EDI
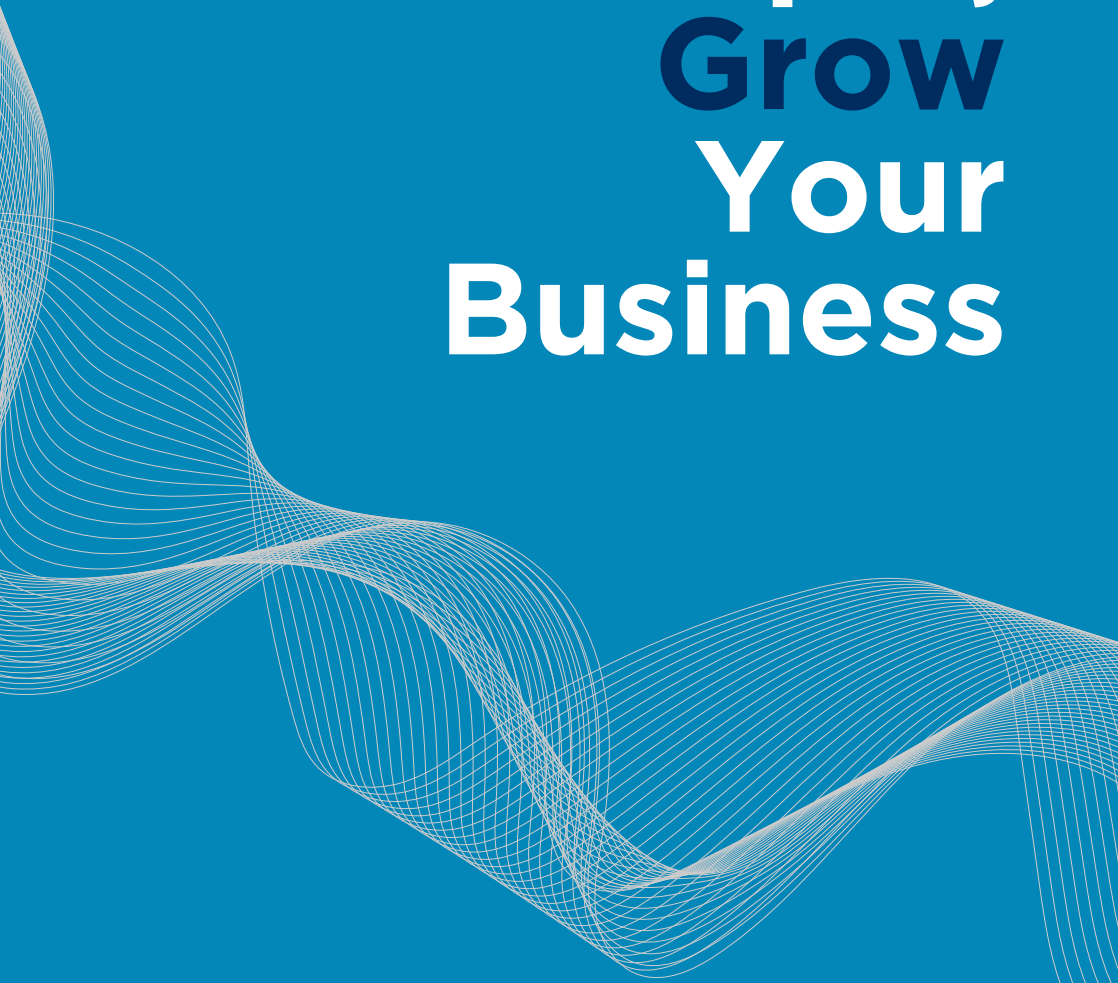
TRAINING
PLAN

Develop Your People,
Grow Your Business

2025

Develop Your People, Grow Your Business

MESSAGE FROM CEO

Oknha Pech Bolen

CEO & Founder of Westline Education Group

We are doing a great business and are making a great life only when we are running a business, which brings values and makes positive change to the world.

Since 2007, EDI has provided training and consulting to more than 10,000 business people and professionals.

WESTLINE EDUCATION GROUP

WEG
Leading Education, Inspiring Development
WESTLINE EDUCATION GROUP Co., Ltd.

1. Khmer & English Kindergarten
2. Young Learner's Program
3. Khmer Academic Program (K-12)
4. Adult English Program
www. westlineschool.org

1. Montessori Daycare (3 months-3 years old)
2. Montessori Preschool & Kindergarten (3-6 years old)
3. International Elementary Program (6-12 years old)
4. International Bilingual Elementary Program
www. foresthill.education

1. Khmer & English Kindergarten
2. Young Learner's Program
3. Khmer Academic Program (K-12)
4. Adult English Program
www.northlineschool.org

1. General English Program
2. English for Business
3. English for Academic Purpose

1. Training Program
2. Consulting
3. Research
www. edi-cambodia.org

1. Khmer & English Kindergarten
2. Part-Time English Program

1. TVET
2. Career Readiness
3. Human Capital Development

1. Coffee & Food Service
2. Lunch Delivery Service
3. Refreshment Service

ទទួលស្គាល់ដោយ
ក្រសួងអប់រំ យុវជន និងកីឡា

ដៃគូសហការអប់រំ
Educational partners:

Educational Development Institute (EDI) is one of the leading professional training, consulting and research services provider in Cambodia. In addition to our core services, we are also a licensed test center for International examinations; PTE, TOEFL, etc. required for study and work abroad.

Established in 2007, EDI continues to innovate new training and mentoring programs such as TESOL program, Public Training Program, Executive Education Program and more to develop skilled leaders and empower people within Cambodia and beyond. Our long-term objective is to enable extended learning and enrichment opportunities for all by supporting and sharing effective ideas and best practices as per the latest industrial needs. EDI is committed to raising the performance of businesses by championing management and setting standards in management development.

ABOUT US

CORPORATE SERVICES

Business and Entrepreneurship Academy

Professional Public Training	Executive Seminars

Team Building Program	Consulting & Research Services

Evening Classes	Career Readiness Program

Leadership Online Training	Customized Training & Partner Service

EDUCATION SERVICES

Executive Certificate Program

TESOL Training	Chinese Online Training

Learning & Teaching Supporting Skills	Overseas Study Consulting Service

School Management Services	School Consulting & Development Services

7 Habits Of Highly Effective People	Talent Management Online Training

OVERSEAS CONSULTING & TESTING SERVICES

TOEFL & ACT Preparation Course

TOEFL iBT TEST	Prometric* TEST

GRE TEST & ACT TEST	TOEFL ITP TEST

CFA* TEST	PTE* TEST

SELT UKIV* TEST	Pearson VUE

■ **TRAINING**   ■ **CONSULTING**   ■ **RESEARCH**

OUR SERVICES

More than 16 years of professional experience in capacity development, Educational Development Institute (EDI) offers a comprehensive portfolio of leading-edge training solutions in business and education to many companies, schools, NGOs and government agencies.

The following are our expertises (but not limited to):

- Business Management, Sales and Marketing
- Budget, Taxation, Accounting and Financial Management
- Training & Development and Coaching
- SMEs and Entrepreneurship Management
- Management and Leadership Skills Training
- Academic Management, English, Chinese and TESOL Training
- Human Resource Management
- School Management Training and Consulting Service

OUR EXPERTISE

CORPORATE CUSTOMIZED
TRAINING

We design and deliver training solutions on various topics covered by our thematic areas, and the duration, content and structure of the courses are defined in close consultation with the clients in order to meet their specific needs.

ON SELECTING 7 COURSES

- Special Offers 30% discount for customized training
- Special Offers 20% discount for all staff in your company who plan to attend any public and executive training courses with EDI for a year.
- Free TNA with all participants and Owner/Managing Director or Supervisors
- Free EDI Training Venues
- Post Training Performance, Evaluation, and Consulting
- Experienced and Professional Trainers
- Meet and discuss with trainers before conducting all the courses
- Training Assistance
- Customized Content
- Developing Training Materials
- General Administrative Materials
- Free EDI Note Book for all participants
- Certificate for all Participants
- Documents Hand-out copy
- Design & Delivery Pre-Post-Training Test
- Training Evaluation Graphic Report
- Final Training Completion Report
- Free Half Day Follow Up Workshop

SELECTING LESS THAN 7 COURSES

- Experienced and Professional Trainers
- Meet and discuss with the trainer before conducting the course
- Training Assistance
- Customized Content
- Developing Training Materials
- General Administrative Materials
- Free EDI Note Book for all participants
- Certificate for all Participants
- Documents Hand-out copy
- Design & Delivery Pre-Post-Test
- Training Evaluation Graphic Report
- Free Half Day Follow Up Workshop
- Final Training Completion Report

OUR TRAINING PARTNER SERVICES

Select Our Training Partner Services & Grow Your Business

Our Training Partner Services Offers:

- ☑ FREE ANNUAL TRAINING NEEDS
- ☑ FREE TRAINING FOLLOW UP/REFLECTION
- ☑ FINAL EVALUATION REPORT AND FEEDBACK
- ☑ CONSULTING WITH OUR TRAINERS
- ☑ CONSISTENT QUALITY
- ☑ CUSTOMIZED CONTENT
- ☑ CONVENIENT & COST-EFFECTIVE
- ☑ CONFIDENTIAL & SECURE

WHY PARTNER WITH US?

