

ENHANCED TRAINING SUPPORT PACKAGE

ARTS & CULTURE

FOOD SERVICES

TOURISM

RETAIL



The Enhanced Training Support Package (ETSP) is part of the Stabilisation and Support Package for sectors affected by COVID-19. Under the ETSP, SkillsFuture Singapore (SSG) will provide companies in the **Arts & Culture, Tourism, Retail and Food Services** sectors with time-limited enhanced training support to upgrade the capabilities of your workers.

Employer Benefits

If you are an employer in any of these four sectors who send your workers for selected sector-specific training programmes, you will receive:

- **Enhanced Absentee Payroll (AP) support at 80% of hourly basic salary capped at \$7.50 per hour**
- **Enhanced course fee support at 90% of course fees for Singapore Citizen and SPR**

How does it work?



Step 1
Choose courses
from the list



Step 2
Submit online
application form



Step 3
Enjoy 90% funding
and Absentee payroll
support

Contact us

Email to Dr Quek Hung Hiang at hhquek@tp.edu.sg to find out more!

SHORT COURSES

These courses ranges from one day to a week and are designed for the purpose of training and upgrading of individuals in the Arts and Culture, Tourism, Retail and Food Services sectors.

BUSINESS & FINANCE MANAGEMENT SKILLS

Adopting Technology And Automation in the F&B Business 1 Day more	Course Dates TBA	Full Course Fee \$300 (excl GST)	APPLY NOW
Executive Entrepreneurship Programme 4 Days more	Course Dates TBA	Full Course Fee \$550 (excl GST)	APPLY NOW
Finance for Non-Financial Managers 2 Days more	Course Dates TBA	Full Course Fee \$500 (excl GST)	APPLY NOW
Food & Beverage Productivity & Revenue Management* 3 Days more	Course Dates TBA	Full Course Fee \$600 (excl GST)	APPLY NOW
Hotel Revenue Management: An Appreciation* 1 Day more	Course Dates TBA	Full Course Fee \$280 (excl GST)	APPLY NOW

COMMUNICATION SKILLS

Handling complaints 1 Day more	Course Dates TBA	Full Course Fee \$200 (excl GST)	APPLY NOW
Learning Basic Sales Techniques* 1.5 Days more	Course Dates TBA	Full Course Fee \$350 (excl GST)	APPLY NOW

CRITICAL THINKING SKILLS

Design Thinking in Action - The SEE Cycle* 2 Days more	Course Dates TBA	Full Course Fee \$420 (excl GST)	APPLY NOW
Design Thinking: An Introduction To The See Cycle* 1 Day more	Course Dates TBA	Full Course Fee \$300 (excl GST)	APPLY NOW

DIGITAL SKILLS			
"Can I FOLLOW you?" (Basic + Advanced)* 1 day more	Course Dates TBA	Full Course Fee \$280 (excl GST)	APPLY NOW
Business Business Analytics @ Work 1 Day more	Course Dates TBA	Full Course Fee \$300 (excl GST)	APPLY NOW
Coding for All 2 Days more	Course Dates TBA	Full Course Fee \$340 (excl GST)	APPLY NOW
Creating Graphics with Adobe Photoshop & Illustrator 2 Days more	Course Dates 14-15 Dec 2021 (Tue - Wed)	Full Course Fee \$400 (excl GST)	APPLY NOW
Graphic Design Basics – Create Impactful Marketing Collateral in 1 Day* more	Course Dates TBA	Full Course Fee \$300 (excl GST)	APPLY NOW
SkillsFuture for Digital Workplace (available in English and Mandarin) 2 days more	Course Dates TBA	Full Course Fee \$780 (excl GST)	APPLY NOW
<p><i>All the above listed courses are conducted online except for courses marked with *.</i> <i>These courses require face-to-face interaction in a facility at Temasek Polytechnic due to the nature of the course.</i></p>			

MICRO-LEARNING COURSES		
Online courses that run on your mobile devices which you can learn anytime and anywhere.		
How to Think Again to Transform the Organization & Think Across to Innovate and Collaborate 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Transforming Conflict Into Opportunity & The Leader Who Made the Impossible Possible 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Career Transitions for Senior Management & Leading with Purpose - A New Paradigm 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
How to Sell Without Selling & Take Your Restaurant Service from Ordinary to WOW! 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Leadership In AI & How to Think Ahead to Prepare for the Future! 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Taking Innovation to the Next Level & Operational Excellence with Zero Defect Mindset 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Managing Employment Disputes More Effectively & How to Speak so People Really Listen 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW

Leadership in Big Data and IoT & The Human Impact of Crisis Management 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Organizational Politics & Talent Management And Succession Planning 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Executing Strategy Effectively & Value-based Leadership During Disruption 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Reinventing Your Business & De-escalating Conflict in the New Normal 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
12 Essentials of Digital Marketing 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
5 Strategies for a Stronger Safety Culture & Take your Hotel Service from Ordinary to WOW! 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
5S & 7W for Work and Personal Effectiveness 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
7-Ups for Personal Effectiveness & Coaching For Peak Performance 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Adopting F&B Technologies 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Basic Food Hygiene for Food Handlers 4 hours more	Full Course Fee \$69.99 (excl GST)	APPLY NOW
Behavioural Insights for Business Decisions 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW

Counselling on the Go 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Design Principles for Effective Visual Communication 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Design Thinking 1.0 6 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Developing a Strategic Brand Blueprint 4 hours more	Full Course Fee \$69.99 (excl GST)	APPLY NOW
Developing Resilience for Life & The 12 Destructive Conflict Styles 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Emotion, Personality & Self Esteem & Leading Change in An Uncertain World 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Employee Grievance, Discipline & Counselling 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Energy vs Time Management & Understanding Millennials 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Engaging the Disengaged 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW

Essential Food Safety and Hygiene Practices (Chinese Version) 4 hours more	Full Course Fee \$29.99 (excl GST)	APPLY NOW
How to be Agile in A Disruptive World & Am I a Toxic Leader? 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
How to Break Toxic Conflict Habits 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
How to Build Your Personal Brand 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
How to Lead High Performing Teams 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
Introduction to Brand Strategy 4 hours more	Full Course Fee \$69.99 (excl GST)	APPLY NOW
Introduction to Social & Emotional Learning 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Leadership in Crisis Management & Why Do Asians Avoid Conflict? 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Leading Others 5 hours more	Full Course Fee \$144.99 (excl GST)	APPLY NOW
Living Well Matters : Embracing Work Life Harmony 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Merchandising 123 for e-commerce 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Motivation & Team Management 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW

Motivation on the Move 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Pitching with Loglines 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Preventing Conflict Escalation 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
Professional F&B Menu Planning 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Project Management: 20 Ways To Be More Effective 6 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Psychology of Ageing 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Rest Your Stress : Nurturing a Balanced Life 4 hours more	Full Course Fee \$29.99 (excl GST)	APPLY NOW
Self-Leadership & 5 Great Insights in Conflict Management 4 hours more	Full Course Fee \$119.76 (excl GST)	APPLY NOW
Sustainable Building Design Principles 4 hours more	Full Course Fee \$69.99 (excl GST)	APPLY NOW

Sustainable Building Design Process 4 hours more	Full Course Fee \$69.99 (excl GST)	APPLY NOW
Talent Acquisition & Management 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Top 5 Reasons Why Leaders Fail 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
Training Needs Analysis @ Work 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Unleashing the Greatness in You 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
Visual Merchandising for successful e-commerce 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Why Do Leaders Get Derailed? 4 hours more	Full Course Fee \$59.88 (excl GST)	APPLY NOW
Finance for Non-Financial Managers 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Food & Beverage Management 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Guide to MICE Fundamentals 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Managing Meaningful Meetings 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
MICE Business Strategies Essentials 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW

The MICE Business 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Customer Service 101 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Sales 101 4 hours more	Full Course Fee \$149.99 (excl GST)	APPLY NOW
Creating Unforgettable Experiences Through Customer Service 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Customer Communication Skills to Drive Service Excellence 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Service Culture - Going Beyond Lip Service 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
The Secrets of Great Teamwork 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Planning Power-Packed Oral Presentations 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW

Delivering Power-Packed Oral Presentations 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
7 Important Insights to Attract Customers 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Analytics for Hospitality Professionals 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW
Agile 360 11 hours more	Full Course Fee \$309.99 (excl GST)	APPLY NOW
Leading Self: Mastering Your Life 4 hours more	Full Course Fee \$99.99 (excl GST)	APPLY NOW
Winner's Work Attitude: Unravelling Your Best Potential 4 hours more	Full Course Fee \$49.99 (excl GST)	APPLY NOW

COURSE DETAILS

Adopting Technology And Automation in the F&B Business

With manpower constraints and a declining interest in locals applying for frontline jobs, businesses today struggle with scalability and expansion. This has prompted numerous organizations to adopt technology and embrace automation in their bid to remain productive, scalable, and sustainable. If you have ever wondered how to go about beginning your organization's journey in adopting technology and automation, then this course will help you to discover that.

What you will learn

- Understand the current operational constraints in the food sector
- Understand how adopting technology and automation can alleviate those constraints
- Learn measurement tools that can help in identifying critical areas for technology and automation adoption
- Understand the different areas where technology and automation can be adopted
- Understand the implications and process of adopting technology and automation

Who should attend

Entrepreneurs, Marketing, Training, Operations, and Business Development (Professionals).

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Executive Entrepreneurship Programme

Designed for individuals who have an interest in developing the knowledge, attitudes and skills necessary to become successful entrepreneurs, this programme will enable participants to gain an understanding of the basic principles necessary to start and operate a business.

What you will learn

- The methods of financing a business
- The various marketing strategies
- Composition of an effective business plan

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Finance for Non-Financial Managers

This course gives participants a general understanding of a business environment where individuals have to manage budgets or costs or to take responsibility for revenue or expenditure. The workshop introduces non-financial managers to the world of finance, enabling them to understand their organisation's financial issues and how their decisions affect their organisation's financial performance.

What you will learn

- Financial jargon used by accountants
- Key accounting principles and concepts that govern the preparation of financial statements
- Importance of cash flow and the significance of the difference between profits and cash
- Manager's role in preparing and monitoring budgets
- Perform and interpret the results of ratios analysis to assess the performance of a business in the key areas of profitability, liquidity, working capital management, gearing and investor returns
- Make sound business decisions that impact the financial health of the organisation

Who Should Attend

Managers with little or no financial background.

