Management	1 Day
FA7	Business Valuation Techniques and Applications	1 Day
FA8	Capital Budgeting for Project Financing	1 Day
FA9	Financial Reporting Standards (FRS) Updates	1 Day
FA10	Interpreting Financial Statements for Investment Opportunities	2 Days
FA11	Finance Business Partnering	1 Day
FA12	Financial Modeling using Microsoft Excel	2 Days
FA13	Corporate Taxation	1 Day
FA14	Understanding GST Concepts	1 Day
FA15	GST Workshop on Zero-Rating	1 Day
FA16	GST Updates: Reverse Charge Mechanism on Imported Services	1 Day
FA17	Withholding Tax	1 Day
FA18	International Taxation	1 Day

CREATIVITY, BUSINESS TRANSFORMATION & INNOVATION		DURATION
BT1	Creativity & Innovation for Competitive Advantage	2 Days
BT2	Design Thinking for Problem Solving and Strategic Innovation	2 Days
BT3	Critical Thinking - Sun Tzu's Art of War Style	1 Day
BT4	Digital Transformation Masterclass	2 Days
BT5	Data Analytics and Visualization	2 Days
BT6	Digitalization, Innovation and Change	1 Day
BT7	Applying AI and Blockchain in Your Business	1 Day
BT8	Creative Problem Solving and Root Cause Analysis	1 Day
BT9	Primer to Design Thinking	1 Day
BT10	Innovation and Design Thinking: The GRASP™ Method	1 Day
BT11	Customer Experience and Retention	1 Day
BT12	Critical Thinking and Decision-Making	1 Day
BT13	Using Power BI	2 Days
BT14	Data Visualization using Tableau	2 Days
BT15	Blockchain and Cryptocurrencies	1 Day
BT16	Thinking Lean for Process Improvements	1 Day
BT17	Customer Journey Mapping	1 Day
BT18	Developing a Digital Go-to-Market Strategy	1 Day
BT19	Data Storytelling	1 Day
BT20	Cybersecurity Fundamentals: Mitigating Cybersecurity Risks at the Workplace	1 Day

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HUMAN RESOURCES		DURATION
HR01	Recent Changes to Employment Act and Industrial Relations	1/2 Day / 1 Day
HR02	Employment Claims Tribunal 2017 & Changes in the Employment Act	1/2 Day / 1 Day
HR03	Retirement and Retrenchment Act	1/2 Day / 1 Day
HR04	Workmen Compensation Injury Act	1/2 Day / 1 Day
HR05	Handling Difficult Employees	1 Day / 2 Days
HR06	Organisation Development	1 Day / 2 Days
HR07	Successful Strategic Planning	1 Day / 2 Days
HR08	Organisation Development (Talent Retention & Employee Management)	1 Day / 2 Days
HR09	Managing Difficult People	1 Day / 2 Days
HR10	Attitude	1 Day / 2 Days
HR11	Personal Counselling	1 Day / 2 Days
HR12	Winning Human Relations	1 Day / 2 Days
HR13	Counselling (Employees) Skills at Work	1 Day / 2 Days
HR14	HR Fundamentals and Principles	1 Day / 2 Days
HR15	Performance Management	1 Day / 2 Days
HR16	Salary Structuring and Administration	1 Day / 2 Days
HR17	Recruiting and Keeping the Right People	1 Day / 2 Days
HR18	Gamification and Engagement Strategies for Recruitment and Onboarding	1 Day / 2 Days

LEGAL & COMPLIANCE		DURATION
LC1	Corporate Governance	1 Day
LC2	Accountant's Liability	1 Day
LC3	Understanding Contract Law	1 Day
LC4	Drafting, Vetting and Negotiating Commercial Contracts	1 Day
LC5	ISDA (International Swaps and Derivatives) Negotiation and Collateral Management	2 Days / 3 Days
LC6	Protect Your Organization Against Fraud	2 Days
LC7	Design and Implement an Anti-Corruption and Anti-Bribery Programme	2 Days
LC8	Understanding the Personal Data Protection Act	2 Days