- ☑ We Have Many Professional Trainers
- ☑ Get Special Offers and Benefits:

SELECT UPTO 3-10 COURSES & GET:

3 COURSES	4-6 COURSES	7-10 COURSES
15%	**20%**	**30%**
DISCOUNT	DISCOUNT	DISCOUNT

For A Full Year...

WHAT YOU WILL GET?

- ☑ Training Plan 2025
- ☑ Free Training Venue
- ☑ Free EDI Notebook

FACTS & FIGURES

125 +
COURSES

54 +
TRAINERS

15K +
CLIENTS

160+
PARTNERS

TRAINING

HUMAN RESOURCE MANAGEMENT

1. Strategic Talent Management
2. Managing Compensation & Benefits
3. HR Manual and Policy Writing
4. Admin & Office Management
5. Event Management and Protocol
6. Problem Solving and Decision Making Skills
7. Conflict Management & Effective Resolution
8. Managing Employee Performance KPIs
9. Managing Employee Performance
10. Working with Different Personalities at Workplace
11. Safety and Security Training
12. Cambodia Labor Law and Legal Compliance

BUSINESS MANAGEMENT, SALES AND MARKETING

1. Business analysis and Planning
2. Effective Business Governance
3. Business Skills for Young Entrepreneurs
4. Marketing Your Business in Digital World
5. Effective Communication for Successful Business
6. Accounting and Tax for Business
7. Financial Strategies for Business Startup and Expansion
8. Business Development and Brand Management
9. Customer Service Excellence
10. Sales and Customer Service Excellence
11. Operation Management

PROJECT MANAGEMENT AND RESEARCH

1. Project Management for Development
2. How to write a Winning Project Proposal
3. Baseline & End-line Survey
4. Project and Program Monitoring and Evaluation
5. Quantitative and Qualitative Research
6. Online Survey Methodologies
7. Quantitative Data Analysis
8. Data Management and Analysis Using SPSS
9. Advance Excel for Research
10. Advocacy for Campaign Management
11. Advocacy Development Strategy
12. Practical Project Report Writing
13. Community Engagement and Participation

EXECUTIVE

ENTREPRENEURSHIP AND SME MANAGEMENT

1. Effective Business Governance for SMEs
2. Sales And Marketing Strategies
3. Financial Management for SMEs
4. Business Plan Creation
5. HR Management Strategies for SMEs
6. Entrepreneurship And Innovation

HUMAN RESOURCE MANAGEMENT

1. Cambodia Labour Law & Legal Compliance
2. Managing Compensation & Benefits
3. HR Manual and Policy Writing
4. Managing Employee Performance
5. Management and Leadership Skills
6. Conflict Management & Resolution
7. Strategic Talent Management

MANAGEMENT & LEADERSHIP DEVELOPMENT

1. Managing People and Yourself
2. Stakeholder Management
3. Operations and Strategy
4. Accounting and Finance for Non-Professionals
5. Sales and Marketing
6. HR as a Business Partner Strategic Management

COURSES

ACCOUNTING AND FINANCE	TRAINING AND DEVELOPMENT	INTERNATIONAL LICENSE UNIT	MANAGEMENT AND LEADERSHIP
1. Finance for Non Finance Managers 2. Budgeting and Cash Flow Management 3. Financial Management for SMEs 4. Budget Planning & Control 5. Cambodia Taxation and Payroll Management 6. Procurement and Contract Management 7. Advance Procurement and Contract Management 8. Controlling Cost 9. Practical Accounting and Internal Control	1. Capacity Development Skills 2. Personal Empowerment & Career Development 3. Professional Training Materials Development 4. Training Needs Assessment and Analysis 5. Training of Trainers 6. Facilitation Skills 7. Mastering Your Presentation Skills	1. The 7 Habits For Managers 2. The 7 Habits of Highly Effective People 3. The 7 Habits of Highly Effective Teens 4. Leadership Academy 5. 4 Essential Roles of Leadership 6. Principal's Academy 7. The Leader in Me Youth Camp 8. College Readiness 9. Leading at the Speed of Trust 10. The 6 Critical Practices for Leading Team 11. The 7 Habits of Highly Effective Families 12. The 5 choices to Extraordinary Productivity	1. Emotional Intelligence for Managers 2. Motivation and People Management Skills 3. Managing Stress and Work Life Balance 4. Leading with Questions 5. Team Building 6. Strategies for Coaching at Workplace 7. Management and Leadership Skills for Managers 8. Leading High Performance Team 9. Productivity & Time Management 10. Effective Leadership Communication and Coaching 11. Time Management and Effective Planning 12. Process Improvement and 5S KAIZEN

CERTIFICATES

TESOL TRAINING PROGRAM

1. Teaching Practice Techniques
2. Technology in Education
3. Educational Psychology
4. Teaching Professionalism
5. Lesson Plan Design
6. Teaching Practicum

SCHOOL MANAGEMENT

1. Principalship
2. School Administration Management
3. School Finance for Non-Finance
4. Educational Leadership
5. 7 Habits of Highly Effective Managers
6. Educational Sales and Marketing
7. Foundations of Curriculum Development

TEACHING METHODOLOGIES FOR KINDERGARTEN & PRIMARY EDUCATION

1. Foundations of Kindergarten Education
2. Child Development & Psychology
3. Creative School Decoration Management
4. Primary School Knowledge And Methodology

TEAM BUILDING PROGRAMS

OUTDOOR PROGRAM

Includes outdoor activities that offer many benefits, such as:

- Enhance overall group performance
- Increase motivation
- Improve communication skills
- Develop problem-solving abilities and decision-making skills
- Enjoy with fun games
- We offer an extensive and diverse portfolio of outdoor team activities

INDOOR PROGRAM

Includes indoor activities that offer many benefits, such as:

- Inspiring your team with confidence
- Raising team morale
- Promoting interaction and communication
- Breaking down barriers
- Reinforcing the team's business objectives

SCHOOL CONSULTING SERVICES

EDI School Management Consulting focuses on providing excellent support and services to all private schools, especially international schools. Our expert team is highly skilled in creating and delivering high-quality of professional development to meet the need of our customers. We also develop and offer educational training programs specially designed upon request by our client as per their requirements. You will be benefitted with the following services:

- Managing Khmer Academic Program for your School (Kindergarten to Secondary School)
- Compliance Monitoring and Program Evaluations (Internal Audit)
- National & International Curriculum Design & Development
- Human Resource Policy Development or Management
- Sales and Marketing Strategy Development & Management
- School Admin Policy Design & Development
- Teaching and Learning Management
- School License Registration Service

TEACHING METHODOLOGIES FOR KINDERGARTEN & PRIMARY EDUCATION

With our Teaching Methodologies for Kindergarten & Primary Education course at Educational Development Institute (EDI), you can build a solid career in education with the skills and knowledge you need to inspire and support children as a Teacher's Aide in a classroom or community education setting.

WHY CHOOSE THIS COURSE?

- Prepare for a career in the classroom, helping teachers to educate, support and inspire students.
- Become expertise in communicating and working collaboratively with teachers and colleagues, as well as to support the holistic wellbeing, health and safety of all students.
- Master the skills that you need to effectively help children learn and develop numeracy, literacy and oral language skills.
- Learn how to help children and teens with behavioral issues, and how to fully support and assist those with special learning needs.
- Become adept at implementing planned education programs in classroom settings, as well as helping with the organization and management of classrooms and community education centers.
- Able to choose what you would like to specialize in as a Teacher's Aide with a choice of elective subjects, some of which include: small group learning, supporting students, and working with families to provide appropriate care for children.

COURSE HIGHLIGHT:

Become a valued part of the education system as a Teacher's Aide, Learning Support Assistant or Support Worker assisting children with special needs, with the Certificate in Education Support.

POTENTIAL CAREER OUTCOMES

- Education Assistant
- Education Assistant (special needs)
- Education Support Officer
- Education Support Worker
- Home Tutor
- Homeland Teaching Assistant
- Language/Literacy Worker
- School Learning Support Officer
- Support Worker (working with children with disabilities)
- Teacher Aide
- Teaching Assistant

THE 7 HABITS PROGRAM

We are Master Franchise!