- *Applicants should be a PMET with at least a recognised Diploma. Applicants will be screened and selected by Temasek Polytechnic. Application will be considered based on first-come-first-served basis.*

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Food & Beverage Productivity & Revenue Management

Participants will learn to effectively manage restaurant revenue by using techniques such as capacity management, redesigning of performance indicators, innovation & capability upgrading, process re-engineering, cost control, menu planning, menu engineering, social media marketing, sales techniques and technology innovation.

What you will learn

Day 1

- Introduction To Productivity
- Introduction To RM + New F&B
- Performance Indicator
- Seat Utilization & Table Mix
- Menu Planning
- Five-Step Approach To RM
- Menu Engineering
- Calculate Total Customer Worth

Day 2

- Segmentation & Differentiation
- Incorporating Science & Technology Into Culinary Art
- Utilization Of F&B Technology
- Hospitality Innovation
- Pricing Strategies
- Meal Pace And Reservation
- Policies

Day 3

- Menu Item Forecasting
- Determining Actual Food
- Expense
- Standardized Recipes
- Inventory Control
- Purchasing
- Management Of Receiving
- Assessment

Who should attend

Middle management executives in the food & beverage industry, including F&B supervisors, outlet managers, restaurant operators, revenue managers, kitchen managers, chefs, cost controllers and income auditors.

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Hotel Revenue Management: An Appreciation

This workshop covers an overview of revenue management as practised in the hotel industry. Participants will learn concepts that are relevant and important to revenue management and they will be able to explain the role and importance of revenue management in the industry.

What you will learn

- Understand the conditions required for revenue management implementation;
- Analyse the importance of market segmentation in revenue management process;
- Appreciate the role of demand forecasting, inventory allocation, pricing and channel management plays in maximising revenue for the organisation;
- Understand the key factors to successful implementation.

Who should attend

Any hotel executive who wants to gain an appreciation of hotel revenue management.

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Handling complaints

Participants will understand the communication process involved when applying suitable complaint resolution techniques. They should also be skilled in overcoming barriers to listening when engaging stakeholders.

What you will learn

- Introduction and Learning outcomes
- Communication process: -
 - (i) Types of communication styles
 - (ii) Verbal and non-verbal communication
- Communication process: -
 - (iii) Overcoming barriers to listening
- Complaint resolution techniques:
 - (i) Exercising empathy
 - (ii) Identifying customer's needs
 - (iii) Managing customer's emotions

Who should attend

Communications Personnel, Front-line Officers

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Learning Basic Sales Techniques

This workshop covers an overview of basic sales techniques and participants will learn and understand the fundamentals of personal selling. Participants will learn the do's and don'ts of selling and understand key attributes that make a successful sales person. Participants will learn prospecting skills, learn how to handle sales objections and understand the importance of after sales customer service.

What you will learn

- Develop sales mindset and attitudes that drive commitment to sales target;
- Create positive first impression and sales conversation;
- Overcome sales objections with sales closing techniques.

Who should attend

Any sales executive or newly appointed salesperson who wants to gain fundamental selling skills.

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Design Thinking in Action - The SEE Cycle

Developed and taught by a team of Design educators themselves, the SEE Cycle will help non-designers sift through the jargon and gain insight into the cyclical and highly iterative creative thinking process. Participants will be encouraged to adopt an open and expansive mindset that will embrace productive failure, risk-taking and deep inquiry.

Participants will understand the importance of human-centricity as they develop multiple options to address issues and pain-points of the businesses and organizations they serve. The SEE Cycle framework further creates value by helping participants effectively evaluate and validate the most viable options and ideas, allowing for early failures which keeps organizations from investing a lot of time and money into solutions that ultimately won't work.

What you will learn

Day 1

- Overview Of Design Thinking
- Introduction To The SEE Cycle
- Beginning With The Right Mind-set
- Presenting The Design Challenge
- The Power Of Empathy
- Identifying the Issue
- Deconstruction and Reconstruction
- Presentation and Critique

Day 2

- Generating New Ideas
- Discovering the Impossible
- Distilling the Best
- Validating Viable Options
- Presentation and Critique
- Summary and Conclusion

Who should attend

Educators, Entrepreneurs, Administrators, Consultants, PMETs

- *This programme is crafted for those who are keen on acquiring skills to unleash and apply their creative potential.*

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Design Thinking: An Introduction To The See Cycle

This programme is crafted for beginners who are keen to understand the fundamentals of design thinking. The Introduction to The SEE Cycle is a one-day fast-paced intensive immersion into the core areas of design thinking for busy executives. The SEE Cycle is a fresh, simple and easy to understand framework in design thinking created specifically to help participants to understand and quickly adopt the cycle of innovation and creativity in their daily work.

What you will learn

- Introduction to the SEE Cycle
- Presenting the Design Challenge
- The Power of Empathy
- Identifying the Issues
- Deconstruction and Reconstruction
- Presentation and Critique
- Summary & Conclusion

Who should attend

Educators, Entrepreneurs, Administrators, Consultants, PMETs

- *This programme is crafted for those who are keen on acquiring skills to unleash and apply their creative potential.*

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“Can I FOLLOW you?”

The hands-on workshop for beginners will teach participants how to get started with Instagram for personal use but ending with an insight on Instagram for businesses. The advanced level workshop will cover taking organisations' Instagram account to the next level by using the available features to get customers' attention. Emphasis will be given to success stories from the hospitality and tourism industry.

What you will learn

Beginners workshop

1. Use Instagram effectively;

2. Set up an interesting profile;
3. Manage photos with appropriate captions;
4. Engage friends through postings;
5. Understand how privacy settings work;
6. Learn other features of Instagram.

Advanced workshop

1. Use Instagram business accounts;
2. Differentiate between Personal and Business accounts;
3. Set up a Business account for your organisation;
4. Manage features;
5. Interpret account insights for marketing purposes;
6. Post engaging content to engage current and potential audience;

Who should attend

Beginners workshop

Entry level staff and anyone who wants to learn how to use Instagram effectively.

Advanced workshop

Executives and above, and anyone who wants to use Instagram to improve brand perception, increase brand recognition, develop brand loyalty, cultivate and enhance conversion rates.

Minimum requirements:

- Basic computer knowledge
- Bring your own device (Smartphone)
- An active personal Instagram account. (for advanced level only)

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Basic Business Analytics @ Work

This workshop is a quick jumpstart to do basic business analytics. Participants will get to understand of the importance of Analytics, to get hands-on experience to handle data, as well as to create interactive dashboards. This workshop will also show case the potential and possibilities of doing more with advance business analytics.

What you will learn

- Understand the importance of Analytics in the workplace
- Perform basic data preparation using Excel
- Create interactive dashboards for data visualization using Excel
- Appreciate the capabilities of Analytics software tools

Who Should Attend

This workshop is targeted at executives, managers and decision makers who would like to have a hands-on introduction to business analytics.

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Coding for All

This workshop uses a project-based approach to introduce participants to coding fundamentals using an appropriate coding language (i.e. Python). Participants will learn how to develop simple applications from scratch. To give the learner a realistic learning experience, hands on activity will be performed using one or more of the following tools:

- IDLE
- Pycharm

What you will learn

- Understand the fundamental constructs of coding
- Develop simple programs using a coding language, such as Python
- Apply coding best practices in developing solutions

Who should attend

Anyone interested to learn about coding and who wish to acquire basic programming skillsets with no prior knowledge on programming.

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Creating Graphics with Adobe Photoshop & Illustrator

Digital skills are essential to increase job capabilities or to perform future jobs. This course will help non-designers acquire skills in digital design software so that they can create graphics content either for their own organizations or to increase capabilities to enhance their own career growth. In a future world where multi-disciplinary competencies will be valued, be that workplace practitioner who knows how to use digital knowledge to create graphic content and also know how to make the content visually attractive and conceptual.

What you will learn

Adobe Photoshop (Tutorial)

- Knowing the Workspace
- Size and Resolution
- Files and File Formats
- Selecting Pixels
- Painting and Retouching
- Getting to Know Layers

Adobe Illustrator (Tutorial)

- Knowing the Workspace
- Shape / Transform / Draw Tool
- Combine / Subtract / Group / Arrange Shapes
- Appearance Panel & Basic Colouring
- Organise Illustration using Layers
- Formatting Text using Variety of Column Grids
- Exporting and Saving Files

Who should attend

Operation Staff, Executives, Educators and Entrepreneurs

- *Basic Computer Usage Knowledge*

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Graphic Design Basics – Create Impactful Marketing Collateral in 1 Day

Designing marketing collaterals using digital technology help businesses and organizations create content and display content digitally so that communication can reach consumers more effectively in our digital-enabled world. Having the knowledge of design software is just the beginning. Take a step further with this course by learning how to design effectively and learn from experienced designers who will guide you to

grasp composition and layout knowledge to create impactful communications that will help your business or product stand out.

Upon completing the course, participants will apply all the various aspects of knowledge to create digital-based communication collaterals of professional standards.

What you will learn

- Typography
- Layout
- Mood board
- Design Principles
- Creation of EDM

Who should attend

Operation Staff, Executives, Educators, Entrepreneurs or anyone who is interested in learning design.

- *Participants are required to possess basic computer knowledge*

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SkillsFuture for Digital Workplace

The Digital Revolution has transformed our lives, from shopping to keeping in touch with friends and functioning effectively at work. This 2-day workshop will walk you through the latest tools of the digital world and guide you on how to harness these tools to build your digital confidence through hands-on training and group activities.

What you will learn

- Hunt for the best deals online, in Singapore and overseas so that you do not miss the next sale.
- Split bills among friends without exchanging physical money, and while doing so, ensure that your passwords, credit card numbers and accounts are never compromised.
- Run a virtual garage sale to clean out the house in time for the festive season and earn some money in the process. Learn the techniques of digital and social media marketing to make sure that your sale is well advertised.
- Collaborate virtually with colleagues on your next project. Manage task lists, documents and communications securely while your team works together in separate locations, even time zones.