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BUSINESS WRITING		DURATION
LP01	The Essentials of Email Writing and Etiquette	1 Day
LP02	Business Writing Essentials - Writing it Right!	1 Day / 2 Days
LP03	Business English for Workplace Communication	1 Day / 2 Days
LP04	Effective Report Writing	1 Day / 2 Days
LP06	The Fundamentals of Effective Minute Writing	1 Day
LP07	Writing to Collect Debt	1 Day
LP09	English or Singlish	1 Day
LP10	Writing Better Replies to Difficult Customer Correspondence	1 Day / 2 Days
LP11	Communicating with Customers via Social Media	1 Day
LP12	Writing Winning Sales Proposals	1 Day / 2 Days
LP13	Refining Your Business Writing Style	1 Day
LP14	The 4Cs of Business Writing	1 Day
LP15	Effective Replies to Complaint	1 Day
LP16	Productive Records for Effective Meetings	1 Day
LP17	Effective Responses to Customers' Complaints	1 Day
LP18	Effective Email Communication	1 Day
LP19	Communicate Convincingly in your Report	1 Day
LP20	Asking Questions that Gets Results	1 Day
LP21	Better Business Writing	1 Day
LP22	Clear Writing	1 Day
LP23	Fat-Free Writing	1 Day
LP24	Powerful Proofreading Skills	1 Day
LP25	Technical Writing in The Corporate World	1 Day
LP26	The Building Blocks of Business Writing	1 Day
LP27	Writing Business Proposals & Reports	1 Day
LP28	Writing Fitness	1 Day
LP29	Writing That Sells	1 Day
LP30	Business Writing Toolkit	1 Day
LP31	Writing Effective Email	1 Day



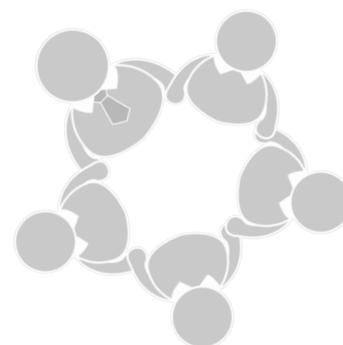
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PERSONAL DEVELOPMENT		DURATION
PD01	Achieving Personal Effectiveness for Greater Success	1 Day / 2 Days
PD02	Time Management that Works	1 Day
PD03	Becoming a Better Decision Maker	1 Day
PD05	Networking and Business Etiquette	1 Day
PD06	Managing Stress Well	1 Day
PD07	SMART Memory	1 Day
PD08	Resilience to Excellence: Psychological Skills to Thrive at the Workplace (In House Programme only)	1 Day / 2 Days
PD10	Creative Thinking: Out-of-the Box and in the Workplace!	1 Day
PD11	How to Think on Your Feet	1 Day
PD12	Professional Etiquette & Image Management (In House Programme only)	1 Day / 2 Days
PD13	Personal Time Management	1 Day
PD14	The Telephone & Time Management	1 Day
PD15	Managing Stress for Mental Fitness	1 Day
PD16	Stress that Motivates	1 Day
PD17	Stress Management at Work	1 Day
PD18	Effective Networking	1 Day
PD19	Networking for Success	1 Day
PD20	Champion's Mindset	1 Day
PD21	The Business Speed of Trust	1 Day
PD22	A Primer to MBTI: Optimizing Team Effectiveness	2 Days
PD23	Professional Image & Personal Grooming	1 Day
PD24	Public Speaking	1 Day

PUBLIC RELATIONS		DURATION
PR01	Practical Skills for Speaking with the Media	1 Day / 2 Days
PR02	Managing the Media During Crisis	1 Day / 2 Days
PR03	Effective Public Relations Writing	1 Day
PR04	PR for Non-PR Executives	1 Day
PR05	Working Effectively with the Media	1 Day / 2 Days



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PEOPLE COMMUNICATION		DURATION
PC01	Becoming a Better Communicator	1 Day
PC02	Becoming an Assertive Communicator	1 Day
PC03	Different Strokes for Different People – Communicating Better via the D.I.S.C.)	1 Day
PC04	Effective Presentation Skills (Basic Competency Level)	1 Day
PC05	Becoming a Polished Presenter (Advanced Competency Level)	1 Day
PC06	MBTI: How to Work More Effectively	1 Day / 2 Days
PC07	Effective Communication and Relationship Management	1 Day
PC08	Negotiating for Success	1 Day
PC09	The Psychology of Persuasion and Influencing Others	1 Day
PC10	Emotional Intelligence (EQ) at the Workplace	1 Day
PC11	Advanced EQ Skills	1 Day / 2 Days
PC12	Persuasive Communication – Developing Your Personal Communication Style	1 Day
PC14	People Reading Skills	1 Day
PC15	The Art of Conflict Management	1 Day
PC16	Dealing with Challenging People Interactions	1 Day
PC17	Communicating Better as a Team	1 Day
PC18	Cross Cultural Communication	1 Day
PC19	Creative Communication: Prepare Like an Actor	1 Day
PC20	The Art of Effective Listening	1 Day
PC21	Effective Presentation Skills	1 Day
PC22	Making Winning Presentation	1 Day
PC23	Building Effective Virtual Presence	1 Day
PC24	Thinking On Your Feet	1 Day
PC25	Developing Positive Assertiveness	1 Day
PC26	Assertiveness Skills Pack	1 Day
PC27	Communicating with Employees	1 Day
PC28	Effective Meeting Skills	1 Day
PC29	Emotional Intelligence Works	1 Day
PC30	Communication Skills (Intermediate)	1 Day
PC31	Managing Conflicts for Positive Outcomes	1 Day / 2 Days
PC32	Presentation Skills	1 Day / 2 Days
PC33	Advanced Presentation Skills	1 Day / 2 Days
PC34	Negotiation Skills	1 Day / 2 Days
PC35	Advanced Negotiation Skills	1 Day / 2 Days
PC36	Compelling Storytelling Techniques for Business Success	1 Day / 2 Days

