



Ace Training Hub Pte. Ltd.

## Our Courses

### 1. SALES LEADERSHIP

The Sales Leadership Course prepares the Sales Consultants from the very start in their sales career to think and operate, not just as a Sales Consultant, but as a Sales Leader. This change in perspective helps the Sales Leader to adopt a strategic mind-set in analysing his selling, marketing and prospecting activities and functions, with more depth and strategy. The Sales Leaders will be able to market products and services by adopting a "Customer-centric" and "Business-centric" approach. The sales volume will be greater and more fulfilling. It is not just selling anymore. It is doing business with the client!

Participants will also benefit from the focus on the core selling skill proficiency of the individual Sales Leader. They will "Practice & Apply" the skills of selling, under the guidance of a Coach, to gain the experience and confidence to sell successfully.

### 2. MASTERING LEADERSHIP: BECOMING A LEADER

With great Leadership comes great responsibility. The Choice to be a Leader in life and work is a decision made by few. Leaders are made, not born. Leadership skills and attitudes can be honed, practiced and developed. In Mastering Leadership, we examine the benefits and challenges of taking up leadership responsibilities. Fortunately, there are many tools to help a Leader understand his leadership style well. With this mastery, he can then lead others well. Participants will examine their Leadership Type through using proven Leadership Profiling Test. With greater awareness of leadership types in people and the stages in Team Formation, the Leader will be able to build team effectively to achieve higher performance. The participants will be able to craft their individual Leadership Vision, Mission and Goals and set a path to be a Leader in life.

### 3. MASTERING CRITICAL THINKING & ANALYTICAL SKILLS

Critical Thinking and Analytical Thinking Skills are critical skill sets to harness when managing business issues with both internal and external stakeholders. This programme develops the critical and analytical thinking mind-sets of the participants in a workshop setting. Participants will be able to practice and apply effective tools such as Mind-Mapping, Six Thinking Hats, Root Cause Analysis, etc. for problem analysis. These tools further enhance the creative thinking process of participants. The course adopts an Experiential Learning and Critical Thinking approach and encourages participants to challenge and rethink ideas when managing business issues. With an evolved mind, participants will be able to provide insights and make advanced recommendations to organization's stakeholders.



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#### **4. UNDERSTANDING AND RESOLVING CONFLICT**

All of us have different behavioural styles, goals and needs. When we interact with people in our workplaces, these conflicting priorities can turn into personal dislikes and get us into a conflict. When this happens, teamwork breaks down, and efficiency and productivity in the organization suffer. However, conflict is not all necessary a bad thing. If it is managed effectively, many of the problems that have been brought to the surface by the conflict can be resolved – and this gives us benefits that we might not at first expect. Effective conflict resolution can also lead to personal and professional growth.

This 1-day program shows you how you can manage and resolve a conflict. You will be taught how to understand the behavioural styles of people so that you can interact more effectively with them, and in doing so, help prevent conflicts. You will also learn how to manage difficult people and handle criticisms. You will be taught the theory and techniques of managing a conflict, so that you can resolve a conflict most effectively that results in a win-win for all parties.

#### **5. NEGOTIATION SKILLS – THE SECRET TO A SUCCESSFUL DEAL**

How many times have you felt like you should have gotten a better business or personal deal but did not know how to do it? How many times have you had the feeling that you paid too much for something because you had no other choice? The secret to a successful deal is in knowing how to negotiate effectively.

Negotiating is not always about price. Successful negotiation is not about you winning at the expense of the other party. Successful negotiation is about how to make the other party understand your side of things. Even if you have experience in negotiating, this one-day program will show you how you can improve upon a negotiation outcome. You will learn how to be an effective communicator and understand the various tactics used in negotiation. A successful negotiation is one in which both parties end up win-win.



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## 6. **CREATIVE AND INNOVATIVE THINKING**

As competitions intensify, so does the need for creative and innovative thinking. It is no longer enough to do the same thing better. It is no longer enough to be efficient and solve problems. Businesses need creativity. To make the shift from administration to true entrepreneurship.

Organizations today need people who are not “framed” by traditional modes of thinking, people who can approach situations with creative ideas and innovative solutions. This program will show you how to become such a person. From convincing that you are a creative person, to providing you with the various techniques of generating innovative ideas, to how to apply innovative thinking to achieving your company’s objectives (ie innovation) and becoming a better person, this program will change the way you think and behave.

## 7. **SUCCESSION PLANNING**

With careful planning and preparation, organizations can manage the changes that result from a generational transfer of leadership as well as the ongoing changes that occur regularly when key employees leave an organization.

How many times have you felt like you should have effective succession planning to support organizational stability and sustainability but did not know how to do it? How many times have you had the feeling that you paid too much for certain employee because you had no other choice? The secret to a successful succession planning is to have strategies and processes in place to ensure that leadership transitions occur smoothly, with little disruption to the organization.

## 8. **TALENT MANAGEMENT**

We should always be looking to the future; the present does not satisfy us. In many ways, talent management is forward looking. Looking at the present often results in management not seeing “it” coming until the “damage” is done.