Who should attend

- Individuals who would like to build up their digital confidence in using new technologies, software and applications (Apps).
- Individuals who are planning to return to workforce and would like to equip themselves with the various digital tools that are currently available in the workplace.

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How to Think Again to Transform the Organization & Think Across to Innovate and Collaborate

This is a bundle of 2 micro-learning online courses to be completed together:

How to Think Again to Transform the Organization

We are living in an age fraught with disruption and unprecedented market turbulence. Business transformation in our world now revolves around the importance of generating new value through leveraging new opportunities to drive growth. In this course, you will discover ways to grow your business, anticipate disruption and acquire the skills to increase your business agility. You will learn how to review, renew and reinvent – in

essence, to think again – before a crisis forces you to do so.

How to Think Across to Innovate and Collaborate

We live and work within boundaries, including the physical boundaries of our homes and national borders, as well as the invisible boundaries that define our culture, social groups, professions, and business organizations. While boundaries are necessary and useful, how can you avoid being locked into old ways of doing and thinking? In this course, you will learn about how to think across boundaries and tap into fresh and innovative insights for the challenges we face.

Who should attend

Advanced /Senior Management, Professionals

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Transforming Conflict Into Opportunity & The Leader Who Made the Impossible Possible

This is a bundle of 2 micro-learning online courses to be completed together:

Transforming Conflict Into Opportunity

Everyone knows conflict is inevitable. It is almost an everyday affair. Conflict has a way of showing up in the oddest of places: in crowded parking lots, when driving a car; at family outings, business meetings, and corporate training, at funerals, religious meetings, weddings, and even during a honeymoon! In this course, you will learn to intervene and recover from conflict by understanding and embracing the Meta 8 Golden Rules.

The Leader Who Made the Impossible Possible

This is the story of a leader who rose from hardships to be one of the top ten most influential policymakers in the world according to Bloomberg. Idris Jala is a fixer - known for rescuing companies on the verge of collapsing and deep diving into difficult issues, working his magic to turn them back around. The success in his transformation processes and record profits for his work in SHELL and Malaysia Airlines brought him to the next stage of his career - aiding the Malaysian government. Whether you're leading a big or a small team through change, it's never easy. Gain new perspectives and helpful tips from this course on Idris Jala's journey, to inspire you to do the impossible.

Who should attend

Intermediate/Middle Management, Professionals

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Career Transitions for Senior Management & Leading with Purpose - A New Paradigm

This is a bundle of 2 micro-learning online courses to be completed together:

Career Transitions for Senior Management

Afraid that your best years are over? Feeling like you're losing out to younger professionals? Think it's too late to make career changes? Rapid technological progress and digitalisation can feel extremely intimidating. But these fears of becoming irrelevant, obsolete or "too traditional" could inhibit your personal development and career growth. Career transitions at a senior level can feel as though you've wasted years of experience, or like you're taking a step back, but truth is, this could well be the best decision that you make towards a meaningful life. With guidance and tips from our specially designed New North Coaching, we can help you to fight your fears, reset your mind, and achieve the career and life that you deserve.

Leading with Purpose

A New Paradigm - Leveraging on latest research, this course aims to chart a new direction for leadership by re-looking at and refreshing past leadership models like competency framework, leadership styles, etc. Now, you can make leadership work!

Who should attend

Advanced /Senior Management, Professionals

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How to Sell Without Selling & Take Your Restaurant Service from Ordinary to WOW!

This is a bundle of 2 micro-learning online courses to be completed together:

How to Sell Without Selling

Feeling like you've hit a plateau in your sales tactics? Looking to change your sales focus and drive new revenue? Sometimes our sales strategies can get stale, stunting the growth of returns - but what you might need is a fresh perspective to revamp your process. Gone are the days of selling products. Now, it's all about selling value. That's because people don't buy things; they buy the benefits that the product or service gives them. Value selling puts the needs of the customer at the forefront of your entire sales process and marketing funnel. Learn how you can transform your sales methodologies through selling value, with practical strategies to restructure your processes and increase sales revenue.

Take Your Restaurant Service from Ordinary to WOW!

This training program is designed for the food & beverage (F&B) industry to maintain and enhance customer service standards. This course is specially developed by Meta Consulting – a leading consultancy in Asia focused on values-based, consulting, coaching and learning development services. After the course, you will walk away equipped with the skills to improve customer satisfaction while increasing employee morale.

Who should attend

Intermediate/Middle Management, Professionals

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Leadership In AI & How to Think Ahead to Prepare for the Future!

This is a bundle of 2 micro-learning online courses to be completed together:

Leadership In AI

Artificial Intelligence (AI) refers to the technology that enables machines to think, reason and decide like humans. Applications that use AI are all around us, from our smartphones, payment apps such as Fave and PayNow, as well as other software such as online meeting platform Zoom, and writing platform Generative Pre-trained Transformer 3 (GPT-3). The continued AI presence is set to get bigger, as in autonomous vehicles and the Internet of Things (IoT). But how will AI influence the future, especially for those among us who are not tech-savvy and who do not like the changes computerization brings? In this course, you will learn about the benefits and concerns arising from the adoption of AI. You will learn about the major concerns about AI adoption, regulatory frameworks used around the world, and directions to be considered as we navigate the development of AI in the future.

How to Think Ahead to Prepare for the Future

Do you feel confident enough to lead your organization through unexpected challenges? We live in a Volatile, Uncertain, Complex, and Ambiguous world, or V.U.C.A for short. As a leader, it is up to you to think ahead and plan strategically to ready yourself and your team for any kind of challenge. It's pretty much

survival. So what choices should you make now to prepare for the future? This course will show you crucial steps in preparing yourself and your organization for a V.U.C.A. world.

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Taking Innovation to the Next Level & Operational Excellence with Zero Defect Mindset

This is a bundle of 2 micro-learning online courses to be completed together:

Taking Innovation to the Next Level

The success of a business is contingent on being able to improve its processes, bring new and improved products and services to market, increase its efficiency and, most importantly, improve its profitability. In this course, you will learn how to define your start-up's vision to inspire all stakeholders and improve collaboration through aligning goals. You will also discover how to deploy resources by focusing on qualified prospects and determine when to switch from the early market to the mainstream market to achieve success.

Operational Excellence with Zero Defect Mindset

Why do some companies dominate in the space they play in? Why do they perform so well that they leave the competition trailing behind, even though they operate in the same industry, access the same suppliers and serve the same market? In this course, you will learn how you can lead to galvanize your organization to achieve operational excellence (OpEx) and gain that edge over the competition.

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Managing Employment Disputes More Effectively & How to Speak so People Really Listen

This is a bundle of 2 micro-learning online courses to be completed together:

Managing Employment Disputes More Effectively

In this course, you will learn how to provide good employment practices and eradicate bad employment practices in your organization. You will also learn how you should behave as a leader to reduce employment disputes.

How to Speak so People Really Listen

Anyone can talk. But the challenge? Getting people to listen. No matter what your role, seniority, or industry, there is one key skill that really sets you apart - good communication. How should you communicate such that your audience will sit up, take notice and listen? This course will guide you through crucial points that help you become an effective communicator - from mastering storytelling, to being confident in public speaking

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Leadership in Big Data and IoT & The Human Impact of Crisis Management

This is a bundle of 2 micro-learning online courses to be completed together:

Leadership in Big Data and IoT

Billions of interrelated physical devices in the world today are now connected to the internet, simultaneously collecting and sharing precious data. With this, our world is getting smarter and more responsive, seamlessly merging the digital and physical universes. You know that data is being collected, but how can you make sense of the sheer volume of seemingly unintelligible data? In this course, I will use relatable, everyday examples so that you're better able to appreciate the value of IoT and Big Data, as well as their respective risks.

The Human Impact of Crisis Management

The Human Impact of Crisis Management was created to upskill anyone interested in managing any crisis. The goal in this course is not for us to have a response for every crisis but to navigate it effectively by understanding the human impacts during a crisis. The belief is that to manage a crisis, one needs to understand the behaviors of people in it. With that, one will be in a better position to cope with any kind of crisis.

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Organizational Politics & Talent Management And Succession Planning

This is a bundle of 2 micro-learning online courses to be completed together:

Organizational Politics

Do you ever feel like a fish out of water as you navigate the different personalities in the workplace? Then you are not alone. In this program, you will learn what organizational politics is, why it exists and how to navigate it.

Talent Management And Succession Planning

You hire a new talent and invest time to develop him or her. The newbie shines in the workplace. Then two years later, the new talent sends in his or her notice and joins a competitor. What happened? If this is an all-too familiar scenario, you are not alone. Why can't we keep the staff we hire? Is there something wrong with our work processes, our work culture, the peers, our personalities etc, the list can go on and on and you would still be no wiser. In this course, you will learn about the importance of developing and managing the strengths of your team members or subordinates to achieve successful, harmonious and fulfilling work experiences. You will also learn the importance of seeking and grooming successors to enable a smooth and seamless transition of leadership and corporate vision.

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Executing Strategy Effectively & Value-based Leadership During Disruption

This is a bundle of 2 micro-learning online courses to be completed together:

Executing Strategy Effectively

Breakthrough and innovative ideas must coalesce into a strategic project that can be implemented. Otherwise, the good ideas remained as academic possibilities. Execution is the ability to take effective action to turn ideas into a strategic project that is effectively implemented to achieve the desired outcomes. In this course, we discuss the approach that leaders should take to ensure that their execution of strategic innovations is agile and impactful. We will focus on how leaders should act, adapt and align innovative breakthroughs to achieve the desired transformation and outcomes.

Value-based Leadership During Disruption

Tanri Abeng is one remarkable man known in both the business and political world. He is known not only for his contribution in the different corporates he has been in, but also for his contribution to the government. In this course, we will focus on prioritizing 5 critical values that Tanri Abeng has shown in his leadership while leading successful conglomerates and real-life examples of how he practiced it in his leadership journey. We trust that through these values, you will find a greater sense of meaning and purpose in your leadership.

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

Reinventing Your Business & De-escalating Conflict in the New Normal

This is a bundle of 2 micro-learning online courses to be completed together:

Reinventing Your Business

Business cannot be the same anymore! The New Normal has forced many businesses to close, to change focus or even to radically transform our business models and offerings. We need to continually abandon the obsolete, continually improve, continually exploit our successes and continually innovate. In this course, you will learn how to effectively diffuse conflict in the home and workplace. You will also learn how to control your emotions in aggravating situations and create a close-knit family and work environment.