FranklinCovey
Education Cambodia

We partner with schools, districts, and higher education institutions to build leaders at all levels, from the classroom to the boardroom. We help organizations achieve results that require collective behavior change based on Stephen Covey's 7-Habits of leadership.

"Sow a thought, reap an action; sow an action, reap a habit; sow a habit, reap a character; sow a character, reap a destiny."
- STEPHEN COVEY

OUR PROFESSIONAL DEVELOPMENT TRAINING COURSES BASED ON 7 HABITS

- ☑ **Leadership Academy**
- ☑ **The 7 Habits for Managers**
- ☑ **The 7 Habits of Highly Effective People**
- ☑ **Principal's Academy**
- ☑ **The Leader in Me Youth Camp**
- ☑ **The 7 Habits of Highly Effective Teens**
- ☑ **College Readiness**
- ☑ **Speed of Trust**
- ☑ **4 Essential Roles of Leadership**
- ☑ **Powerful Solutions on Personal and Professional Effectiveness**
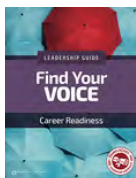

The 7 Habits Tree
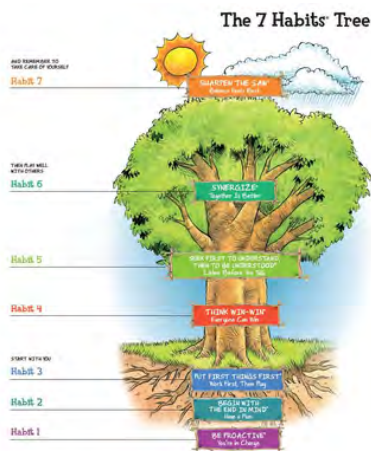
Transforming organizations by building exceptional leaders, teams, and cultures that get results...
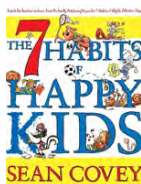
- 50 Million Copies Sold
- Used in 90% of Fortune 500 Companies worldwide
- Used in over 6,000 schools worldwide
- Based on Principles of Effectiveness
- In Global Demand

4 course books on:
- Leading Your Life
- College Readiness
- Career Readiness
- Leadership Readiness

7 HABITS BOOKS

TEACHING MATERIALS
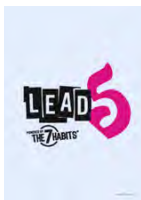
Get Your Copy
TODAY!

ORDER NOW

- Created by Teachers, for Students
- Focused on the 7 Habits key concepts
- Classroom Culture and Leadership Principles and Practices
- 38 concepts (Includes main lesson, class, and individual applications)
- Student-friendly 7 Habits manual
- 2 year cycle to receive all 7 Habits, Culture and Leadership concepts
- 6 year scaffold of learning

TEACHHER'S GUIDES

LeaderinMe®

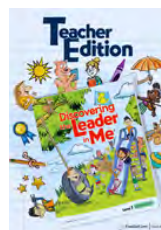**Leader in Me** is an evidence-based, comprehensive model that builds leadership and life skills in students, creates a high-trust school culture, and lays the foundation for sustained academic achievement. There are over 5,000 Leader in Me schools in all 50 states and in over 50 countries. In Cambodia, there are over 35 schools implementing the Leader In Me Program. Our mission is to unleash the greatness in students, educators, and school communities everywhere.

Our Approach

"**See-Do-Get Cycle**" - A model that creates new paradigms, effective practices, and real results.

What Leader in Me Schools Do?

The Framework provides a unique approach to integrating highly effective practices throughout a school's culture empowering educators with effective practices and tools to:

- teach **LEADERSHIP** to every student,
- create a **CULTURE** of student empowerment,
- and align systems to drive results in **ACADEMICS**

BECOME A SPONSOR

Empower a child and its community to change their future with;

1$ ⟫ 1 Leader

SPONSORSHIP BENEFITS

- ☑ **Cross Media Marketing & Brand Visibility**
- ☑ **Positive & Supportive Social Network**
- ☑ **Contribute To Youth Leadership Development**
- ☑ **1 free "7 Habits of Highly Effective People" course (3000 $) for your staff members**
- ☑ **Free Entry To EDI Mega Events**

"Together we can help to grow the Education Sector in Cambodia."

The Leader**U** Program

LeaderU is a comprehensive platform offered by FranklinCovey that focuses on equipping university students with essential:

- **Life & Leadership skills,**
- **Lifelong Wellness, and**
- **Career readiness competencies.**

By offering a variety of resources like videos, articles, quizzes, and assignments, it helps students develop the competencies they need to excel in their careers. Universities or colleges can provide LeaderU content to students in 3 ways:

- *Instructor-Led*
- *Blended Learning*
- *Self-Paced*

Career Readiness Competencies

Leader**U** Programs

Certificate Courses

LeaderU offers **6 Certificate Courses** based on FranklinCovey's World–Class Content & International Best Selling Books used by Fortune 500 companies and organizations around the world. The courses can be learned self–paced and will equip students to learn essential mindsets and skill sets to be ready to stand apart in the job market.

LeaderU certificates are issued through Credly for public verification.

For more information about LeaderU platform, please write to us at: *director@edi-cambodia.org*, or call us at *+855 – 15 728 123.*

CAMBODIA BUSINESS ACADEMY

The **CAMBODIA BUSINESS ACADEMY** is a 4-days knowledge sharing and networking event organized twice in a year by EDI since 2023. The underpinning principle of the Cambodia Business Academy is its commitment to collaborating with internal and external stakeholders in the academy, delivering solutions to the individual needs of all trainees and EDI clients in an inclusive, caring and innovative way to share about business renovation and implementation on various topics (but not limited to):

- **Current Business Trend and Future Business Readiness for Entrepreneurs**
- **Entrepreneurship and Business Innovation**
- **Customer Service Excellence**
- **Business Matching and Team Building**
- **Mindfulness Leadership and Meditation**

- **Sales and Marketing Strategies**
- **Financial Skills for Entrepreneur**
- **Best Practice on Business Innovation**
- **Effective Networking Skills for Entrepreneurs**
- **HR Business Partner**
- **Corporate Governance**

CBA's approach to professionals and executive business owners combines the business strengths in the latest research and evidence from the world of business with live experiences, and real-world practice and application with the aim to empower leaders and business owners with the insights to tackle new challenges, the skills to make more informed decisions and the contemporary thinking required to stay ahead in business – on the principle that it has to be instantly accessible and applicable.

WHO SHOULD ATTEND?

- Business Owner, CEO, Managing Director
- Business Managers and Directors
- SMEs , Entrepreneurs, Start-ups
- Banking Directors

- Sales and Marketing Managers
- Business Development Director
- Anyone who is interested to learn a new business model and practice

WHAT BENEFITS YOU WILL GET?

- ☑ **Understand Current Business trend**
- ☑ **Identify future business and innovation**
- ☑ **Business Strategic planning or business goal setting**

- ☑ **Business reflection and motivation**
- ☑ **Business networking and cross selling**
- ☑ **Prepare to be a professional Businessman**

SALES & MARKETING CLUB

The Sales & Marketing Club - TRAINING, CONSULTING AND MENTORING course is specially designed to help mid-level professionals to understand the key strategies and techniques in sales & marketing. The full course comprises of **52 Modules** delivered **in 52 weeks** covering key topics in Sales & Marketing trending in the currently evolving market (topics to be updated time-to-time).

- ☑ **Certificate of completion on Graduation Day Ceremony**
- ☑ **Peer learning & networking benefit**
- ☑ **Learning through real-life examples**
- ☑ **Hybrid mode of learning**
- ☑ **Online consultation in telegram group**

1st TIME EVER IN CAMBODIA ONLY AT EDI !

Our Sales & Marketing Club - TRAINING, CONSULTING AND MENTORING program is a brand new course you will find only at EDI in Cambodia. Our aim is to enhance sales & marketing skills and support professionals in the fast changing market. Through this program, we will offer 24/7 solutions to your sales & marketing queries, guide you on the latest technologies and market trends, and support you with necessary learning materials.

GET IN TOUCH, IF YOU ARE INTERESTED IN LEARNING MORE ABOUT THIS COURSE :

Write to us at **education@edi-cambodia.org**
Or contact us at: **099 989 422 / 097 507 6161 / 016 818 959**

ENTREPRENEURSHIP & BUSINESS LEADERSHIP

The Entrepreneurship & Business Leadership - CONSULTING AND MENTORING is a new addition to our exclusive bundle of professional courses, first time ever in Cambodia offered only at EDI to provide businesses with the support and guidance they need to succeed in today's competitive market.

