

List of In-House Programmes 2022

TRADE FINANCE		HRD Claimable	DURATION
TF1	Mastering Incoterms 2020 in Import and Export Management	Yes	2 Days
TF2	Letters of Credit and Documentary Collection in Export Practices – UCP 600 and URC 522	Yes	2 Days
TF3	Global Import and Export Management – Practices and Procedures	-	1 Day
TF4	Import and Export Documentation and Shipping Elements	-	1 Day
TF5	Import and Export Risk Assessment, Analysis and Practices	-	1 Day
TF6	Understanding Risks, Fraud and Recent Developments in International Trade Finance	-	2 Days
TF7	Trade Finance-Based Money Laundering (AML & CFT)	-	1 Day
TF8	Understanding International Trade: Bills of Lading and Transport Documents	-	1 Day
TF9	Managing International Trade and Customs Facilities	-	2 Days
TF10	Negotiation Competencies in International Trade	-	1 Day
TF11	Effective Order Planning and Executing Import & Export Trade	-	1 Day
TF12	Shipping Risks and Cost Reduction Practices	-	1 Day

Supply Chain Management and Procurement		HRD Claimable	DURATION
SCM1	Essentials of Supply Chain Management: A Value Creation Approach	-	2 Days
SCM2	Strategizing Supply Chain Performance: Enables and Drivers	-	1 Day
SCM3	Developing Proficiencies in Procurement Management	-	1 Day
SCM4	Managing Supply and Purchasing Contracts	-	1 Day
SCM5	Managing RFP & RFQ in Procurement Supply Cycles	-	1 Day
SCM6	Negotiation Skills in Managing Supply Chains	-	1 Day
SCM7	Effective Order Management	-	1 Day
SCM8	Managing Inventory in Supply Chains	-	1 Day
SCM9	Strategic Sourcing and Supply Chain Management	-	1 Day
SCM10	Mitigating Risks and Disruptions in Global Supply Chain	-	1 Day
SCM11	Supplier Relationship Management: Risks and Rewards	-	1 Day
SCM12	Managing E-Commerce Logistics and Fulfilment	-	2 Days
SCM13	Logistics Strategies in Global Shipping	-	1 Day
SCM14	Lean Logistics Management in Manufacturing	-	1 Day
SCM15	Effective Warehousing Management	-	1 Day
SCM16	Global Freight-Forwarding Management	-	1 Day

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CREDIT MANAGEMENT & DEBT COLLECTIONS		HRD Claimable	DURATION
CM1	Effective Credit Control and Debt Recovery Strategies	Yes	2 Days
CM2	Managing Accounts Receivables Effectively	Yes	1 Day
CM3	Practical Debt Collection	Yes	1 Day
CM4	Effective Telephone Collection Skills	Yes	1 Day
CM5	Credit Evaluation and Control	Yes	2 Days
CM6	Credit Recommendation	-	1 Day
CM7	Effective Credit Management & Analysis	-	1 Day
CM10	Credit Monitoring and Control in Times of Uncertainties	-	1 Day
CM11	Fundamentals of Credit and Lending for Banking Professionals	-	2 Days

FINANCIAL MANAGEMENT, TAX & ACCOUNTING		HRD Claimable	DURATION
FA1	Business Valuation Techniques and Applications	Yes	1 Day
FA2	Valuation on Mergers and Acquisitions	Yes	1 Day
FA3	Corporate Finance and Capital Budgeting	Yes	1 Day
FA4	Machine Learning in Finance	Yes	1 Day
FA5	Artificial Intelligence in Practice	Yes	1 Day
FA6	Understanding Financial Statements/Finance for Non-Finance Managers	-	1 Day
FA7	AML Forensics: Money Laundering Challenges and Detection	-	1 Day
FA8	Effective Cash Flow Management, Budgeting & Analysis	-	1 Day
FA9	Financial and Accounting Analytics	-	1 Day
FA10	Effective Costing & Budgeting Management	-	1 Day
FA11	Essentials of Accounting	-	2 Day
FA12	Capital Budgeting for Project Financing	-	1 Day
FA13	Financial Reporting Standards (FRS) Updates	-	1 Day
FA14	Interpreting Financial Statements for Investment Opportunities	-	2 Days
FA15	Finance Business Partnering	-	1 Day
FA16	Financial Modeling using Microsoft Excel	-	2 Days
FA17	Corporate Taxation	-	1 Day
FA18	Understanding Malaysia GST Concepts	-	1 Day
FA19	GST Workshop on Zero-Rating	-	1 Day
FA20	GST Updates: Reverse Charge Mechanism on Imported Services	-	1 Day
FA21	Withholding Tax	-	1 Day
FA22	International Taxation	-	1 Day