Take Your Restaurant Service from Ordinary to WOW!

During stressful times when emotions run high and egos get bruised, inappropriate ways of handling conflicts can be detrimental to relationships. Through this course, you'll learn techniques that will allow you to effectively resolve conflict and restore harmony in the home.

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

12 Essentials of Digital Marketing

This micro-learning online course will equip you with the skills and knowledge on the essentials of digital marketing. It will deepen the understanding on the world of digital marketing and its impacts on individuals and organizations to reach and communicate to their target audience. You will learn the basics of Digital Marketing focusing on:

- Email Marketing
- Search Engine Marketing (think Google)
- Social Media Marketing (think Facebook, Instagram and Twitter)

What you will learn

- Understand what Digital Marketing is
- Appreciate the key players in the Digital Marketing world
- Comprehend the important digital marketing tools that can impact you and your organization

Who should attend

Participants or organizations that have little or no knowledge in Digital Marketing but who are interested to learn how to utilize digital marketing tools to reach and communicate their target audience. It is also suitable for participants who are actively involved in causes and ideas in non-profit organizations.

[BACK](#)

5 Strategies for a Stronger Safety Culture & Take your Hotel Service from Ordinary to WOW!

This is a bundle of 2 micro-learning online courses to be completed together:

Five Strategies for Stronger Safety Culture

We are here to help you with answers and to navigate the safety landscape with strong information grounded in research, data and case studies. Learn how you can build a safety culture so that your managers sleep soundly at night, knowing that employees are doing their jobs safely.

What you will learn

You will learn 5 powerful strategies that you can use to improve safety levels wherever you are. You will become an ambassador of safety culture in your organisation by being committed, advocating for the highest the safety level, moving up the Safety Culture ladder, learning how to use the Hierarchy of Controls to create a safety culture and most of all, to help staff take ownership for safety.

Take your Hotel Service from Ordinary to WOW!

This course will help managers to bring their service to the next level: WOW and Retain customers. They will learn the secrets of outflying customer expectations. They will also change the climate of service culture in their organisation and lead high performing service teams

What you will learn

You will be a believer and practitioner of great customer service manager You will change your mind set about service to deliver WOW service all the time in whatever position you are in. You will develop competencies to:

- Outfly customer expectations in every department.
- Deliver ONEPLUS WOW service to delight customers at every touch points to create a WOW service experience for your customers.
- Deal with complaining customers with calmness and turn them into loyal customers.
- Become proactive by taking follow up action steps to ensure customers return to you in their next visits.

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

5S & 7W for Work and Personal Effectiveness

The 5S originated from Japanese shop floor management principles, which bring structure to daily work process to keep our work environment in a neat and tidy manner. The 7W covers the common wastes seen in many business processes. Together, these 5S&7W formed powerful operations tools leading to a lean and effective business. Moving from workplace to personal habit, these tools will enhance an individual effectiveness in life; leading to a more productive individual.

This micro-learning online course will provide you with the knowledge and application skills needed to apply 5S and 7W to their work and life.

What you will learn

At the end of the course, you will be able to apply the concepts of 5S & 7W to your workplace as well as your personal life in driving higher levels of productivity, quality, safety and morale. The ability to apply 5S & 7W will form powerful push leading to a lean and effective business model as well as a more efficient individual.

Who should attend

Individuals who are interested to apply 5S & 7W principles to achieve higher work and personal productivity level.

[BACK](#)

7-Ups for Personal Effectiveness & Coaching For Peak Performance

This is a bundle of 2 micro-learning online courses to be completed together:

7- Ups for Personal Effectiveness

This course outlines clear ways in which you can increase your personal effectiveness, develop habits and strategies to enhance personal and professional lives for peak performance. Embark on a journey with me to make small changes and reap big results!

What you will learn

- Become a more effective person by taking concrete steps to reject mediocrity
- Learn how to have a more positive mind set and turn negative events into opportunities for learning
- Adopt the 4 winning attitudes to transform the way you live 4. Grow your mind to become a wiser person
- Take concrete actions to make things happen in your life

Coaching For Peak Performance

This program aims to develop the coaching skills of leaders. This in turn will enhance learning and overall team performance of their companies. The objectives of this program are:

1. Clarity of roles between the coach and the coachee.
2. Understand issues impacting coaching.
3. Identify coaching moments.
4. Develop effective coaching skills for peak performance.
5. Handle difficult coaching moments appropriately.

What you will learn

- Identify and describe the 5 Cs of the Meta Great Coach Model

- Identify the 4 reasons why leaders need coaching
- Define affinity and identify the factors that build it
- Describe the probes for clarity of Action Behaviours
- Describe the 7 powerful principles in Affirmation
- Identify and describe the 5 Coaching Styles
- Identify the 4 Types and 4 Principles of Recovery
- Describe the 7 steps to sustain change and performance as a coachee

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

Adopting F&B Technologies

This micro-learning online course will equip you with the necessary strategies to achieve operational efficiency and sustainable growth by evaluating and adopting the right technologies for the F&B Business.

What you will learn

- Describe the common applications of technology for various restaurant operations.
- Identify technological developments in the food & beverage industry.
- Explain the benefits of employing technology in a restaurant.
- Explain how technology can address current challenges in the local food and beverage industry.

Who should attend

Participants who are interested in optimizing operational efficiency and profitability in F&B Business through appropriate F&B technology adoptions.

[BACK](#)

Basic Food Hygiene for Food Handlers

This online course is a bundle of 2 micro-learning courses to equip you with the knowledge and skills in the safe preparation of food.

What you will learn

- Understand good personal hygiene practices
- Describe the use of safe and wholesome ingredients
- Describe how to handle food safely
- Understand how to store food safely
- Maintain a clean working area

Who should attend

All food handlers in the food services industry and household.

*This course is suitable for those who wish to refresh themselves in basic food hygiene handling or can be used as a **preparatory micro-learning course** for those who aim to take the national certification course - "Basic Food Hygiene" or "Follow Food and Beverage Safety and Hygiene Policies and Procedures". Please note that this course **does not** accredit learners with the national basic food hygiene certification.*

[BACK](#)

Behavioural Insights for Business Decisions

This micro-learning online course will equip you with behavioural insights to modify behaviour so as to achieve better outcomes for themselves or others in the areas of investments, health or spending. This includes having an understanding of the decision making process and the cognitive biases it is prone to which lead to irrational decisions. The course will also look at key elements from three main toolkits used in Behavioural Insights along with real examples of how they have been used to nudge to achieve desired outcomes.

What you will learn

- Identify irrational decision making
- Explain the cognitive biases leading to irrational decisions
- Apply debiasing strategies or create nudges which lead to better decisions

Who should attend

Participants who are interested in modifying behaviour of themselves or others in order to achieve a desired behaviour in the context of a business.

[BACK](#)

Counselling on the Go

This micro-learning online course will aim to bring counselling to the layperson by equipping you with practical counselling knowledge, skills, tools and techniques to cope with difficult and uncomfortable situations and issues you face at work and in daily life.

What you will learn

- Understand basic knowledge and practice of counselling
- Apply skills, tools and techniques of counselling to cope with life issues at work and in daily life.

Who should attend

Participants who are keen to counsel self & others by practicing basic counselling knowledge, skills, and employing tools and techniques to cope with difficult and uncomfortable issues at work and in daily life.

[BACK](#)

Design Principles for Effective Visual Communication

Ever wonder why some reports are so easy to read and understand and why some emails can get the message across so effectively? How can we communicate insights about a business's performance and key performance indicators effectively using analytics dashboards and charts? The answer lies in good visual design! This micro-learning online course will provide you with the 6 visual design principles to create compelling analytics dashboards, develop effective presentations, marketing collaterals and slides, write good reports and emails, as well as take good photos and make good art.

What you will learn

- Understand how our minds perceive things we see

- Describe Gestalt principles of visual perception
- Apply Gestalt principles of visual perception to visual communications

Who should attend

Working professionals and individuals who wish to make his or her visual communications more effective.

They can be data analysts who wish to communicate insights about a business's performance, teachers who wants to develop good teaching material, marketing professionals responsible for creating marketing material, administrators, artists and photographers.

[BACK](#)

Design Thinking 1.0

This micro-learning online course will is about learning Design Thinking by Design-Doing. You will gain understanding that great design solutions start with understanding individual users in a more empathetic, human way and then turning that into a practical design for someone else.

What you will learn

- Come up with a project vision to create innovative solutions for users in a meaningful way
- Understand and apply basic ethnography such as user interviews and observations as well as using all 5 senses to come up with a design challenge.
- Test out your ideas and iterate them for user
- Finalize product design

Who should attend

Professionals who are a part of the innovation team at work, heading up a new project that pushes boundaries.

[BACK](#)

Developing a Strategic Brand Blueprint

This micro-learning online course will equip you with knowledge and skills on branding strategy to help an organization or company to develop a better brand experience from a strategy point of view.

What you will learn

- Describe the function of brand positioning
- Draft brand positioning statements for practice and future application
- Apply the theories used in describing brand personalities
- Apply the usage of brand narrative for brand messaging
- Identify the various categories on profiling a target audience
- Propose a persona of the target audience for a brand

Who should attend

Designers and brand owners who are interested to learn how to develop a brand blueprint for designing a brand identity.

[BACK](#)

Developing Resilience for Life & The 12 Destructive Conflict Styles

This is a bundle of 2 micro-learning online courses to be completed together:

Developing Resilience for Life - SUMO

It is perfectly human to resist change, especially when it threatens your stability and comfort. While change is inevitable, you can control how you react to life-changing or stressful situations, and possibly affecting their outcomes. Thankfully, resilience is not a trait that people are simply born with. You can acquire it through changing your thought patterns, behaviours and actions.

In this course, you will learn the key principles of SUMO (Shut Up, Move On), accompanied by clear, actionable steps that you can apply to your life today to develop resilience in your personal and professional life."