☑ **Entrepreneurship and Business Leadership Consulting and Mentoring** (Online Support - within 48 hours)

The Entrepreneurship & Business Leadership - CONSULTING AND MENTORING course is our another brand new course available only at EDI in Cambodia.

☑ **Monthly Workshop - Hybrid** (3 Hours, 10-12 times per year)

1st TIME EVER IN CAMBODIA ONLY AT EDI!

Our team of mentors & coaches comprising renowned business leaders and successful entrepreneurs from Cambodia will guide organizations to develop strategies for business growth, identify their goals; helping to ensure that they stay on track and achieve their objectives and help businesses to make informed decisions, and expand their reach or connect with potential partners for their businesses to expand and flourish.

GET IN TOUCH, IF YOU ARE INTERESTED IN LEARNING MORE ABOUT THIS COURSE :

Write to us at **training@edi-cambodia.org**
Or contact us at: **015 728 123 / 098 729 123 / 092 888 955**

CONSULTING & MENTORING PROGRAMMES

មជ្ឈមណ្ឌលបច្ចេកទេសពាណិជ្ជកម្ម និងការងារ
Skills and Business Technical Center

EDI is pleased to announce the recognition of our new **Skills and Business Technical Center** (SBTC) by the **Minister of Labor and Vocational Training** as published in reference post number No. 173/24.

SBTC will offer technical and vocational training from Professional Certificate Level to Associate Degree Level in accordance with the Cambodian National Qualifications Code for the following majors:

Graphic Design	Entrepreneurship Development	Website Development	Administrative Services
Computer	Human Resource	Sales & Marketing	Customer Service
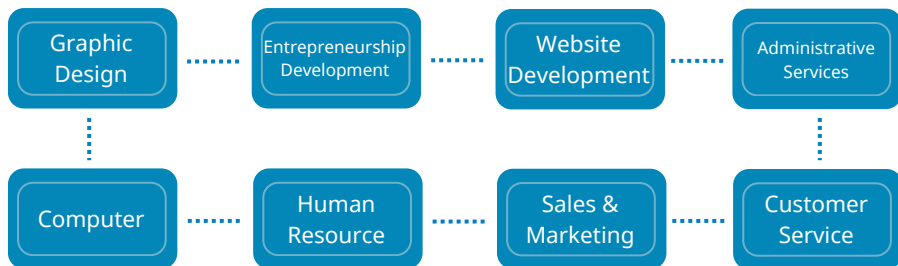
For more information, visit our website: www.edi-cambodia.org

Introducing new short courses at our SBT Center focussing on students and professionals at their early years. These courses are designed to develop in-demand valuable skills in the young generation, expanding their career opportunities, and helping them to stay competitive in today's rapidly evolving job market.

- ✅ Digital and Technical Skills
- ✅ Soft Skills, Communications and Business Skills
- ✅ College Readiness Skills
- ✅ Career Readiness Skills

EXPLORE SHORT COURSES:

- Basics of GRAPHIC DESIGNING
- PHOTOGRAPHY SKILLS : For Beginners
- Editing Photos with PHOTOSHOP: For Beginners
- Introduction to ARTIFICIAL INTELLIGENCE
- Essentials of VIDEOGRAPHY & VIDEO EDITING
- DIGITAL MARKETING Essentials : For Beginners
- Creative Content Creation with CANVA
- Learn how to build your Website with WORDPRESS
- Master the Basics of MICROSOFT EXCEL
- Essentials of MICROSOFT POWERPOINT

- Introduction to Online Meeting Apps; GOOGLE MEET, ZOOM, MS TEAMS
- GOOGLE WORKPLACE : Learn to use Google Slides, Forms and Docs
- GOOGLE SPREADSHEETS : For Beginners
- Fundamentals of MARKETING Principles and Strategies
- FINANCIAL LITERACY: For Students
- HR ESSENTIALS : For Students
- Basics of OFFICE MANAGEMENT and ADMIN Tasks
- CAREER CLUSTER: Getting Ready For Your Career

Interested in learning more about our short courses?

Please give us a call at 016 818 959 | 081 912 113
Or, **Scan QR** for course details :

OUR TRAINERS

Oknha. Pech Bolen
Founder & CEO
WEG Co., Ltd.

Mr. Kong Samphy
National Procurement
Specialist, Ministry of
Rural Development

Ms. Nouth Clara
Executive Director
Apsara Media Services

H.E. Sum Sokhampou
Co-Founder & CEO
Thurawadh Co., Ltd.

Mr. Noem Chhunny
Founder & CEO
VIPASSA

Mr. Kuch Savath
Certified Master Trainer
& EDI Managing Director

Mr. Chhuon Sereyvichet
Chairman & CEO Borey
Ratanak Sambath
Kamrieng, Battambang

Mr. Si Len
Expert in Leadership
Corporate
Management and HR

Mr. Vong Bunvisal
Business Development
Director
Westline Education Group

Ms. Pich Rathamony
Expert in Business
Management Finance and
Associate Trainer

Mr. Te Lay
Chief Education Officer
Westline Education
Group

Mr. Kong Samneang
Chief Operations Officer
Westline Education Group

H.E. Ngy Simaneth
Ministry of Labour and
Vocational Training

Mr. Chhit Chakrayuth
Managing Director
Propey Microfinance Plc.

Mr. Oeun Savin
Head Human Resource,
Certified Master Trainer,
Coach & Consultant

Dr. Or Vitou
CEO
Brain Master
Cambodia

Mr. Suon Seima
Tax Officer, General Dpt.
of Taxation, Royal
Government of Cambodia

Mr. Chap Sopanha
Head of Research &
Consulting, and Associate
Trainer

Dr. Keara Phann
Co-Founder and
Chairman of Australia
Pacific International
School

Ms. Uk Sonyta
Academic Director,
Westline Education
Group Co., Ltd.

Mr. Yun Darith
SPSS, Advance Excel
Associate Trainer

Mr. Yun Phyrun
Managing Director
Sunshine Logistics
(Cambodia) Co., Ltd.

"Develop a passion for learning. If you do, you will never cease to grow."
— Anthony J. D'Angelo

OUR CLIENTS

OUR TRAINERS

Mr. Seng Sovidia
Banker and
Entrepreneur

Mr. Vong Sophanna
Adult English Program &
TESOL Trainer

Mr. Kum Unique
Deputy Head of HR &
Training Dpt. Agricultural
and Rural Development Bank

Mr. Kao Sereyrath
Founder & CEO
VCONNECT CAMBODIA

Mr. Sun Sophal
Khmer Primary
Education, Research and
Development Manager

Mr. Duk Nin
Trainer/Coach of 7
Habits, Franklin Covey
Education Cambodia

Mrs. Dutta Barnali
Deputy Director &
Trainer EDI

Mr. Hoem Seiha
Strategic Media Relations
Trainer with 20+ Years
Experience

Ms. Pel Makara
Operation Director
Community 21 School

Mr. William Yap
Certified Trainer,
Management & Human
Resource

Mr. Sea Soda
Finance and Accountancy
Services Consultant

Mr. Tum Tola
LeaderInMe Director
Westline Education
Group

Mr. Im Chanly
Founder & CEO of Envo
Mega Landscapes & Envo
Hyglene Services

Mr. Or Bunneang
7 Habits Certified Trainer,
Chief Executive Officer,
GLA Group

Mr. Tes Chamroeun
Master Sales Trainer
NLP Coach

Mr. Thy Channimul
General Manager GAC
Motor Cambodia

Mr. Va Seth
Project Procurement
Officer, MoEYS

Ms. Im Maden
Content Delivery Manager,
Franklin Covey Education
Cambodia

Mr. Soeung Sopha
Curriculum
Development Specialist
and Trainer

Mr. Pen Chamroeun
Internal Quality
Assurance Director

Ms. Chhum Sokha
Procurement and
Contract Management
Specialist

Ms. Sean Chenda
Regional Manager
Community 21 School

"The most important attitude that can be found is the desire to go on learning."
— John Dewey

OUR CLIENTS

EXECUTIVE CERTIFICATE TRAINING, TESOL AND SEMINAR FOR **2024**

EXECUTIVE CERTIFICATES

EXECUTIVE CERTIFICATES IN
HR MANAGEMENT

You will cover **7 modules**:

	PROMOTION 27	PROMOTION 28
1. Cambodia Labour Law & Legal Compliance	01 – 02 Feb	30 – 31 Aug
2. Managing Compensation & Benefits	08 – 09 Feb	20 – 21 Sep
3. HR Manual and Policy Writing	25-26 Jan	13 – 14 Sep
4. Managing Employee Performance	22 – 23 Feb	27 – 28 Sep
5. Management and Leadership Skills	01 – 02 Mar	04 – 05 Oct
6. Conflict Management & Resolution	08 – 09 Mar	06 – 07 Sep
7. Strategic Talent Management	16 Mar	12 Oct

EXECUTIVE CERTIFICATES IN
SMEs MANAGEMENT

You will cover **6 modules**:

	PROMOTION 11	PROMOTION 12
1. Sales and Marketing Strategies	14 – 15 Jun	13 – 14 Dec
2. Business Plan Creation	30 – 31 May	08 – 09 Nov
3. Human Resource Management Strategies	21 – 22 Jun	01 – 02 Nov
4. Financial Management for SMEs	05 – 06 Jul	29 – 30 Nov
5. Effective Business Governance for SMEs	07 – 08 Jun	15 – 16 Nov
6. Entrepreneurship and Innovation	13 Jul	07 Dec

EXECUTIVE SEMINARS

Topic: To be informed.