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SERVICE EXCELLENCE		DURATION
SE01	Be Heard Professionally – Voice Training for Frontline Staff	1 Day / 2 Days
SE02	Developing H.E.A.R.T. Skills for Service Excellence	1 Day
SE03	How May I Help You – Essential Equipping for Service Staff	1 Day
SE04	Effective Telephone Handling Skills	1 Day
SE05	Managing Difficult Customer Situations	1 Day
SE06	Handling Customer Interactions and Service Recovery Skills that Work	1 Day
SE07	Writing Service Oriented Replies to Customer Complaints	1 day
SE08	Service From the Heart	1 Day
SE09	Handling Difficult Customers and Complaints	1 Day
SE10	Service Excellence	1 Day
SE11	A Positive Guide to Superior Service	1 Day
SE12	Beyond Customer Service	1 Day
SE13	Calming Upset Customers	1 Day
SE14	Customer Satisfaction	1 Day
SE15	Managing Quality Customer Service	1 Day
SE16	Measuring Customer Satisfaction	1 Day
SE17	Most Customer Services Start With The Telephone	1 Day
SE18	Basic Service Marketing	1 Day
SE19	Complain Handling for Positive Outcome	1 Day
SE20	Values Formatting for Customer Service Excellence	1 Day
SE21	Telephone courtesy & Customer Service Quality Calls	1 Day
SE22	Call Centre Success (Basic)	1 Day
SE23	Call Centers - Maximizing Performance (Intermediate)	1 Day

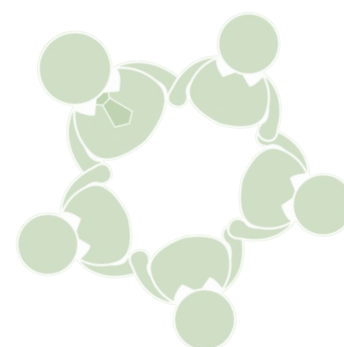
ORGANISATIONAL EXCELLENCE		DURATION
OE01	Effective Performance Management	1 Day / 2 Days
OE02	Growing a Culture of Excellence	1 Day / 2 Days
OE03	Managing Cross Generational Teams <small>In-House Programme only</small>	1 Day / 2 Days
OE04	Scenario Planning and Strategic Thinking Techniques	1 Day
OE05	Top Talent Retention – Moving from Managing to Coaching	1 Day / 2 Days
OE06	Change Management – Psychological Readiness <small>In-House Programme only</small>	1 Day
OE07	Creative Decision Making	1 Day
OE08	Creativity in Business	1 Day
OE09	Creativity for Competitive Advantage	1 Day
OE10	Creative Problem Solving	1 Day
OE11	Creative Problem Solving and Root Cause Analysis	1 Day
OE12	Apply Systems Thinking in Problem Solving & Decision-Making	1 Day
OE13	Excellent Team Members	1 Day
OE14	Performance Management and Appraisal	1 Day / 2 Days
OE15	Diversity	1 Day
OE16	Mindfulness at the Workplace	1 Day
OE17	Sun Tzu People Management	1 Day