What you will learn

- Learn the formula that allows you to take control of situations
- Identify 3 factors that influence our response
- Understand 4 factors that influence how we see things
- Learn the theory of differing perspectives
- Identify five ways to conquer the procrastination habit

The 12 Destructive Conflict Styles

Managing conflict is a great challenge in our Asian culture. Why? Because we dislike discussing it publicly as it may be too disconcerting, disgraceful or dishonorable. When we go through conflicts, especially problematic and intense ones, we feel frustrated, angry and even lost.

In this course, we will:

1. Gain an overview of The 12 Conflict Styles;
2. Identify our own dominant conflict styles; and
3. Acquire skills to manage conflicts.

What you will learn

- Identify and describe the 12 Conflict Styles
- Describe the 3 ways to turn harsh start-ups from destructive to constructive
- Describe the 3 steps involved in dealing with criticism effectively
- Describe the 4 steps in effective conflict management
- Describe the 2 ways in which contempt can be destructive
- Define 'stonewalling', and describe why it is unhealthy
- Define 'One-leg Kicking' and describe 3 ways which we can deal with it
- Describe why 'Smiling Tiger, Hidden Dragon' is unhealthy and how we can deal with 'hidden dragons'
- Define 'Confession Approach' and explain why it is destructive
- Define John Gottman's 'Bids', and describe the 3 types of responses to 'Bids'

Who should attend

Foundation/First Line Manager, Professionals

[BACK](#)

Emotion, Personality & Self Esteem & Leading Change in An Uncertain World

This is a bundle of 2 micro-learning online courses to be completed together:

Emotion, Personality & Self Esteem

This course features a clear and simple explanation on how our brain works and affects us as leaders. You will also learn tips on how to become a more effective leader in your personal and professional life. The scope of this program is:

1. What is going on inside our brain?
2. Woes of an over-reactive Limbic System
3. The secure leader
4. The insecure leader
5. How To Take Care Of Your Brain?
6. The Do-Learn-Grow model
7. 5-finger Mindfulness

What you will learn

- Identify the 3 layers of the brain
- Describe the A-B-M Circuit
- Describe the A-C Circuit or Amygdala Hijack
- Describe what causes an over-reactive Limbic System
- Identify and describe Daniel Goleman's 6 leadership styles
- Identify and describe Howard Gardner's eight multiple intelligences
- Distinguish between Self-Confidence and Self-Esteem
- Identify and describe the four aspects of the self
- Identify the four constituents of mental well-being
- Describe the Do-Learn-Grow Model
- Describe the 5-Finger Mindfulness Model

Leading Change in An Uncertain World

To consistently stay ahead, we need to have future-focused, innovative leaders who understand, but are unafraid to take risks. Leaders can't stand still, or they will be overtaken. They themselves have to keep nurturing their passion, renewing their vision, retooling their competencies and redeveloping their character. They have to innovate and do it creatively – not just to keep up with the competition, but also to constantly recreate themselves.

In this course, we will examine the Meta Framework that has been used effectively in helping leaders and businesses transform.

What you will learn

- Identify and describe Peter Drucker's four critical tasks of 'The Change Leader'
- Identify the attributes of a Change leader
- Identify effective ways to encourage and evaluate innovation
- Understand the importance of value creation
- Identify effective ways to map, communicate and implement the organization strategy
- Identify effective ways to build trust and relationships
- Identify effective ways to empower your Change champions
- Identify effective ways to translate strategy to actions
- Understand the importance of learning and development
- Identify effective ways to analyze the plans and actions

Who should attend

Advanced /Senior Management, Professionals

[BACK](#)

Employee Grievance, Discipline & Counselling

This micro-learning online course will equip you with the knowledge and skills to handle employee grievance, discipline and counselling.

What you will learn

- Define employee complaints and grievances.
- Identify the causes of employee grievances.
- Elaborate the grievance handling procedures.
- Define discipline and the role of supervisor in employee discipline.
- Describe the factors to consider in employee discipline.
- Define counselling.
- Explain the differences between coaching and counselling.
- Describe the benefits of counselling.
- Identify employees' problems that require counselling.
- Apply the relevant counselling skills to manage different employee problems.
- Identify the common pitfalls in counselling and ways to avoid them.

Who should attend

Participants who are or aspiring to take on supervisory and managerial roles in their organizations and keen to acquire knowledge in People Management, and/or build a good foundation for further studies in Business Diploma courses.

[BACK](#)

Energy vs Time Management & Understanding Millennials

This is a bundle of 2 micro-learning online courses to be completed together:

Energy Management vs Time Management

This course is designed to highlight the differences between energy and time management, so that those pursuing the Holy Grail of 'making more time' for the endless tasks, will be able to channel their efforts to the true discipline of leadership and being able to handle and manage everything that is needed to get the job done well.

What you will learn

- Describe the 5 types of energy that have to be managed
- Describe and explain the concept of 'FLOW'
- Describe the 4 ways that can help us manage our physical energy better
- Define 'Emotional Energy' and describe the 3 main approaches to manage it
- Identify what Energy-Energizers are
- Explain 'Amygdala Hijack' and describe the 4 steps in G.R.O.W
- Define 'Mental Energy' and describe the 3 main approaches to manage it
- Define 'Social Energy' and differentiate between affinity and respect
- Define 'Spiritual Energy' and describe the 3 ways to manage it

Understanding Millennials

In this course, we will gain a deeper understanding what the term 'millennials' really means; and that we cannot stereotype them. What exactly drives them; why do they behave the way they do?

Seeing that they make up the new generation of workers that is driving the world, and will make best use of the resources left on this planet in the years to come, we need to not just understand them, but know how to work well with them. It should not be 'us' and 'them', but rather a mindset of 'we'.

We will look at how best we can work well together, leveraging on each other's strengths to face the challenges of the rapidly-evolving world.

What you will learn

- Describe the challenges that millennials face in the workplace
- List 3 ways how millennials are a 'reflection' of other people
- Describe how we can connect with millennials
- Distinguish between problem-identification questions and solution-based questions
- Identify the Ten Tips for Millennials joining the workforce
- Identify the Ten Tips in Managing Millennials

Who should attend

Foundation/First Line Manager, Professionals

[BACK](#)

Engaging the Disengaged

Gallup studies have shown that Disengagement is a worldwide phenomenon. Restore Passion, Pride and Productivity at your workplace through Emotional Engagement as we:

1. Identify – dysfunction at the workplace;
2. Explore – contributing factors of disengagement;
3. Understand Engagement Quotient; and
4. Discover 10 ways you can be a Leader who engages and energizes your Team.

What you will learn

- Define the concept of 'emotional engagement'
- Identify and describe the 4 contributing factors that cause disengagement
- Describe the tendencies that actively disengaged employees have
- Identify Ainsworth's Attachment Theory & describe the 4 types of attachment
- Describe the 2 ways in which Attachment Theory can explain emotional engagement at the workplace
- Describe the 3 views that makes it difficult to have a cooperative and caring world
- Describe the five ways you can engage your team
- Identify the 9 ways to keep actively engaged

Who should attend

Foundation/First Line Manager, Professionals

[BACK](#)

Essential Food Safety and Hygiene Practices (Chinese Version)

本课程将为参与者提供有关食品安全和良好的卫生习惯的相关知识和建议

What you will learn

- 了解良好的个人卫生习惯
- 描述怎样挑选安全并有益的食物
- 描述怎样安全地处理食物

- 描述怎样安全地储存食物
- 保持工作场所洁净

Who should attend

想要学习怎样安全地准备，处理和储存食物以及建立良好的卫生习惯的参与者。

[BACK](#)

How to be Agile in A Disruptive World & Am I a Toxic Leader?

This is a bundle of 2 micro-learning online courses to be completed together:

Agile in A Disruptive World

We live in a world of accelerated change and increasing unpredictability. The issues we grapple with, and the way forward is far from clear. Yet, leaders are still expected to provide direction and create value for stakeholders.

This course shows a clear roadmap that will help you navigate your way through the complex challenges that face us today in the ever-changing business environment. With invaluable insights, useful case studies and practical tips, we show you how individuals and institutions can develop agile capabilities to grow strategically in such challenging environments.

What you will learn

- Define the concept of 'disruption'
- Identify the key differences between competition and disruption
- Identify real-life, recent examples of disruptive business models
- Describe incumbents' common responses to threats of disruption and identify the 2 case examples
- Describe the 3 reasons why incumbents ignore early threats
- Identify the 9 stumbling blocks that hamper incumbents' ability to respond strategically to disruption

Am I a Toxic Leader?

All of us who lead and manage others want to be leaders and managers that people trust, respect and follow.

This course will help you understand and manage your level of toxicity as a leader. Dive in and be on your way to becoming a great leader for your team or organization!

What you will learn

- Learn that everyone is toxic to varying degrees
- Identify the 9 types of qualities found in toxic leaders
- Describe the 5 ways we rationalize our loyalty to toxic leaders
- Identify the 10 early signs of toxicity
- Describe the 6 questions we can use to detect toxic seeds within a leader's vision

Who should attend

Advanced /Senior Management, Professionals.

[BACK](#)

How to Break Toxic Conflict Habits

Dragons are mystical creatures that are often symbolized by the gigantic and powerful serpent or other reptiles or magical or spiritual qualities. The Chinese zodiac purports the people born in the year of the

dragon are healthy, energetic, excitable, short tempered, and stubborn. They are also supposed to be the most eccentric of all.

In this program, we will unlock the mystery of the 'hidden dragon' inside us; our toxic conflict habits. We will attempt to identify the different toxins within us and understand their impact on conflict management.

What you will learn

- Identify the 11 types of toxic conflict habits
- Define the concept of 'face'
- Identify the 4 factors that affect 'face' concerns
- Describe the 3 different aspects to 'Ke Qi'
- Identify the 4 tips on Nurturing Genuine Shame
- Describe the 7 types of power that are common in relationships
- Identify the 6 differences between 'virtuous pride' and 'brazen arrogance'
- Describe the 4 tips on developing virtuous pride
- Identify the 6 differences between 'jealousy' and 'envy'
- Describe the 3 Tips on Fostering Healthy Self-Esteem
- Distinguish between aggressive and passive anger, and describe the symptoms associated with each of them
- Describe the 4 step-process in working through forgiveness
- Identify the 3 tips on calibrating and moderating our drives

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

How to Build Your Personal Brand

Whether you like it or not, you have a personal brand. Everything associated with you makes up your brand: how you look, talk – what you watch, how you work, what people say about you and your beliefs. You may eschew this as frivolity and consider yourself as above others' opinions of you, but the truth is that in this day and digital age, before you are invited to a job interview or even considered as a volunteer in a non-profit, there is usually a quick Google search to find out more about you.