Participants Limit: 200 pax

Book Now: 015 728 123

1	2	3	4
09 Apr One Day	09 Jun One Day	09 Sep One Day	09 Dec One Day

EXECUTIVE CERTIFICATE TRAINING,
TESOL AND SEMINAR FOR **2024**

EXECUTIVE CERTIFICATES IN
SCHOOL MANAGEMENT

	PROMOTION 25	PROMOTION 26
YOU WILL COVER **7 MODULES**:		
1. Educational Leadership	29 Mar	31 May
2. Educational Sales & Marketing	08 - 09 Feb	07 - 08 Jun
3. The 7 Habits for Managers	05 - 06 Apr	15 - 16 Jun
4. Principalship	01 - 02 Feb	03 - 04 May
5. School Administration Management	08 - 09 Mar	10 - 11 May
6. Foundations of Curriculum Development	01 - 02 Mar	17 - 18 May
7. School Finance for Non-Finance	14 - 15 Feb	24 - 25 May

EXECUTIVE CERTIFICATE IN
TEACHING METHODOLOGIES FOR KINDERGARTEN & PRIMARY EDUCATION

	PROMOTION 02	PROMOTION 03
YOU WILL COVER **4 MODULES**:		
1. Foundations of Kindergarten Education	17 - 24 Jan	02 - 09 Aug
2. Child Development and Psychology	20 - 21 Apr	16 - 17 Aug
3. Creative School Decoration Management	27 - 28 Apr	23 - 24 Aug
4. Primary School Knowledge and Methodology	04 - 05 May	30 - 13Sep

TESOL CERTIFICATION IN
TEACHING YOUNG LEARNERS & ADULT STUDENTS

	PROMOTION 32	PROMOTION 33
YOU WILL COVER **5 MODULES**:		
1. Teaching Practice Techniques	03 - 18 Feb	23 Jun - 08 Jul
2. Technology in Education	19 - 03 Mar	09 - 21 Jul
3. Educational Psychology	04 - 13 Mar	22 - 31 Jul
4. Teaching Professionalism	25 - 07 Apr	12 - 25 Aug
5. Lesson Plan Design	17 - 24 Mar	04 - 11 Aug

" *An Investment in Knowledge Pays the Best Interest* - BENJAMIN FRANKLIN *"*

01
January

SUN	MON	TUE	WED	THU	FRI	SAT
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26	27	28	29	30	31	

01 : International New Year's Day   *07 : Victory Over Genocide Day*

Rise Stronger Together

TRAINING SCHEDULE

04-05 Jan, 2025

- Effective Communication Skills & Practice at Workplace

07-09 Jan, 2025

- Certified Internet of Things Specialist (CIoTS)

11-12 Jan, 2025

- Customer Service Excellence
- Admin, Protocol and Office Management

13-15 Jan, 2025

- Open AI for Educators

17 Jan - 22 Feb

- Teaching Methodologies for Kindergarten & Primary Education-Khmer & English Teaching (Full)

17-24 Jan, 2025

- Foundations of Kindergarten Education

18-19 Jan, 2025

- Effective Powerpoint & Presentation Skills

25 Jan-16 Mar 2025

- HRM Full Executive Certificate Program

25-26 Jan, 2025

- Procurement And Contract Management
- HR Manual & Policy Writing

Develop Your People, Grow Your Business

02
February

SUN	MON	TUE	WED	THU	FRI	SAT
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1H FY2024 MANAGEMENT
Saturday, ... January 2024 | 8:30A...
Oakwoo... Phnom Penh | Bal...
Faster · Shar...

Aim Higher, Dream Bigger

TRAINING SCHEDULE

01-02 Feb, 2025
- Sales and Marketing Strategies
- Project Management
- Cambodia Labor Law & Legal Compliance
- Principalship

01 Feb-29 Mar
- School Management Full Course

03-30 Apr
- TESOL Certification

03-18 Feb
- Teaching Practice Techniques

08-09 Feb, 2025
- Ways to Become a Professional Trainer
- Event Management & Hospitality Training

08-09 Feb, 2025
- Managing Compensation & Benefits
- Educational Sales and Marketing

14 - 15 Feb, 2025
- School Finance for Non-Finance

17 - 21 Feb, 2025
- Certified Data Science Specialist (CDSS)

19 Feb-03 Mar, 2025
- Technology in Education

21 - 22 Feb, 2025
- The 7 Habits for Manager

22-23 Feb, 2025
- Supply Chain Management and logistics
- Managing Employee Performance

25 - 27 Feb, 2025
- Certified ChatGPT Prompt Specialist (CCPS)

03
March

SUN	MON	TUE	WED	THU	FRI	SAT
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30	31					

08 : International Women's Day

Develop Your **Skills**

TRAINING SCHEDULE

01-02 Mar, 2025
- Effective Business Operations Management
- Management & Leadership Skills
- Foundations of Curriculum Development

03-07 Mar, 2025
- Certified Design Thinking Professional (CDTP)

04-13 Mar, 2025
- Educational Psychology

08-09 Mar, 2025
- Customer Service Excellence
- Working Effective with DIFFERENT Personalities at Workplace
- Conflict Management & Resolution
- School Administration Management

10-14 Mar, 2025
- Certified Digital Marketing Specialist (CDMS)

15 -16 Mar, 2025
- Cambodia Taxation and Payroll Management

16 Mar, 2025
- Strategic Talent Management

17-24 Mar, 2025
- Lesson Plan Design

22-23 Mar, 2025
- The Art of Presentation and Public Speaking

24-27 Mar, 2025
- Certified ESG Innovator (CESGI)

25 Mar-07 Apr, 2025
- Teaching Professionalism

29 Mar, 2025
- Educational Leadership

04
April

SUN	MON	TUE	WED	THU	FRI	SAT
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14-16 : Khmer New Year Holidays

Accelerate Your **Career**

TRAINING SCHEDULE

05-06 Apr, 2025

- The Art of Presentation and Public Speaking
- Effective Supervisory Skills and Delagation
- The 7 Habits for Manager

08-10 Apr, 2025

- Certified Internet of Things Specialist (CIoTS)

12-13 Apr, 2025

- Selling Skills for Salespeople

14-16 Apr, 2025

- Open AI for Educators

21-25 Apr, 2025

- Certified Cyber-Security Specialist (CCSS)

26-27 Apr, 2025

- Practical Project Report Writing
- Productivities and Time Management

05
May

SUN	MON	TUE	WED	THU	FRI	SAT
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01 : International Labour Day
11 : Visak Bochea Day
14 : King's Birthday
15 : Royal Ploughing Ceremony

Learn New Techniques

TRAINING SCHEDULE

03-04 May, 2025
- Budget Planning & Controlling
- Advanced Communication Skills for Upper-Level Management
- Principalship

03 May-14 Jun, 2025
- School Management Full Course

05-09 May, 2025
- Certified Data Science Specialist (CDSS)

10-11 May, 2025
- Customer Service Excellence
- School Administration Management

13-16 May, 2025
- Certified ESG Innovator (CESGI)

17-18 May, 2025
- Sale and Marketing
- Sales Engineer
- Foundations of Curriculum Development

19-21 May, 2025
- Certified ChatGPT Prompt Specialist (CCPS)

24-25 May, 2025
- Personal Grooming & Image Preparation and Social Etiquette
- School Finance for Non-Finance

26-28 May, 2025
- Data Analytics for Practitioners (DAP)

30-31 May, 2025
- Business Plan Creation

30 May-13 Jul, 2025
- SME Full Program

31 May, 2025
- Educational Leadership

Develop Your People, Grow Your Business

06
June

SUN	MON	TUE	WED	THU	FRI	SAT
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29	30					