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CREATIVITY, BUSINESS TRANSFORMATION & INNOVATION		HRD Claimable	DURATION
BT1	Creativity & Innovation for Competitive Advantage	Yes	2 Days
BT2	Design Thinking for Problem Solving and Strategic Innovation	Yes	2 Days
BT3	Critical Thinking - Sun Tzu's Art of War Style	-	1 Day
BT4	Digital Transformation Masterclass	-	2 Days
BT5	Data Analytics and Visualization	-	2 Days
BT6	Digitalization, Innovation and Change	-	1 Day
BT7	Applying AI and Blockchain in Your Business	-	1 Day
BT8	Creative Problem Solving and Root Cause Analysis	-	1 Day
BT9	Primer to Design Thinking	-	1 Day
BT10	Innovation and Design Thinking: The GRASP™ Method	-	1 Day
BT11	Customer Experience and Retention	-	1 Day
BT12	Critical Thinking and Decision-Making	-	1 Day
BT13	Using Power BI	-	2 Days
BT14	Data Visualization using Tableau	-	2 Days
BT15	Blockchain and Cryptocurrencies	-	1 Day
BT16	Thinking Lean for Process Improvements	-	1 Day
BT17	Customer Journey Mapping	-	1 Day
BT18	Developing a Digital Go-to-Market Strategy	-	1 Day
BT19	Data Storytelling	-	1 Day
BT20	Cybersecurity Fundamentals: Mitigating Cybersecurity Risks at the Workplace	-	1 Day
BT21	Using Python for Data Science	-	3 Days
BT22	Databases and SQL for Data Science	-	3 Days
BT23	Data Analysis and Data Wrangling	-	3 Days
BT24	AI, Machine Learning and Deep Learning	-	3 Days

HUMAN RESOURCES		HRD Claimable	DURATION
HR01	Employment Act and Labour Law	Yes	1 Day
HR02	Legalities of Employing Foreign Workers	-	1 Day
HR05	Handling Difficult Employees	-	1 Day
HR06	Talent Development and Retention	-	1 Day
HR09	Managing Difficult People	-	1 Day
HR10	Counselling Skills at Work	-	1 Day
HR11	Performance Management and Appraisal	-	1 Day
HR12	Recruiting and Keeping the Right People	-	1 Day
HR13	Gamification and Engagement Strategies for Recruitment and Onboarding	-	1 Day

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LEGAL & COMPLIANCE		HRD Claimable	DURATION
LC1	Interpreting and Negotiating Commercial Contracts	Yes	1 Day
LC2	Understanding Contract Law	-	1 Day
LC3	Corporate Governance	-	1 Day
LC4	Protecting Your Organization Against Fraud	-	1 Day
LC5	Design and Implement an Anti-Corruption and Anti-Bribery Programme	-	2 Days / 3 Days
LC6	ISDA (International Swaps and Derivatives) Negotiation and Collateral Management	-	2 Days
LC7	Understanding the Personal Data Protection Act	-	2 Days
LC8	Corporate Criminal Liability	-	1 Day
LC9	Protecting Intellectual Property and Confidentiality	-	1 Day
LC10	Responding and Pursuing a Legal Suit	-	1 Day
LC11	Company's Vicarious Liability	-	1 Day
LC12	Legal Recourse to Debt Recovery	-	1 Day

DIGITAL MARKETING		HRD Claimable	DURATION
DM1	Social Media Marketing	Yes	2 Days
DM2	SEO and Content Marketing	Yes	2 Days
DM3	Facebook and Instagram Paid Ads	Yes	2 Days
DM4	Google Analytics and Email Marketing	Yes	2 Days
DM5	Google Ads and Digital Personal Branding	Yes	2 Days