Use this powerful tool of personal branding to your advantage and control the narrative about you than let it take its own unfettered shape and form!

What you will learn

- Define the concept of 'personal branding'
- Describe the key reasons why personal branding is important
- Identify situations where personal branding can go wrong
- Identify who the target audience is and describe how to focus on that group
- Describe the 7 ways to build your personal brand
- Identify the 10 personal core values and decide which are your true values
- Describe the 3 practical ways to bring your personal brand to life

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

How to Lead High Performing Teams

How to Lead High Performing Teams features eight facets that will help you bring out the best of your teams while consistently challenging them to improve and evolve to navigate the breakneck speed of change in our turbulent world.

What you will learn

- Describe the four aspects of emotional intelligence
- Identify and describe the four factors in T.E.A.M.
- Describe the 'Can/Want/Should' Model
- Identify and describe the 6 critical principles in Managing Systems
- Identify the 7 guidelines useful for scouting for potential
- Describe the 6 Talent Management methods

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

Introduction to Brand Strategy

This micro-learning online course will equip you with basic knowledge and skills on strategic planning to help an organization or company to develop a better brand experience.

What you will learn

- Explain the meanings of a brand
- Use terminology related to branding
- Conduct market and stakeholder research and analysis
- Use perceptual mapping as a tool for market potential

Who should attend

Designers and brand owners who are interested to gain an understanding of brand strategy at an introductory level.

[BACK](#)

Introduction to Social & Emotional Learning

Emotional Intelligence is the capacity to recognise and effectively manage emotions in ourselves and with others. Emotional Intelligence at the workplace involves the capacity to effectively perceive, express, understand and manage emotions in a professional and effective manner at work.

This micro-learning online course will provide you with an awareness of the self to better manage emotions as well as to perceive and interpret other people's emotions in order to build a positive working environment.

What you will learn

- Recognise the importance of self-awareness
- Describe emotional states
- Examine the importance of managing emotions
- List strategies to deal with emotions appropriately

Who should attend

Participants who are keen to know more about Social & Emotional Learning.

[BACK](#)

Leadership in Crisis Management & Why Do Asians Avoid Conflict?

This is a bundle of 2 micro-learning online courses to be completed together:

Leadership in Crisis Management

Crisis management is becoming more relevant and important to today's businesses - with the growth of social media, damaging news would be made public within minutes.

This course gives you all you need to know to prepare for the inevitable, from industrial accidents to environmental disasters, and protects your organization from the devastating impact of potential crises.

What you will learn

- Manage crisis more effectively and efficiently
- Be more confident by understanding the 3 stages that form the framework for crisis management
- Learn how to do scenario planning to help plan for potential crisis (Classification of Shocks)
- Learn how to make critical and timely decisions during crisis, using a four-step approach
- Become a better crisis leader
- Be a better communicator during crisis by working out the 4 principles of effective crisis communications
- Define 5 areas of preparation for your media spokesperson

Why Do Asians Avoid Conflict?

Conflicts are part of the normal experience of living and working with people, even those closest and dearest to us. Yet we are often perplexed at the subtlety and complexity of how conflicts are played out.

So why do Asians avoid conflict? Many Asians acknowledge that they are predisposed to conflict-aversion and capitulate to individuals with higher authority or greater power. Children acquiesce reluctantly to parents when they are younger, but they may turn into irrepressible monsters when they are in their teens.

What you will learn

- Understand that conflicts are natural
- Understand that conflicts are neutral
- Understand that absence of conflict is not a sign of emotional health
- Understand that most conflicts are irresolvable
- Define 'gridlock conflict' and identify its signs
- Identify the 3 keys to dealing with gridlock conflicts
- Identify and describe the 10 reasons why Asians avoid conflicts
- Describe the 7 ways how childhood trauma can follow you into adulthood
- Identify the situations when conflict-avoidance is appropriate

Who should attend

Advanced /Senior Management, Professionals.

[BACK](#)

Leading Others

This micro-learning online course will introduce you the fundamental principles of authentic leadership. You will gain understanding on the core principles of being 'human,' care, humility, empowerment, gratitude, strengths-based leadership and belief that everyone can be a leader. This program includes practical tips and actions to apply leadership principles in practice as lead

What you will learn

- Explain the fundamentals of authentic leadership
- Perform authentic leadership at work
- Build better relationship with team

Who should attend

Managers and team leaders who would like to maximise the potential of their teams and create tangible business results

[BACK](#)

Living Well Matters : Embracing Work Life Harmony

This micro-learning online course will help you to live their life well by focusing on key areas of life that matters. It provides practical knowledge and skills on how to achieve harmony in four domains of life namely self, home, work and community. Through interactive teaching using case scenarios and sharing of personal stories, you will be empowered to explore options to assess your current state of the four domains, set goals for change and manage these changes to achieve a greater harmony among the domains, leading towards a more meaningful life.

What you will learn

- Understand the four domains of life namely self, home, work and community
- Explain the elements of Harmony Model
- Apply the Harmony model into daily life

Who should attend

Individuals who are keen to improve their performance in the four domains of life namely self, home, work and community and create greater harmony among them.

[BACK](#)

Merchandising 123 for e-commerce

This micro-learning online course will equip you with the skills and knowledge on the essentials of merchandising in e-commerce. It will deepen the understanding of manage merchandise mix to meet the evolving needs of changing consumers in e-commerce.

What you will learn

This course will equip you with the essentials skills and knowledge of e-commerce merchandising. You will learn how to manage merchandise mix to meet evolving needs of consumers in e-commerce.

Who should attend

Individuals who aspires to be online entrepreneurs.

[BACK](#)

Motivation & Team Management

This micro-learning online course will equip you with knowledge and skills to motivate and manage employees and teams in your organization effectively.

What you will learn

- Describe the challenges of the workforce which affect the supervisor's role.
- Identify the importance of compensation system in attracting and retaining employees.
- Describe the major components of a total compensation system.
- Describe the major causes of conflict.
- Explain the different conflict management strategies.
- Describe the concept of team.
- Identify the characteristics of effective teams.
- Identify the benefits of teams to individuals and organisations.
- Discuss the positive aspects of diversity.
- Identify major types of diversity and diversity issues at the workplace.

Who should attend

Participants who are or aspiring to take on supervisory and managerial roles in their organizations and keen to acquire knowledge in People Management, and/or build a good foundation for further studies in Business Diploma courses.

[BACK](#)

Motivation on the Move

This micro-learning online course will provide practical techniques to motivate yourself and others to achieve higher productivity in their workplace.

Through interactive teaching and sharing of practical motivational techniques and stories, it aims to inspire and support you with higher work motivations, ability to motivate co-workers, and build healthy relationships with co-workers around them.

What you will learn

- Understand basic concepts and techniques of motivation
- Apply techniques of motivation to motivate self and others in work life and relationships.

Who should attend

Participants who are keen to learn and apply the techniques to motivate self and others in work life.

[BACK](#)

Pitching with Loglines

This micro-learning online course will help you to develop skills in writing an effective logline to communicate their ideas to broadcast stations or production houses.

What you will learn

- Describe what a logline is
- Describe the components that make up a logline

- Understand what makes a logline effective
- Write an effective and “killer” logline that describes your idea

Who should attend

Individuals who have just begun writing for media, or new producers, or those who are thinking of stepping into writing and producing and would like to stand out from the others when it comes to getting their ideas front and centre of the attention of potential investors.

[BACK](#)

Preventing Conflict Escalation

Can conflicts be de-escalated? The answer is yes. It is challenging but not impossible.

There are three main phases in managing conflict: conflict de-escalation, conflict intervention, and conflict recovery.

In this course, we will focus on conflict de-escalation. We do this by setting the climate of shared vision, shared values, trust, relationship, learning and recovery. We will also be able to prevent conflicts from escalating by appreciating and applying the five levels of conflict.

What you will learn

- Getting people to embrace a shared vision
- Becoming a role-model to practice the values you espouse
- Building a climate of trust
- Learning how to nurture relationships
- Learning how to recover from conflicts
- Developing skills to ensure that conflicts stay at problem-solving levels despite the differences in perceptions.
- Knowing when to get help when conflicts become irresolvable and intractable.

Who should attend

Advanced/Senior Management, Professionals

[BACK](#)

Professional F&B Menu Planning

This micro-learning online course will help you with the necessary knowledge to generate better returns through professional F&B menu planning.

What you will learn

- Describe the importance of menu planning and the implications for such approaches
- Explain strategic features offered by menu planning
- Explain the types of menus
- Explain external and internal factors when planning menu
- Explain how to design and plan a professional menu for a restaurant

Who should attend

Participants who are interested in optimizing profits through a professionally well-designed F&B menu.

[BACK](#)

Project Management: 20 Ways To Be More Effective

This micro-learning online course will outline the essentials of project managements, including change management and context. It includes insider stories of what goes on in any projects.

What you will learn

- Understand the logistics and human relationships in project management
- Acquire the skills to ask the right questions, interact with peers and deliver desired results

Who should attend

Project managers who want to enhance their project management skills

[BACK](#)

Psychology of Ageing

This micro-learning online course will introduce you to the changes and development in the ageing process, integrating research and theories. You will gain an understanding and awareness on the age-related changes and potential across the physical, cognitive, and socio-emotional dimensions, and to apply the concepts into practice. This knowledge can be useful especially for those who work in an environment that deals with senior clients or work alongside senior workers.

What you will learn

- Understand the key theoretical concepts related to adult development and ageing
- Examine the changes in physical, cognitive and psychosocial development as people age
- Appreciate the potential and opportunities for growth in the ageing pathway
- Apply the theoretical knowledge in work and personal context.

Who should attend

Participants who are interested to increase their knowledge about ageing and aspire to age positively. Ageing is a lifelong process, which makes this course relevant and beneficial to everyone.