What is this magic “it”? It has got to do with talent development, talent retention, talent evaluation and talent recruitment processes. Often the “damage” is hidden by overwhelming success in other aspects of the business. As is always, companies often put their attention to business opportunities resulting in them not noticing sub-optimal talent processes which bite into their performance.

In this one-day seminar, participants will be taught on the framework of talent management, development and implementing a Talent Management Strategy as well as relevance of IT in Talent Management.



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## 9. **ATTRACT, RECRUIT AND SELECT THE RIGHT JOB SEEKERS**

Today's hiring organizations understand the importance of leveraging employment branding to build relationships with qualified candidates. They continue to use recruitment and selection strategies to capture and nurture the interests of the job seekers to choose to work for their companies.

This workshop aims to equip you with the knowledge, skills and strategies from the recruitment perspective to position your company in a favourable position and hence enhance your success in filling up the job vacancies with the correct pools of job seekers.

## 10. **BEHAVIOURAL INTERVIEWING SKILLS**

A good interview doesn't just happen. To be effective, the interviewer needs to plan for a structured interview and use behaviour interviewing skills to find candidates who are a good "fit" for their organizations. This means that the interviewer needs to use the right skills and right sets of behavioural questions to make a hiring decision based on a candidate's past or current performance, job related factors and competency for his or her roles.

This workshop provides participants with the relevant skills and approach for achieving interview outcomes that benefit both the candidate and the organization.

## 11. **CONDUCTING EFFECTIVE PERFORMANCE APPRAISAL**

High performing organizations adopt a culture of performance management to ensure everyone is working towards their full potentials. The culture aligns individual and departmental objectives with organizational goals. It prepares and equip the staff at all levels are equipped with the skills to engage in an effective performance appraisal sessions that leave positive motivation to enhance organization performance.



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## 12. **FUNDAMENTALS OF PROJECT MANAGEMENT**

Today's competitive business world requires that successful people deliver results not only on time, but also within other restrictions such as manpower and budget constraints. To be able to achieve this, a person has to work well with his project team members and effectively schedule the numerous project tasks. Effective project management becomes an essential skill for leaders.

This 1-day program is specially designed to provide busy professionals the fundamental techniques necessary to manage a project. It also highlights common pitfalls so that the project leader can avoid them and become more proficient in handling the project. From starting a project to successful project conclusion, all major aspects of professional project management are taught so that you can be assured of optimum results every time.

## 13. **THE ART OF RELATING TO PEOPLE**

We live and work in a world that is a web of relationships and inter-dependencies with one another. It is no wonder that the Carnegie Foundation states that "Only 15% of a person's success is determined by the individual's job knowledge and technical skills, a large 85% is determined by the person's attitude and ability to relate to other people."

In his "Art Of War", Sun Tsu said that "If you know the enemy and know yourself, you need not fear the result of a hundred battles." In this 1-day program, you get to profile your behavioural style and learn how to relate to people with different behavioural styles. This is the basis to understanding and working with people. You will learn how to communicate effectively with others so that you can achieve success not only in your workplace, but also in your personal life.

## 14. **EVENTS MANAGEMENT**

Have you ever had the opportunity to organize an event on a somewhat larger scale than a family picnic? Did you get an events company to do it for you? What if you had to manage it all by yourself? Do you know how to even start?

Well, isn't it nice, you can learn about MICE! The Meetings, Incentives, Conventions & Exhibitions Industry, that is, or at least some of it.

This course will equip you with the knowledge and skills essential for organizing events which require a significant amount of support, resources and coordination. You will also have the opportunity to plan and "execute" a simulated event.



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## 15. **STRESS MANAGEMENT**

Stress affects all of us. Is it a symptom of today's modern, hectic lifestyle? The answer might surprise you! Stress is ubiquitous and isn't just a modern phenomenon. Could you do without it? Probably not. Could you do with less of it? Perhaps, depending on what you think stress is!

This course helps you recognize what stress is, how it affects you and those around you, and gives you practical handles on how best to cope with it.

## 16. **PERSONAL EFFECTIVENESS**

Is "Personal Effectiveness" something you strive for, but it seems to be forever just out of your reach? Are you trying to be the best you can be, but things just don't seem to be helping you in that direction?

Hang in there and just get around the corner! You'll get handles on being the Most Effective Person You Can Be!

Feel fulfilled at work and play.

Be known as a highly valued member in your organization.

Never fear another retrenchment, you'll be so valuable others are waiting to welcome you!