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



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BUSINESS WRITING		HRD Claimable	DURATION
LP01	The Essentials of Email Writing and Etiquette	-	1 Day
LP02	Business Writing Essentials - Writing it Right!	-	1 Day
LP03	Business English for Workplace Communication	-	2 Days
LP04	Effective Report Writing	-	2 Days
LP06	The Fundamentals of Effective Minute Writing	-	1 Day
LP07	Writing to Collect Debt	-	1 Day
LP09	Writing Better Replies to Difficult Customer Correspondence	-	1 Day
LP10	Writing Winning Sales Proposals	-	1 Day
LP11	Communicating with Customers via Social Media	-	1 Day
LP12	Effective Replies to Complaint	-	1 Day
LP13	Technical Writing in The Corporate World	-	1 Day

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

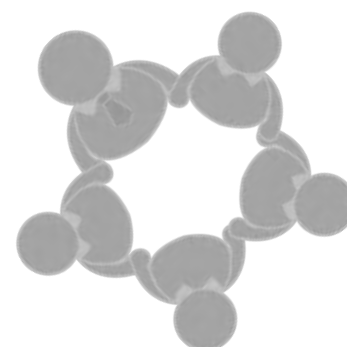


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PERSONAL DEVELOPMENT		HRD Claimable	DURATION
PD01	Achieving Personal Effectiveness for Greater Success	-	1 Day / 2 Days
PD02	Time Management that Works	-	1 Day
PD03	Becoming a Better Decision Maker	-	1 Day
PD05	Networking and Business Etiquette	-	1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



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PEOPLE COMMUNICATION		HRD Claimable	DURATION
PC01	Negotiation Skills	Yes	2 Day
PC02	Becoming an Assertive Communicator	-	1 Day
PC03	Compelling Storytelling Techniques for Business Success	Yes	2 Days
PC04	Effective Presentation Skills	-	1 Day
PC05	Effective Communication and Relationship Management	-	1 Day
PC08	Influencing and Persuasion	Yes	2 Days
PC09	Emotional Intelligence (EQ) at the Workplace	-	1 Day
PC12	Persuasive Communication – Developing Your Personal Communication Style	-	1 Day
PC14	People Reading Skills	-	1 Day
PC15	Managing Conflicts for Positive Outcomes	Yes	2 Days
PC16	Dealing with Challenging People Interactions	-	1 Day
PC17	Communicating Better as a Team	-	1 Day
PC18	Cross Cultural Communication	-	1 Day
PC19	Creative Communication: Prepare Like an Actor	-	1 Day
PC20	The Art of Effective Listening	-	1 Day
PC23	Building Effective Virtual Presence	-	1 Day
PC28	Effective Meeting Skills	-	1 Day
PC36	Facilitation Skills and Group Facilitation for Team Collaboration	Yes	2 Days

SERVICE EXCELLENCE		HRD Claimable	DURATION
SE01	Managing Difficult Customer Situations	-	1 Day
SE02	Developing H.E.A.R.T. Skills for Service Excellence	-	1 Day
SE03	How May I Help You – Essential Equipping for Service Staff	-	1 Day
SE04	Effective Telephone Handling Skills	-	1 Day
SE05	Handling Customer Interactions and Service Recovery Skills that Work	-	1 Day
SE06	Writing Service Oriented Replies to Customer Complaints	-	1 Day
SE07	Beyond Customer Service	-	1 day
SE08	Measuring Customer Satisfaction	-	1 Day
SE09	Managing Quality Customer Service	-	1 Day
SE10	Basic Service Marketing	-	1 Day