[BACK](#)

Rest Your Stress : Nurturing a Balanced Life

This micro-learning online course will provide you with practical knowledge, skills and techniques to cope with stress they experience in life. Through interactive teaching using case scenarios and personal stories, you will learn about the causes and effects of stress and acquire skills and techniques to manage stress and nurture a balanced life that keeps you in harmony in the four domains namely self, home, work and community.

What you will learn

- Understand the causes and effects of stress
- Create strategies to balance the 4 domains of life (self, home, work and community)
- Apply techniques to manage stress

Who should attend

Individuals who are seeking to manage life stress better and nurture a balanced life that achieve harmony in the four domains namely self, home, work and community.

[BACK](#)

Self-Leadership & 5 Great Insights in Conflict Management

This is a bundle of 2 micro-learning online courses to be completed together:

Self-Leadership

Self-leadership is the foundation of greatness, which is a cultivated art. And that begins with self-leadership because at the center of greatness is you, who makes all the difference. There is power in purpose, and with firm and consistent self-leadership, we are able to tap into the deep wells of being a truly value-based leader who is authentic, humble, creative and builds an accountable community.

In this course, you will be given the tools to ensure your true leadership potential is unleashed and honed so that your role in the Global Marketplace is optimized.

What you will learn

- Identify the four aspects of Self-Leadership
- Identify the 8 ways to practice self-awareness
- Define 'Self-Management'
- Identify some common 'hot buttons'
- Identify and describe the Five Steps to Self-Recovery

5 Great Insights in Conflict Management

Managing conflict effectively involves having a framework to understand the different types of conflict: Data, Structural, Incompatible Interests, Values and Relationship. Having this framework will enable you to figure out earlier on how to categorize your conflicts, prevent them from escalating into relational or value conflicts and then help you to focus on the real issues in conflict.

What you will learn

- Give you greater confidence to get into conflict situations in sizing up what the conflict issues are
- Equip you with skills to deal with the types of conflicts and not escalate the conflict and make it worse
- Provide you with a very systematic way of analyzing the conflict situations 4. You will be able to build better relationships and navigate through difficult conflict situations

Who should attend

Foundation/First Line Manager, Professionals

[BACK](#)

Sustainable Building Design Principles

This micro-learning online course will provide you with basic knowledge of sustainable building design principles and their benefits. You will learn what it means to be 'green' in a holistic manner for building designs and understand how these sustainability concepts are translated into realistic outcomes within the building industry.

What you will learn

- Outline the principles of sustainable design
- Identify the benefits of sustainable design

Who should attend

Participants who are interested in building designs and its environmental agenda or can be used as a launching point for those who are about to embark on a BCA Green Mark certified building design.

[BACK](#)

Sustainable Building Design Process

This micro-learning online course will provide you with the knowledge of the sustainable design process of building and the importance of an integrated design approach to achieve sustainability targets.

What you will learn

- Explain the key steps involved in an integrated design process
- State the importance of integrated design process to achieve sustainability targets

Who should attend

Participants who are interested in the design process of sustainable buildings and keen on understanding how these sustainability goals are managed.

[BACK](#)

Talent Acquisition & Management

This micro-learning online course will equip you with knowledge on activities performed by supervisor/ line manager in the areas of talent acquisition and management.

What you will learn

- Identify the roles of a supervisor.
- Prepare Job Description and Job Specification.
- Describe recruitment sources and methods.
- Describe the selection process.
- Apply different employee selection interviewing methods.
- Explain general and department orientation.
- Describe the performance appraisal process.
- Identify the various performance appraisal errors and ways to avoid them.
- Describe an effective employee appraisal interview.
- Describe training & development and its importance to the organisation and its employees.
- Describe the different types of training & development methods.
- Explain on-the-job training (OJT), its importance and advantages to the organisation.
- Apply the coaching process to enhance employee performance.

Who should attend

Participants who are or aspiring to take on supervisory and managerial roles in their organizations and keen to acquire knowledge in People Management, and/or build a good foundation for further studies in Business Diploma courses.

[BACK](#)

Top 5 Reasons Why Leaders Fail

Some leaders fail because they are driven by sexual temptations, greed, fear, toxicity, rage. The objective of this course is to equip leaders with the right perspectives and good values like purity, generosity, courage, being open to feedback and love to combat these failure factors.

What you will learn

- Describe the 4 ways in which 'sexual fall-outs' can occur

- Define 'greed' and describe its anatomy
- Identify generosity as the only guard against greed
- Understand how fear works and what situations trigger fear in us
- Identify the 7 ways that we can use to overcome fear
- Describe the 6 ways a good leader might turn toxic
- Identify the 7 symptoms of toxicity
- Identify the 5 causes of rage

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

Training Needs Analysis @ Work

This micro-learning online course will give you a basic understanding on the importance of Training Needs Analysis (TNA) and guide you through the steps of carrying out TNA in their workplace.

What you will learn

- Recognize the scope and requirements of a Training Needs Analysis to meet client's needs.
- Select the appropriate data collection methods for Training Needs Analysis.
- Select the appropriate data analysis methods to analyse the collected data for Training Needs Analysis.

Who should attend

Participants who needs to conduct training needs analysis to help their organisations achieve their goals and objectives. No formal prerequisites required although a background or interest in training and learning will be very helpful.

[BACK](#)

Unleashing the Greatness in You

Unleashing the Greatness in You features 10 facets that will help you become a more effective leader in your personal and professional life. In this course, we will explore:

1. How you can develop your character and values while society is seeking to derail you.
2. How you can change your perspective about yourself and develop greater self-awareness and self-management.
3. How you can earn the respect of people; even those who don't believe in you, and those who oppose you.
4. How you can find your own voice and drown out the noises that distract and discourage.
5. How you can discover your flow.
6. How you can nurture your passion and drive to do what you are called to do.
7. How you can be emotionally healthy.
8. How you can sustain your energy and lead for the long haul.
9. How you can learn to recover from moral failures and restart your life again.

What you will learn

- Becoming a great leader by nurturing character, having healthier family life, developing strong friendships, producing values and results, and developing people
- Growing your leadership competencies and capacities by developing successors and successful systems, recovering from failures and leaving a legacy of great values
- Leading your team to leave a legacy and learning to care for the community and the environment

Who should attend

Intermediate/Middle Management, Professionals

[BACK](#)

Visual Merchandising for successful e-commerce

Aesthetics for online stores are of utmost importance as customers' interaction with the business is via the internet and very visual in nature. The visuals establishes the positioning for the brand and sets the tone and manner for the communication with the customer. This micro-learning online course will give you an understanding of the aesthetics of an online store that will largely determine whether the customer experience is a positive one.

What you will learn

- Gain an understanding of the visual elements in an online store
- Learn how to use them to make your website stands out from the competition
- Understand some of the features of an online store that are used to optimise sales
- Understand how online stores are organised to make the experience as seamless as possible for your customers.

Who should attend

First-time or aspiring online entrepreneurs with little or no experience in eCommerce.

[BACK](#)

Why Do Leaders Get Derailed?

Leaders are derailed by self-deception, corrupted values, dark side of success, pride, unmanaged weaknesses and having a wrong fit.

In this course, leaders will be equipped with fresh perspectives and skills to combat these derailment factors by being authentic, focusing on integrity, keeping humble, confronting our weaknesses and finding the fit.

What you will learn

- Identify the phenomenon of self-deception and describe the 4 psychological reasons why we engage in it
- Describe the 10 keys to being and staying authentic
- Describe the 9 ways that can lead to values-corruption in us
- Identify integrity as being the fundamental value of great leaders and practise the 6 aspects of integrity
- Describe the dark side of success

Who should attend

Intermediate/Middle Management, Professionals.

[BACK](#)

Finance for Non-Finance Managers

At the end of this course, participants would be able to understand the accounting equation and financial statements to monitor the performance and cash flows of the business. They will be familiar with impairment

loss, financial ratios and the use of key accounting information to determine break-even point and make short-term decisions. They will also be able to relate and apply the knowledge learnt back to their organisation.

Interactive and engaging methods of learning such as external articles, videos and real life case studies will be used to facilitate learning of key concepts. Quizzes and reflective questions will also be used to get participants to apply concepts learnt.

What you will learn

- Accounting process that generates financial statements;
- Financial ratios to assess performance of the business;
- Decision-making tools using accounting information;
- Overview of Singapore corporate taxation.

Who should attend

Managers with little or no financial background.

[BACK](#)

Food & Beverage Management

This course will provide participants with the understanding on the key elements of F&B management such as planning, organizing, communicating, decision-making, motivation and control.

What you will learn

- Explain the objectives of effective control systems for food production, sales, purchasing, receiving and inventory.
- Describe the importance of productivity for potential improvements.
- Analyze common and current restaurant marketing trends in the industry.
- Review a marketing and promotional strategy for new food and beverage operations using social media.
- Define human resource management challenges for recruitment, training, motivation and staff development.

Who should attend

Participants who are interested in optimal operational efficiency through professional F&B management.

[BACK](#)

Guide to MICE Fundamentals

This course will introduce participants to MICE relationship to tourism and the 4 important components of the MICE industry. Participants will also learn how to plan and execute MICE activities.

What you will learn

- Explore the Meetings, Incentives, Conference and Exhibitions sectors;
- Discuss operational processes to successfully support MICE related events especially in hotel setting.

Who should attend

Participants who are interested to deepen their knowledge about the MICE industry and/or considering to explore a career in the MICE/Hospitality/Hotel/ Venue Owners sector.

[BACK](#)

Managing Meaningful Meetings

This course will equip participants to apply effective communication skills in small talk and networking in business settings. It will also help participants plan and manage meetings in workplace settings, paying careful attention to roles and responsibilities, etiquette, language and meeting protocols. It will also focus on improving participants' skills in writing meeting documents.

What you will learn

- Identify the types of business settings and their protocol
- Explain the importance of networking skills and communication styles in a business environment
- Apply appropriate protocol and communication technique in various business settings
- Describe the roles of participants in a business setting
- Demonstrate skills such as planning, organising, participating and leading successful meetings
- Describe the types of meeting documents
- Identify the key elements in meeting documents

Who should attend

Participants who are interested to learn how to communicate professionally in networking sessions, manage meetings competently and productively and write effective meeting documents.