18 : King's Mother's Birthday

Stay Up-To-Date

TRAINING SCHEDULE

07-08 Jun, 2025
- Procurement & Contract Management
- Effective Business Governance for SMEs
- Educational Sales and Marketing

09-13 Jun, 2025
- Certified Design Thinking Professional (CDTP)

14-15 Jun, 2025
- Finance For None -Finance
- Sales and Marketing Strategies

15-16 Jun, 2025
- The 7 Habits for Managers

16-20 Jun, 2025
- Certified Digital Marketing Specialist (CDMS)

21-22 Jun, 2025
- Management & Leadership Skills
- HR Management Strategies for SME's

23 Jun-15 Sep, 2025
- TESOL Certification

23 Jun-08 Jul, 2025
- Teaching Practice Techniques

23-25 Jun, 2025
- Certified Cyber Defender Practitioner (CCDP)

28-29 Jun, 2025
- Digital Marketing for Business
- HR for Non HR Professionals

07
July

SUN	MON	TUE	WED	THU	FRI	SAT
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Grow Your **Knowledge**

TRAINING SCHEDULE

05-06 Jul, 2025
- Effective presentation Skills Using Powerpoint and Power Bi
- Excellent Customer Service and Hospitality
- Financial Management for SMEs

08-10 Jul, 2025
- Certified Internet of Things Specialist (CIoTS)

09-21 Jul, 2025
- Technology in Education

12-13 Jul, 2025
- Effective Communication Skills at Workplace

13 Jul, 2025
- Entrepreneurship and Innovation

14-18 Jul, 2025
- Certified Cyber-Security Specialist (CCSS)

18-19 Jul, 2025
- Inventory Management and Office Management

22-31 Jul, 2025
- Educational Psychology

23-24 Jul, 2025
- Machine Learning for Business Intelligence (MLBI)

28-30 Jul, 2025
- Open AI for Educators

08
August

SUN	MON	TUE	WED	THU	FRI	SAT
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24	25	26	27	28	29	30
31						

Advance Your Career

TRAINING SCHEDULE

02-03 Aug, 2025
- Project Management
- Access to Finance and Loan Assessment

02-09 Aug, 2025
- Foundations of Kindergarten Education

02 Aug-13 Sep, 2025
- Teaching Methodologies for Kindergarten & Primary Education-Khmer&English Teaching

04-07 Aug, 2025
- Certified ESG Innovator (CESGI)

04-11 Aug, 2025
- Lesson Plan Design

09-10 Aug, 2025
- Admin,Protocol and Office Management

11-15 Aug, 2025
- Certified ChatGPT Prompt Specialist (CCPS)

12-25 Aug, 2025
- Teaching Professionalism

16-17 Aug, 2025
- Event Management & Hospitality Training
- Child Development & Psychology

18-22 Aug, 2025
- Certified Data Science Specialist (CDSS)

23-24 Aug, 2025
- Public Procurementand Contract Management
- Creative School Decoration Management

30-31 Aug, 2025
- Cambodia Labor Law & Legal Compliance
- Primary School Knowledge & Methodology

30 Aug-12 Oct, 2025
- HRM Full Program

09
September

SUN	MON	TUE	WED	THU	FRI	SAT
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28	29	30				

21-23 : Pchum Ben Days   *24 : Constitutional Day*

Invest In Knowledge

TRAINING SCHEDULE

06-07 Sep, 2025

- Claim Appraisal Skills
- Supply Chain Management and Logistics
- Conflict Management & Resolution

08-12 Sep, 2025

- Certified Digital Marketing Specialist (CDMS)

13-14 Sep, 2025

- Digital Marketing for Business
- Effective Supervisory and People Management Skills
- HR Manual & Policy Writing

20-21 Sep, 2025

- Simplified Accounting / Excel for Business Owners
- Managing Compensation & Benefits

22-26 Sep, 2025

- Certified Design Thinking Professional (CDTP)

27-28 Sep, 2025

- Managing Employee Performance

29 Sep-02 Oct, 2025

- Certified ESG Innovator (CESGI)

10
October

SUN	MON	TUE	WED	THU	FRI	SAT
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26	27	28	29	30	31	

15 : King's Father's Commemoration Day
29 : King's Coronation Day

Master Your Excellence

TRAINING SCHEDULE

01 Oct-30 Dec, 2025
- TESOL Certification

01-16 Oct, 2025
- Teaching Practice Techniques

04-05 Oct, 2025
- Microsoft Advance Excel
- Effective Business Operations Management
- Management & Leadership Skills for Managers

07-09 Oct, 2025
- Certified Internet of Things Specialist (CIoTS)

11-12 Oct, 2025
- Customer Service Excellence

12 Oct, 2025
- Strategic Talent Management

13-17 Oct, 2025
- Certified Cyber-Security Specialist (CCSS)

18-19 Oct, 2025
- Pratical Project Report Writing

20-27 Oct, 2025
- Technology in Education

25-26 Oct, 2025
- Professional Training Development and Analysis(TNA)

27-29 Oct, 2025
- Open AI for Educators

28 Oct-12 Nov, 2025
- Educational Psychology

11
November

SUN	MON	TUE	WED	THU	FRI	SAT
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30						

04-06 : Water Festival   *09* : Independence Day

Expand Your Skills

TRAINING SCHEDULE

01-02 Nov, 2025

- Budget Planning & Controlling
- HR Management Strategies for SME's

01 Nov-14 Dec, 2025

- SME Full Program

08-09 Nov, 2025

- Sales and Marketing Strategies
- Business Plan Creation

10-12 Nov, 2025

- Certified ChatGPT Prompt Specialist (CCPS)

13-20 Nov, 2025

- Lesson Plan Design

15-16 Nov, 2025

- Management and Leadership Skills
- Effective Business Governance for SMEs

17-21 Nov, 2025

- Certified Data Science Specialist (CDSS)

22-23 Nov, 2025

- Ways to Become a Professional Trainer

24 Nov-04 Dec, 2025

- Teaching Professionalism

24-26 Nov, 2025

- Certified Cyber Defender Practitioner (CCDP)

29-30 Nov, 2025

- Effective Communication Skill & Practice
- Financial Management for SMEs

12
December

SUN	MON	TUE	WED	THU	FRI	SAT
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

29 : Peace Day in Cambodia

Unlock Your Potential

TRAINING SCHEDULE

01-04 Dec, 2025
- Certified ESG Innovator (CESGI)

01-05 Dec, 2025
- Certified Digital Marketing Specialist (CDMS)

06-07 Dec, 2025
- Event Management & Hospitality Training

07 Dec, 2025
- Entrepreneurship and Innovation

08-12 Dec, 2025
- Certified Design Thinking Professional (CDTP)

13-14 Dec, 2025
- Project Management
- Sales and Marketing Strategies

20-21 Dec, 2025
- Monitoring & Evaluation
- Sale Engineer

27 Dec, 2025
- Leading with Emotional Intelligence

HIGH DEMAND TOP 10 COURSES

MANAGEMENT AND LEADERSHIP SKILLS FOR NEW MANAGERS

Management and Leadership skills are crucial for every person in a managerial position. The lack of management and leadership skills may cause ineffective planning, misunderstanding among the team, work overload and difficulties in work implementation as well as employee performance management. This interactive training course will help managers to improve their work effectiveness and efficiency by enhancing their planning skills, people skills, communication skills and problem-solving and decision-making skills.

Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☑ Understand the importance of management and leadership.
- ☑ Understand the roles and functions of a manager.
- ☑ Know the skills needed to become an effective manager and leader.
- ☑ Be able to use techniques and tools to manage for productivity.
- ☑ Better communicate with people in the organization.
- ☑ Manage people effectively.
- ☑ Solve the problem and make decisions effectively.

Course Structure

The certificate course in Management and Leadership Skills for Managers is offered in approximately 16 hours OR 2-days period. The course is based on a participatory, active learning approach and group discussions. Participants will receive a Certificate of Participation upon successful completion of the course.

Course Outline

MODULE 01: Understanding Management Essentials

- Why Management?
- Four Basic Functions of Management
- Roles of Managers
- How to Become a Successful Manager?

MODULE 02: Managing Productivity

- Becoming a Productive Individual and Team
- Managing Time Effectively: Techniques and Tools
- Effective Planning: Techniques and Tools
- Achieve more with less: Techniques and Tools
- Delegation: Techniques and Tools

MODULE 03: Understanding Leadership Essentials

- Importance of Leadership
- Six traits of Leadership
- Leadership Styles and Effective use of each style
- Becoming a High Performing Leader

MODULE 04: Developing Leadership Skills

- Communication and Interpersonal skills
- Employee Motivation skills
- Problem Solving and Decision Making skills

Who Should Attend?