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LEADERSHIP		DURATION
LD01	EQ in Successful Leadership <small>In-House Programme only</small>	1 Day / 2 Days
LD02	21st Century Leadership – Mentoring and Managing the New Generation <small>In-House Programme only</small>	1 Day
LD03	Managing Challenging and Difficult Employees	1 Day / 2 Days
LD04	Psychological Leadership – Readers of Minds Leaders of Men <small>In-House Programme only</small>	1 Day
LD05	Counselling Skills for People Managers <small>In-House Programme only</small>	1 Day
LD06	Mentoring Skills for People Managers <small>In-House Programme only</small>	1 Day
LD07	Leading Meetings that Work	1 Day
LD08	Psychological Leadership	1 Day
LD09	The New Supervisor (Basic)	1 Day / 2 Days
LD10	Fundamental Management Supervisory Skills (Intermediate)	1 Day / 2 Days
LD11	Excellence in Supervision (Advance)	1 Day / 2 Days
LD12	First Time Leadership	1 Day / 2 Days
LD13	Leading for Results	1 Day / 2 Days
LD14	Effective Managerial Skills	1 Day / 2 Days
LD15	Developing People - The Manager's Role	1 Day / 2 Days
LD16	The Essentials of Management	1 Day / 2 Days
LD17	The Manager as Trainer, Coach & Guide	1 Day / 2 Days
LD18	Developing Future Leaders	1 Day / 2 Days
LD19	Management Dos and Don'ts	1 Day / 2 Days
LD20	Managing Remote Teams	1 Day / 2 Days
LD21	Quicker Ways to Build a High-Performing Team	1 Day / 2 Days
LD22	Transformational Leadership	1 Day

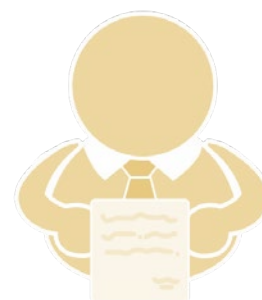


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SALES & MARKETING		DURATION
AS01	Hot Button Selling	1 Day
AS02	New Paradigm Selling	1 Day
AS03	Successful Sales Strategies	1 Day
AS04	How To Close Every Sales	1 Day
AS05	Sun Tzu Art of War for Sales	1 Day
AS06	Psychological Selling	1 Day
AS07	Selling Ice to Eskimos	1 Day
AS08	Selling Through Customer Service	1 Day
AS09	Effective Sales Management	1 Day
AS10	Effective Meeting Skills	1 Day
AS11	Networking Skills	1 Day
AS12	Direct Marketing Techniques	1 Day
AS13	Sales Training Basic	1 Day
AS14	Writing Business Proposals and Reports	1 Day
AS15	Prospecting: The Key to Sales Success	1 Day
AS16	Building and Closing the Sale	1 Day
AS17	Consultative Selling	1 Day
AS18	Winning the Inner Game of Selling	1 Day
AS19	The Secrets of Success in Selling	1 Day
AS20	Developing Marketing Campaigns and Promotions	1 Day
AS21	Successful Telesales	1 Day
AS22	25 Top Sales Techniques	1 Day
AS23	Key Account Management	1 Day / 2 Days
AS24	Integrated Digital Marketing	2 Days
AS25	Web Analytics for Marketing	2 Days



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IT		DURATION
IT01	Core Excel 2010 / 2013 / 2016	1 Day / 2 Days
IT02	Advanced Excel 2010 / 2013 /2016	1 Day / 2 Days
IT03	Core Word 2010 / 2013 / 2016	1 Day / 2 Days
IT04	Advanced Word 2010 / 2013 /2016	1 Day / 2 Days
IT05	Core Powerpoint 2010 / 2013 /2016	1 Day / 2 Days
IT06	Advanced Powerpoint 2010 / 2013 / 2016	1 Day / 2 Days
IT07	Visual Basic Application (VBA) Excel 2010 / 2013	1 Day / 2 Days
IT08	Financial Modeling using Micorsoft Excel 2010 / 2013	1 Day / 2 Days
IT09	Microsoft Excel Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
IT10	Microsoft Words Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
IT11	Microsoft Powerpoint Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
IT12	Microsoft Power BI	2 Days
IT13	Using Tableau	2 Days
IT14	Primer to Python	2 Days
IT15	Business Modelling and Analytics using MS Excel	2 Days
IT16	Business Process Automation and Analytics with VBA	2 Days / 3 Days
IT17	Internet of Things (IoT): Technologies and Applications	1 Day
IT18	Cybersecurity Fundamentals: Managing Expanding Cybersecurity Risks	1 Day

PROJECT MANAGEMENT SERIES		DURATION
PM01	Project Management (Fundamental)	1 Day / 2 Days
PM02	Project Management Quality Tools	1 Day / 2 Days
PM03	Project Management Intermediate	1 Day / 2 Days
PM04	Project Management Advance 1	1 Day / 2 Days
PM05	Project Management Advance 2	1 Day / 2 Days