Accreditation Benefits

Participants who complete the following suite of MLCs will be eligible to apply for exemption to part-time [Diploma in Business Practice \(Business Administration\)](#) upon successful admission into the programme offered by Temasek Polytechnic, subject to the approval of the polytechnic:

- Planning Power-Packed Oral Presentation
- Delivering Power-Packed Oral Presentation
- Making Meetings Meaningful

Upon successful admission, they will also be granted full exemption in the Oral Presentation & Meeting module.

[BACK](#)

MICE Business Strategies Essentials

This course will provide participants with insights into sales, marketing and revenue management strategies for the MICE industry and discuss the trends and challenges in the industry.

What you will learn

- Identify the sales process in a MICE activity
- Discuss marketing strategies that can be used in MICE
- Examine trends and challenges in the MICE industry
- Discuss revenue management
- Identify post event evaluation methods for MICE events

Who should attend

Participants who are interested to deepen their knowledge about the MICE industry and/or considering to explore a career in the MICE/Hospitality/Hotel/ Venue Owners sector.

[BACK](#)

The MICE Business

This course will provide participants with an overview of the MICE industry in Singapore. Participants will learn why MICE is so important to a destination, especially its contribution to the economy. The course will also discuss the relationship between MICE events and tourism.

What you will learn

- Explain the role of MICE and the business rationale of MICE events.
- Discuss the importance of MICE to a destination.
- Discuss characteristics of MICE venues especially to Hotel sector.

Who should attend

Participants who are interested to deepen their knowledge about the MICE industry and/or considering to explore a career in the MICE/Hospitality/Hotel/ Venue Owners sector.

[BACK](#)

Customer Service 101

This course introduces to participants the different types of customers and the unique strategies to handle them. It also introduces participants to skills that would allow them to exceed customers' experience and the right attitude to win over customers.

What you will learn

- Understand the different types of customers, and the techniques to deal with them
- Acquire skills to build excellent relationships with customers
- Practise empathy to understand customers' expectations
- Understand and apply the principle of AGORA

Who should attend

New hires who have no experience in service industry

[BACK](#)

Sales 101

This course introduces 9 sales skills, from planning to onboarding and service skills. Participants will learn about the sales cycle and the appropriate skills to apply in each cycle.

What you will learn

- Understand the sales cycle
- Acquire planning, calling, presenting, questioning, listening, overcoming challenges, negotiating, closing, onboarding and service skills

Who should attend

Sales representatives who want to improve their sales skill needed for their jobs

[BACK](#)

Creating Unforgettable Experiences Through Customer Service

This course will equip participants with the fundamental knowledge and skills to practice of excellent service. It aims to deepen their understanding of service encounter, organizational customer service philosophies and culture, and its impacts on customer service cycle.

What you will learn

- Define service encounter and its stakeholders.
- Describe the role of operations in achieving service excellence.
- Apply suggested work practices that lead to the delivery of excellent service.
- Apply consistent & sustainable positive service experiences.
- Identify customers' perception points.
- Describe excellent service mannerisms and professional appearance.
- State the benefits of empowering service staff members.
- Describe appropriate forms of language to win a customer.
- Choose key customer touch point techniques that matter most to the internal & external customer.
- Examine service standards

Who should attend

Participants and customer service practitioners who are interested to develop and establish a customer service culture within their areas of work and elevate service standards for their customers.

[BACK](#)

Customer Communication Skills to Drive Service Excellence

This course will equip participants with the knowledge and skills to practice effective customer communications.

What you will learn

- Identify various forms of customer communication channels.
- Explain the importance of customer interactions.
- Prescribe effective verbal and non-verbal customer contact skills.
- Identify various forms of customer communication channels.

Who should attend

Participants and customer service practitioners who are interested to develop and establish a customer service culture within their areas of work and elevate service standards for their customers.

[BACK](#)

Service Culture - Going Beyond Lip Service

This course will equip participants with the knowledge and skills to build a client-focused service culture within their organizations.

What you will learn

- Identify the organisation's customers (internal & external) in the value chain.
- Describe roles and responsibilities of a representative of a service team.
- Explain the rationale for good service.
- Explain the importance of continuous improvement of a strong service culture.

- Prepare a customer service vision & philosophy model.
- Identify contributing factors to customer dissatisfaction.
- Identify suitable techniques and strategies for handling difficult customer situations.
- Explain the concept of a service guarantee.
- Explain elements of service recovery strategies.
- Distinguish excellent service from good service.
- Combine integrated and innovative techniques in service to improve business.
- Propose ways to say "no" to customers in the right way.

Who should attend

Participants and customer service practitioners who are interested to develop and establish a customer service culture within their areas of work and elevate service standards for their customers.

[BACK](#)

The Secrets of Great Teamwork

Like communication, teamwork is a soft skill that is in demand. In fact, it is closely linked to two of the top 10 skills of 2020 - people management and coordinating with others. Take this course to learn what teamwork really means, what makes a team effective, and how to become a more effective team player.

What you will learn

- Define the concept of 'teams'
- Identify the differences between groups and teams
- Identify the characteristics of effective teams
- Identify the barriers to effective teamwork
- Describe the 5 dysfunctions of teamwork
- Identify the 4 team player styles
- Identify the 4 stages of team development
- Apply team player styles during stages of team development

Who should attend

Students and working professionals who are keen to learn about effective teamwork.

[BACK](#)

Planning Power-Packed Oral Presentations

This course will help participants to develop effective oral presentation communication skills that are essential in their working lives. It focuses on the skills required to plan and prepare effective and professional oral presentations.

What you will learn

- Explain what an oral presentation is
- Explain the types of oral presentations in the workplace
- Identify the uses of oral presentations in the workplace
- Identify the purposes, settings and audiences for presentations
- Organise a presentation in an appropriate structure
- Outline an oral presentation using appropriate language and structure

Who should attend

Participants who are interested to acquire the skills in planning and preparing effective oral presentations for workplace settings.

Accreditation Benefits

Participants who complete the following suite of MLCs will be eligible to apply for exemption to part-time [Diploma in Business Practice \(Business Administration\)](#) upon successful admission into the programme offered by Temasek Polytechnic, subject to the approval of the polytechnic:

- Planning Power-Packed Oral Presentation
- Delivering Power-Packed Oral Presentation
- Managing Meaningful Meeting

Upon successful admission, they will also be granted full exemption in the Oral Presentation & Meeting module.

[BACK](#)

Delivering Power-Packed Oral Presentations

This course will equip participants to deliver oral presentations in their workplaces and in business settings with poise and professionalism.

What you will learn

- Use verbal and non-verbal language to present ideas
- Use appropriate tone
- Clarify points raised using visuals
- Identify the purposes of questions posed by the audience in a presentation
- Apply appropriate techniques to respond to questions tactfully and professionally

Who should attend

Participants who are interested to acquire the skills to deliver effective oral presentations for workplace settings

Accreditation Benefits

Participants who complete the following suite of MLCs will be eligible to apply for exemption to part-time [Diploma in Business Practice \(Business Administration\)](#) upon successful admission into the programme offered by Temasek Polytechnic, subject to the approval of the polytechnic:

- Planning Power-Packed Oral Presentation ([top](#))
- Delivering Power-Packed Oral Presentation ([top](#))
- Managing Meaningful Meetings ([top](#))

Upon successful admission, they will also be granted full exemption in the Oral Presentation & Meeting module.

[BACK](#)

7 Important Insights to Attract Customers

Understanding your customers is a very important component of achieving marketing and business success. The ability to ask the right questions to understand the underlying human psychology, customs, attitudes and habits will be key to help a company design products and services that are competitively superior in meeting customer needs and can even influence buying behaviours.

What you will learn

At the end of this course, participants will be able to appreciate the complex consumer psyche and how consumers consider products before a purchase. This course will also help business owners to develop more effective strategies that can better satisfy customers.

Who should attend

Participants who are interested to know more about consumer psychology and business owners or marketers who would like a quick refresher about how to energize their brands for their customers.

[BACK](#)

Analytics for Hospitality Professionals

Short of time? Lack of know-how? What if there is a convenient way you can share operational data with your team conveniently and seek actionable insights on these data rapidly?

This course caters to especially busy hospitality professionals at operational level. It covers an analytics tool that enables them to create reports that can communicate their operational data clearly, easily and rapidly. They will learn through examples how to drill through and derive actionable insights on these data.

What you will learn

At the end of the course, you will have fundamental knowledge on basic hotel operations and concepts of data analysis as well as its application in the context of hospitality industry.

Who should attend

The programme is designed for aspiring hoteliers who are interested in learning basic analytics techniques for hospitality operations and applying the knowledge for their day to day work.

[BACK](#)

Agile 360

This course is about implementing Agile across all functions to achieve Business Agility and injecting start-up mindset in any organisation.

This course will also introduce Scrum and Kanban, as well as how to apply them in projects

What you will learn

- Explain the concepts of Agile, Scrum and Kanban.
- Understand the techniques in Agile, Scrum and Kanban
- Plan projects using Agile

Who should attend

Leaders, entrepreneurs and executives who are looking for solutions to tackle the many challenges of the digital age like time to market, innovation and talent acquisition; Managers looking for efficient ways to run their teams; Anyone involved in designing, building or delivering products or services.

[BACK](#)

Leading Self: Mastering Your Life

This program introduces the fundamental principles of self-leadership, along with practical tools that participants can immediately apply to help them consistently and harmoniously express their authentic leadership essence regardless of the situation they find themselves in.

What you will learn

- Adapt leadership approach to the VUCA world
- Maintain balance in a rapidly changing world

Who should attend

Leaders and management team who are new to leadership position.

[BACK](#)

Winner's Work Attitude : Unravelling Your Best Potential

This course helps participants to unravel their best potential to improve performance at the workplace by practicing the winner's work attitude. Through interactive teaching and sharing of inspirational personal stories, learners will learn the importance of positive attitude, how to nurture and develop the right attitude daily and practice the discipline of the winner's work attitude in their daily life.

What you will learn

- Understand the importance of developing a winner's work attitude
- Explain the components that make up a winner's work attitude
- Apply the winners work attitude into daily life

Who should attend

Individuals who are seeking to practice the winner's work attitude and develop their best potential to improve performance at work, home and in their community.

[BACK](#)

Updated on 13/10/2021