This Management and Leadership Skills is for Supervisors and Managers who have recently been appointed as managers and anyone who is new to the role of managing /supervising people or who has been in the role for a while but has not had formal training.

HIGH DEMAND TOP 10 COURSES

EVENT MANAGEMENT & HOSPITALITY TRAINING

The **Event Management & Hospitality Training** course is designed to prepare trainee for entry level employment in events planning and/or meeting management. The content includes the principles and practices of sound public relations, planning and organizing events, meetings, conferences, or conventions, and prepares students for employment opportunities with trade and professional associations, consulting firms, non-profit organizations, and corporations. Integrated throughout this course are career preparation standards, which include basic academic skills, communication, interpersonal skills, problem solving, workplace safety, technology, and employment literacy.

Course Objective

This Event Management and Hospitality Training course will help you thrive in the world's fastest-growing industries, broadening your understanding of the sector and giving you the skills to work in a globalized business environment.

Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

SCAN TO VIEW ALL COURSES

Scan QR code

Course Outline

MODULE 01: Introduction to Event Planning

- Event Planning as Profession
- What an Event Planner Does
- Get to know Type of Events (Social Events, Corporate Events, MICES, Special Events, Concerts or Sport Events)

MODULE 02:How to Plan Events?

- Steps to Planning an Event
- Getting Organized as an Event Planner
- Event Preparation
- Marketing and Publicity
- Concept and Event Proposals

MODULE 03: What is Event Management?

- The essential of planning an event
- Human Resources Management
- Safety, Health, Risk Management and Security
- Pre, During and Post Event

MODULE 04: Hospitality and Protocols

- Invitations, Greetings and Dress Code
- Effective Communications
- Etiquettes and Manners
- Leadership Management in Hospitality

Who Should Attend?

This course is for trainees who wish to tackle entry level employment in events planning and/or meeting management.

PROJECT MANAGEMENT FOR DEVELOPMENT PROFESSIONALS

Project Management is the discipline of planning, organizing, and managing resources to bring about the successful delivery of specific project goals, outcomes, and outputs. The primary challenge of project management is to achieve all of the project's goals, outcomes, and outputs while honoring the constraints of the preconceived project related to scope, budget, schedule, and quality.

Course Objective

Upon the completion of this two-day training, participants are expected to:

- Discuss the project management knowledge.
- Explain the project management processes.
- Demonstrate the formulas, charts, and theories of project management.
- Know the Questions to consider for new projects?
- What is the difference between project and business as usual (ongoing operations)?
- Inculcate the skills of planning, organizing, and managing resources to bring about the successful delivery of specific project goals, outcomes, and outputs.

Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

Who Should Attend?

This course is for Project Managers preparing to plan, identify & design a project, Project Coordinators currently facing challenges with project management, and People from any discipline and background who are responsible for managing non- profit development projects to achieve successful results with good impact.

Course Outline

MODULE 01: Introduction to Project Management
- What is a Project?
- Project Phase Model/Project life-cycle examples
- Project Management Competencies & Disciplines

MODULE 02: Project Identification & Design
- Importance of Project Identification and Design
- Data Collection
- Data Analysis: Stakeholder & State Analysis
- Identification of Project Intervention Logical Framework
- The 4 Levels of Project Log-Frame

MODULE 03: Project Set-Up
- Project Set-up: learn benefits to project setup
- Define and Explore Decision Gates
- Project Launch & Governance

MODULE 04: Project Planning
- Project phase interaction
- Implementation plan
- Scope planning
- Five Steps in Schedule Planning

MODULE 05: Project Implementation
- Issue management: Define Assumptions, Risks
- Communications
- Essentials: Review Key Principles: Integrated and Participator
- The RACI Model: Learn the RACI Model

MODULE 06: Monitoring, Evaluation & Control
- Monitoring and Evaluation: Learn Three Types of Evaluation: Real-Time, Final, Ex-Post
- Control: Learn about Managing Variances
- Conclusion: review/assessment

MODULE 07: Project Transition
- Transitions: Learn Tools to Improve Transition
- Verification and Acceptance: Learn Project Closeout
- End of Project Learning: Learn Lessons Learned in the Modified Issues Log
- After Action Review: Discover the Importance of Celebrating

CUSTOMER SERVICE EXCELLENCE & HOSPITALITY

Providing **excellent customer care** means going the extra mile in making sure a customer is happy and satisfied with a company's products or services. It also involves providing service to a customer in a timely, pleasant manner. In order to provide excellent customer care, one needs superb communication and problem resolution skills. Effective customer care is the process of delivering high quality service to internal and external customers. Effective customer care results in high levels of customer satisfaction leading to long-term 'buying' relationships between companies and customers.

Course Objective

Upon the completion of this two-day training, participants are expected to:

- Know the difference between good and excellent customer service
- Be champions for positive attitude
- Be able to use positive language
- Have identified ways to improve communication in your workplace
- Engage in empathetic listening
- Accurately identify customer needs by effectively questioning
- Know techniques for dealing with challenging customers
- Know techniques for solving customer problems
- Define what it means to take ownership
- Have a personal plan of action for implementing your new skills back at work.

SCAN TO VIEW ALL COURSES

Scan QR code

Course Outline

MODULE 01: Why Customer Care is Important?
- Who are your Customers?
- Who is responsible for Customer Care?

MODULE 02: Getting to Know Your Customer's Needs and Requirements
- Understanding of External Customer Needs
- Understanding of Internal Customer Needs

MODULE 03: Putting Customer Care into Practice
- Setting Goals and Standards of Performance
- Delivering Customer Care
- Developing Communication Skills
- Complaints, Problem Solving and Quality Improvement

MODULE 04: Providing Excellent Customer Care
- First Impression Matters
- Identify Customer Needs
- Make Each Customer Feel Valued
- Maintain Ongoing Relationships

Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

Who Should Attend?

This essential training is specially designed for customer service representatives, technical and support personnel, field service representatives, small business owners-as well as managers who want customer service training in order to reinforce their skills and train their staff.

HIGH DEMAND TOP 10 COURSES

PROCUREMENT PRINCIPLE, PROCEDURE AND CONTRACT MANAGEMENT

Procurement is the process of procuring goods, works, and services. In procuring, the institution is to purchase goods, recruit service and contract civil works. The procurement goal is to deliver the identified inputs, be they goods, works or services, at the right time, at the right place, and at the right price, at the right quality, and at the right quantity.

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☑ Understand the procurement process sequentially starting with the planning of procurement.
- ☑ Understand the Term Conflict of Interest and procurement's prohibited practice.
- ☑ Identify the suitability of the goods/equipment/services to be purchased.
- ☑ Conduct Bid Evaluation based on criteria set forth and how evaluation criteria should be set.
- ☑ Able to ensure righteousness of the procured goods.
- ☑ Understand and able to prepare legitimated contract agreement implementation.

■ Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

■ Who Should Attend?

This course is for Procurement and Contract Management Analysts, Managers, & Directors, Contract Administrators, Acquisition Specialists, Managers, and Directors, Project Managers, Private Companies which interest in Bidding to Supply of Goods to the Government, Technical Advisor who is willing to learn how to get the right job and Subcontractors, Quality Assurance personnel, and others looking to advance their career.

■ Course Outline

MODULE 01: FUNDAMENTAL OF PROCUREMENT PRINCIPLE AND CONCEPT

- Definition of each Procurement Principle
- Categories of Procurement
- Procurement Process/Cycle

MODULE 02: PROHIBITED PRACTICES AND CONFLICT OF INTEREST

- Corrupt Practice, Fraudulent Practice, Collusive Practice, Coercive Practice And Conflict of Interest

MODULE 03: METHOD OF PROCUREMENT OF GOODS

- How would you select a method to be suitable for each procurement exercise?
- Does the estimated value and complexity of procurement impact procurement processes? How?
- Method of Procurement of Goods and Work.
- Method of Procurement of Services

MODULE 04: GOODS PROCUREMENT PROCESS

- Planning of Procurement Package
- Preparation of Technical Specification
- Issuance of Invitation for Bid (IFB) and Bidding Document.
- Receipt and Storage of Bids
- Public Bid Opening & Bid Evaluation
- Contract Awards and Contract Signing.