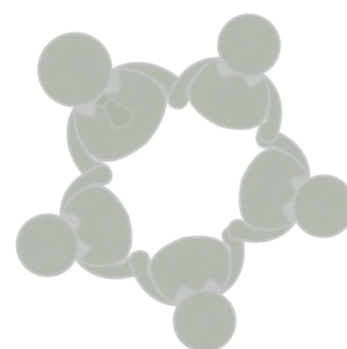
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ORGANISATIONAL EXCELLENCE		HRD Claimable	DURATION
OE01	Effective Stakeholder Management	Yes	2 Days
OE02	Diversity, Equity and Inclusion	Yes	1 Day
OE03	Managing Cross Generational Teams	-	1 Day / 2 Days
OE04	Scenario Planning and Strategic Thinking Techniques	-	1 Day
OE05	Top Talent Retention – Moving from Managing to Coaching	-	1 Day / 2 Days
OE06	Change Management – Psychological Readiness	-	1 Day
OE07	Creative Decision Making	-	1 Day
OE08	Apply Systems Thinking in Problem Solving & Decision-Making	-	1 Day
OE09	Excellent Team Members	-	1 Day
OE10	Mindfulness at the Workplace	-	1 Day

LEADERSHIP		HRD Claimable	DURATION
LD01	EQ in Successful Leadership	-	1 Day
LD02	Fundamental Management and Supervisory Skills	Yes	2 Days
LD03	Managing Challenging and Difficult Employees	-	1 Day
LD04	Psychological Leadership	-	1 Day
LD05	Coaching and Counselling Skills for People Managers	Yes	2 Days
LD06	Feedback Skills for Leaders	Yes	2 Days
LD07	Leading Meetings that Work	-	1 Day
LD08	The Challenge of Empowerment	Yes	1 Day
LD09	Motivation in Practice	Yes	1 Day
LD10	Delegating for Results	Yes	1 Day
LD11	Global Leadership: Developing a Global Mindset	-	2 Days
LD12	Managing Teams Remotely	-	2 Days
LD17	The Manager as Trainer, Coach & Guide	-	2 Days
LD18	Developing Future Leaders	-	2 Days
LD19	Transformational Leadership	-	1 Day



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SALES & MARKETING		HRD Claimable	DURATION
AS01	Consultative Selling	Yes	1 Day
AS02	How to Close Every Sales	-	1 Day
AS05	Selling Ice to Eskimos	-	1 Day
AS06	Psychological Selling	-	1 Day
AS07	Selling Through Customer Service	-	1 Day
AS08	Effective Sales Management	-	1 Day
AS09	Networking Skills	-	1 Day
AS10	Direct Marketing Techniques	-	1 Day
AS11	Prospecting: The Key to Sales Success	-	1 Day
AS12	Writing Business Proposals and Reports	-	1 Day
AS13	Successful Telesales	-	1 Day
AS22	Key Account Management	-	2 Days

PROJECT MANAGEMENT SERIES		HRD Claimable	DURATION
PM01	Effective Project Management	Yes	2 Days
PM02	Advanced Project Management	Yes	2 Days
PM03	Managing Project Teams	-	2 Days

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



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IT		HRD Claimable	DURATION
IT0 1	Core Excel 2010 / 2013 / 2016	-	1 Day / 2 Days
IT0 2	Advanced Excel 2010 / 2013 /2016	-	1 Day / 2 Days
IT0 3	Core Word 2010 / 2013 / 2016	-	1 Day / 2 Days
IT0 4	Advanced Word 2010 / 2013 /2016	-	1 Day / 2 Days
IT0 5	Core Powerpoint 2010 / 2013 /2016	-	1 Day / 2 Days
IT0 6	Advanced Powerpoint 2010 / 2013 / 2016	-	1 Day / 2 Days
IT0 7	Visual Basic Application (VBA) Excel 2010 / 2013	-	1 Day / 2 Days
IT0 8	Financial Modeling using Micorsoft Excel 2010 / 2013	-	1 Day / 2 Days
IT0 9	Microsoft Excel Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	-	1 Day / 2 Days
IT1 0	Microsoft Words Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	-	1 Day / 2 Days
IT1 1	Microsoft Powerpoint Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	-	1 Day / 2 Days
IT1 2	Microsoft Power BI	-	2 Days
IT1 3	Using Tableau	-	2 Days
IT1 4	Primer to Python	-	2 Days
IT1 5	Business Modelling and Analytics using MS Excel	-	2 Days
IT1 6	Business Process Automation and Analytics with VBA	-	3 Days
IT1 7	Internet of Things (IoT): Technologies and Applications	-	1 Day
IT1 8	Cybersecurity Fundamentals: Managing Expanding Cybersecurity Risks	-	1 Day

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



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