# 我们的课程

## CH1. 有效的谈判技巧 (Effective Negotiation)

学习目的:

- 掌握有关谈判基本原则方面的知识, 了解谈判中常见的, 高代价的错误, 知道如何避免这些错误。
- 培养互动技巧以及有效沟通谈判的能力。
- 了解对方在谈判中对事物持有的特殊感情, 价值标准和信仰, 使自己的行为能够适应具体涉及的问题和特点。

## CH2. 创造性的推销技巧 (Creative Sales Excellence)

推销专家曾说过: 如果工作愉快的话, 这个世界就是天堂, 如果工作苦闷的话, 这个世界就是地狱。这句话道破了销售员的心声。

因此, 只有磨练出为客户所信赖的推销技术, 勇往直前去达成目标, 做个永远的胜利者。只有具备基本的知识和技巧, 才可随机应变, 成为一位专业推销业务员。

## CH3. 卓越的客户服务 (Customer Service)

技术与产品的特征优势通常是短暂的。在客户购买的产品中, 服务的成分越来越多。由此观之, 企业不仅需满足消费者的需求, 更应在服务营销过程中, 向目标客户提供优质的价值, 卓越的客户体验与客户期望的服务, 从而建立竞争优势, 取得良好的营销效益。

本研修班将协助您在从事服务行销工作中, 全面推动服务, 提升服务作风为企业的出发点和终极目标, 从而建立起消费者对企业的忠诚度, 提升企业盈利与持久的竞争优势。

## CH4. 人才管理 (Talent Management)

企业的重要资源是人才, 每一个成功的企业都有一支强有力的人才队伍。归根结底, 企业的竞争即是人才的竞争。

人才的流动是每个企业都要面对的客观环境, 随着时代的发展, 人才流动将有更大的自由度。

人才的流动有利也有弊, 人才流动可以使整个社会活动起来, 是企业可以到更广阔的人才市场去挑选人才, 但人才的流动也使得企业面临很大的压力, 优秀人才的流动会给企业带来很大的损失, 在企业, 人是企业的主体, 是企业的灵魂。

作为企业, 无论过去、现在或将来, 人才管理始终是一个重要环节, 因此, 一个企业的管理应该从管理人才入手。

## CH5. 如何解决问题及做决策 (Problem Solving and Decision Making)

自古今外，无数英雄豪，成功扬名之仕，尽管其出身或背景皆互不相同，但比此都拥有一个共通之处，即充份把握时机，结果创下一番事业。

由此观之，要漫步成功之道，就得高瞻远瞩，找出正确问题所在，善用良机，作出棋高一着的决策。

## CH6. 项目管理与实务 (Project Management)

学习项目管理的意义和目的：

- 学习项目管理知识要把握现代项目管理理论的创新观念，努力开拓思想解放的新境界。现代项目管理理论倡导创新，鼓励创新，包括管理理论的创新、管理机制的创新、管理方法的创新和项目思想的创新。
- 学习项目管理知识要把握现代项目管理的开放性，促进对外开放的大发展。
- 学习项目管理知识要把握现代项目管理的最终目标—追求项目效益的最大化，使有限的资源在最短的时间内发挥最大的效益。
- 学习项目管理知识就要立足实际，研究市场，研究项目，实事求是，突出特色，提升竞争力。

## CH7. 企业如何选人 (Recruiting the Right Candidate)

世界上的任何组织，无论大小，也无论其所处何处，若想维系其生存与发展，就必须不断与周围环境、组织和社会进行物质、能量和信息的交换，其作用就如同我们身体里的“血液”一样。

企业为了发展的需要，根据人力资源规划及工作分析，通过各种方式将有一定技巧、能力和有兴趣人员吸引到企业一定岗位任职的过程。

## CH8. 有效的面试 成功的招聘 (Interview and Hiring Skills)

前言：

什么样的公司能赢？不是靠产品特色，也不是靠成本领先，在这个不断变化着的高科技驱使下的商业环境中，发现和留住人才将成为竞争的重点。

正如体育团体积极网罗最佳人才而展开激烈的竞争，成功的商家将是那些善于吸引、发展和留住具备必要技能和经验的人才。



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#### CH9. **5S 的推行与实施技巧 (Essential of 5S - Reduce Expenses)**

今日的制造业无不力求高生产力与高品质来增加利润，使其营运日渐强盛。假如现场的监督员，他们缺乏具备生产力的意识，良好品质的观念，减少浪费以及防止工业意外，高生产力是无法产生的。

所以现场监理员对提高生产力扮演着非常重要角色，因此，对他们提供日本现场管理技巧的5S管理概念训练是最佳的途径。

#### CH10 **如何提升企业领导者的执行力 (Enhancing Leader's Execution)**

本研修班将协助您做一位更有条理, 更能切实执行, 解决问题的领导二十一世纪是一个急剧变革的时代面对激烈的职场与市场竞争, 组织机构要想生存发展, 必须建立持久的竞争优势. 而在此竞争中起着关键作用的就是管理者的执行力.

#### CH11 **人际关系与客户沟通技巧 (Interpersonal and Customer Communication Skills)**

本课教学宗旨在注重于协调学员探讨沟通在管理上的意义，并促使学员了解沟通的涵义及有效的原则。从而迈向另一成功的管理道路。在竞争激烈的工商社会中，若想出人头地，除了要有条理清晰的头脑外，尚需不断接受新识，进而消化应用。

#### CH12 **世界级管理体系的建立与管理** **(International Service Standards Management)**

#### CH13 **企业创新力、成长力与获利力管理** **(Business Creativity, Growth & Profits Management)**

#### CH14 **职场压力与高效个人管理** **(Effective Personal Stress Management Skills)**

#### CH15 **工作与生活平衡** **(Work Life Balance)**

#### CH16 **时间管理** **(Time Management)**