BUSINESS CONTINUITY & DISASTER RECOVERY		DURATION
BC01	Business Continuity Management	1 Day / 2 Days
BC02	Disaster Recovery & Business Continuity Planning	1 Day / 2 Days
BC03	Driving the BC Message Through your Organisation	1 Day / 2 Days
BC04	How To Deliver Effective Drills and Exercises	1 Day / 2 Days
BC05	Plan Maintenance and Administration	1 Day / 2 Days
BC06	Planning and Conducting a Mock Disaster	1 Day / 2 Days
BC07	Project Initiation and Management	1 Day / 2 Days
BC08	Risk Assessment and Mitigation Business	1 Day / 2 Days
BC09	Testing and Exercising Business Continuity	1 Day / 2 Days

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RETAIL MANAGEMENT		DURATION
RM01	Retail Management	1 Day / 2 Days
RM02	Pricing Strategies	1 Day / 2 Days
RM03	Manage Service Supply Chain	1 Day / 2 Days
RM04	Successful Negotiation	1 Day / 2 Days
RM05	Strategic Vendor Management	1 Day / 2 Days
RM06	Operational Vendor Management	1 Day / 2 Days
RM07	Visual Merchandising	1 Day / 2 Days
RM08	Basics of Inventory Management	1 Day / 2 Days
RM09	Power of Negotiation Skills	1 Day / 2 Days

CORPORATE WELLNESS SERIES		DURATION
CW01	Calm the Chaos: Dissolve Stress. Increase Peace	1 Hour/ 2 Hours
CW02	Dealing with Neck, Back and Shoulder Pain	1 Hour/ 2 Hours
CW03	Practical Sleep Strategies and Sleep Hygiene	1 Hour / 2 Hours
CW04	Managing Team Well-being in Times of Uncertainties	1 Hour / 2 Hours
CW05	Growth Mindset	1 Hour / 2 Hours
CW06	Health and Wellbeing at the Workplace	1 Hour/ 2 Hours

PRODUCTIVITY PLANNING		DURATION
PP01	Productivity Planning	1 Day / 2 Days
PP02	Increasing Productivity at Work Using Productivity Toolkit	1 Day / 2 Days
PP03	Assessing Your Productivity Performance (IMPACT Primer)	1 Day / 2 Days
PP04	Practice Good Housekeeping : 5S	1 Day / 2 Days
PP05	Cut Out Waste : 7W	1 Day / 2 Days
PP06	Improving Operational Functions Through Manpower Scheduling	1 Day / 2 Days
PP07	Process Redesign : Retailing	1 Day / 2 Days
PP08	Determine The Right Product Mix : SKU Analysis	1 Day / 2 Days
PP09	Managing Inventory : Stock Control	1 Day / 2 Days
PP10	Process Redesign : Food Services	1 Day / 2 Days
PP11	Menu Analysis	1 Day / 2 Days



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TEAM BUILDING		DURATION
T01	Building Your Team	Price depends on the number of participants. Full or Half Day Activity / Venue / Food and chosen teambuilding activity.
T02	Cooking Up a Storm	
T03	Flying in Formation	
T04	Growing a Culture of Excellence	
T05	S.W.A.T.	
T06	Sailing Regatta	
T07	Shop Till You Drop!	
T08	The Amazing Race	
T09	GPS Minesweeper	
T10	Heritage Trails	
T11	Wild Safari Race	
T12	Cracking the Code	
T13	Do.It.Yourself (DIY)	
T14	SynerTeam™	
T15	Star Wars	Indoor / Outdoor
T16	CSI	Indoor / Outdoor
T17	The Domino Effect	Indoor
T18	Airships: Highflyers Race	Indoor
T19	F1: Formula to Win	Indoor
T20	Team Drumming	Indoor
T21	Team Symphony	Indoor
T22	The Market Game	Indoor
T23	Engulfed in Darkness	Indoor
T24	From Plan to Plane	Indoor
T25	Terrarium of Happiness	Indoor
T26	"Uniquely You" Art Jam	Indoor
T27	Minute to Win It	Indoor
T28	Bon Appetit!	Indoor
T29	Hell's Kitchen	Indoor
T30	We are Different	Indoor
T31	Corporate Social Responsibility	Indoor
T32	Smiling Feet	Indoor
T33	We are Omnivores	Outdoor
T34	SG Heritage Trail	Outdoor
T35	SG Hidden treasures Trail	Outdoor
T36	Escape Game: Mission Impossible	Outdoor
T37	Escape Game: 2016	Outdoor
T38	Running Man Race	Outdoor
T39	Around The World in 80 minutes	Outdoor
T40	Taking Flight	Outdoor
T41	Business Simulation Boardgame I - Strategic and Financial Planning	Indoor
T42	Business Simulation Boardgame I - Change Management	Indoor