MODULE 05: BID EVALUATION & PROPOSED CONTRACT AWARD FOR GOODS

- Bid Evaluation Standard Form
- Preliminary Examination of Bid
- Examination of Bid
- Post-Qualification Examination
- Proposed Contract Award

MODULE 06: CONTRACT MANAGEMENT & ADMINISTRATION (GOODS)

- Performance Monitoring
- Authorizing Payments
- Settling and Contractual Disputes
- Monitoring delays in Performance/Delivery
- Acceptance of Consultants, Deliverable/Acceptance of Goods
- Organizing Contract Extension or Closure (Services)

Develop Your People, Grow Your Business

EFFECTIVE COMMUNICATION SKILLS AT WORKPLACE

Effective Communication skills and Practice is such a powerful tool to accelerate the speed of movement of the organization. We build not only theory and just provide surface understanding to the trainees, but also offer deep insight practical experience sharing and practices from the real world from many industry practices. We ensure deep critical thinking beyond what a simple communication skills course is like. Our commitment is to enable every participant of the course to reflect through their everyday practice, associate themselves with their colleagues, line managers and their organization vision and mission to increase their core productivity within and across department functions. Our program is 50% class orientation and discussion, and the other 50% is the team work project which allows everyone in the team to apply their knowledge back into their daily work and develop changes in their communication mindset, pattern and ready to support one another in the team in order to achieve the organizational common goal.

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☑ Develop the communication mindset and ready for communication change
- ☑ Associate and communicate more productively within themselves and across organizational functions
- ☑ Leverage their confidence in communication practice horizontally, vertically and externally
- ☑ Self-correct, peer-correct the communication errors within the organization in the professional manner through feedbacks, written and verbal modes.

■ Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

■ Who Should Attend?

This course is for Managers and everybody who wish to develop effective communication skills at workplace and be a good leader.

■ Course Outline

DAY 01

- Self-Introduction, Course Syllabus Orientation & Ice Breaking Activity
- Key Discussions on: (Lecture, Presentation & Group Discussion)
  1. Power of Communication
  2. Functions of Communication (G1)
  3. Communication Process (G2)
  4. Communication Flows (G3)
  5. Communication Settings (G4)
  6. Communication Networks (G5)
  7. Barriers to Effective Communication
  8. Key to Successful Communication Skills:
     Listening Skills (Discussion on barriers to effective listening, Five steps to effective listening), Feedback Skills (Develop effective feedback skills), Problem Solving Skills and Email Writing Skills (Email Communication skills, Common email mistakes, Poor subject line examples, Effective email structures, 4 parts of business email, Tips for effective email communication)
- Video on Effective Communication and Teamwork (Wrap-up Day 1)

DAY 02 : BREAKTHROUGH: PUT INTO INDIVIDUAL AND TEAM ACTION

- Group Discussion and Presentation on: Listening skills (G1), Feedback skills (G2), Problem solving skills (G3) and Email writing skills (G4)
- Group Rehearsal & Presentation : Let's share the best practice from each group
- Wrap-up and the rule of 72 hours

HIGH DEMAND TOP 10 COURSES

EFFECTIVE SUPERVISORY & PEOPLE MANAGEMENT SKILLS

Effective Supervisory & People Management Skills training course will give you the crucial foundational skills to shift from being an individual contributor to a well-respected manager who can achieve team success. This interactive course helps new managers, or those with some experience, who want to further develop skills, learn and practice both people skills and management skills to develop good performance from the team.

Course Objective

Upon the completion of this two-day training, participants are expected to:

- [x] Understand the roles and functions of a supervisor;
- [x] Manage employees/subordinates effectively;
- [x] Have effective planning and organizing skill;
- [x] Better communicate with people in the organization;
- [x] Manage people effectively and;
- [x] Delegate tasks to people effectively;
- [x] Manage work performance with productivity
- [x] Work with better time management

Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

Who Should Attend?

This Management Skills for New Supervisors training course is aimed at recently appointed managers and anyone who is new to the role of managing /supervising people or who has been in the role for a while but have not had formal training.

Course Outline

MODULE 01: Essential Skills For Supervisors

- Expectations of your new role
- Four basic functions: Planning, organizing, leading and controlling
- Roles of managers
- Successful managers' attitude

MODULE 02: Effective Communication At Work

- The communication process model
- Communication strategies
- Overcome barriers of communication

MODULE 03: Developing & Coaching For High Quality Performance

- Effective strategies for developing subordinates
- 10 qualities of a good coach
- Coaching for top performers, average performers, and poor performers

MODULE 04: Motivating Employees

- Sources of motivation
- Examine theories of motivation
- Types of motivation

MODULE 05: Effective Delegation

- Arts of delegation
- Selecting tasks to delegate
- Monitoring and checking progress

MODULE 06: Managing Work Performance

- Process of managing work performance
- Goal setting and task performance
- Measuring performance
- Five imperatives for managing work performance

MODULE 07: Managing Time Effectively

- Key principles of effective time management
- How to prioritize tasks
- Steps to an effective meeting

HIGH DEMAND TOP 10 COURSES

LEADING WITH EMOTIONAL INTELLIGENCE

With this **Leading With Emotional Intelligence** course gain the ability to recognize and positively manage emotions in yourself, in others and in groups! Recent studies indicate that emotional intelligence is a powerful key to effective leadership. This valuable seminar delivers the in-depth knowledge and practical skills you need to ensure that you are a strong, emotionally intelligent leader. You will also learn how to apply emotional intelligence to specific leadership situations to gain the authority and success you strive for as a leader.

Course Objective

Upon the completion of this two-day training, participants are expected to more clearly understand their employees' emotions, lead them better, reduce employee turnover at the workplace, behave in a more appropriate way, possess better leadership attributes and people skills, and apply the right leadership styles with their employees; and above all, they will be able to make a positive change in their organization through the combination of their technical skills and emotional intelligence.

Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

SCAN TO VIEW ALL COURSES

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Course Outline

MODULE 01: Introduction To Leadership

- What is leadership?
- What is Emotional Intelligence?
- Differences between Leaders and Managers

MODULE 02: Effective Communication At Work

- Self-awareness, Motivation, Self-regulation, Empathy and Adeptness in relationships

MODULE 03: Leadership Attributes & People Skills

- What effective leaders need to Be, Know, and Do?
- The intersection of capabilities, attitude, and opportunities
- Personal change
- The ten essentials of effective communication
- Four principles of empowering and energizing people
- Be more efficient in motivating people

MODULE 04: Communicating With Emotional Intelligence

- The right characters and words with subordinates and colleagues
- Communication skills in assertive speaking, active listening
- Conflict resolutions
- Criticizing and arts of persuasion

MODULE 05: Managing Anger & Dealing With Stress

- Definition of stress
- Types of stress and anger
- Causes of stress and anger
- Human reactions to stress and anger
- Prevention and solutions to stress and anger

Who Should Attend?

This soft-skill training course is specifically designed for all managers and business owners who wish to find out more or improve their leadership success. It is a very highly recommended course for the managers and business owners who are struggling with their daily leadership and management, especially in discovering their employees' true motivation & drive at work.

HIGH DEMAND TOP 10 COURSES

PRODUCTIVITY & TIME MANAGEMENT

Supervisors or managers are to be effective in working for the achievement of the organization's objectives. They need to know what it is that they are expected to do. Planning allows managers to identify the objectives for which they are responsible and how they need to do to attain those objectives. Important lessons on goal setting and delegation will provide an enlightening experience. This course will also introduce the **time management** and **planning** tools, which can help managers to be more effective in performing their tasks.

Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☑ Overcome the challenges of time management
- ☑ Prioritize and schedule their work
- ☑ Set goal and plan their work effectively
- ☑ Delegate tasks effectively and avoid delays
- ☑ Improve his/her work performance

Course Structure

The course is offered in approximately 16 hours OR in 2-days. The course is based on a participatory, active learning approach, group discussions. Participants will receive a Certificate of Participation upon successful completion of the course.

Who Should Attend?

This essential training is specially designed for people who are already in a managerial position and want to enhance his or her management and leadership skills; and those who will be promoted to be a supervisor/manager in a near future.

Course Outline

MODULE 01: Essential of Time Management
- Today's Time Reality
- Why Time Management?
- Key Principles of Time Management
- Time Strategies

MODULE 02: Overcoming Challenge of Time Management
- Managing Interruptions
- Dealing with Disorganization
- Avoiding Procrastination
- Effectively Communicating with Others

MODULE 03: Goal Setting And Action Planning
- Why Goal Setting?
- Characteristics of Effective Goal Setting
- Locke's Theory of Goal Setting
- Making Sure the Success of Goal Setting
- Effective Action Planning

MODULE 04: Prioritizing For Productivity
- Four Corners of Productivity
- The Urgent/Important Matrix
- Pareto Analysis: 80/20 Rule
- The Action Priority Matrix

MODULE 05: Effective Delegation
- Benefits of Delegation?
- Selecting Tasks and Whom to Delegate
- Steps in Delegation
- Monitoring and Checking Progress

MODULE 06: Success At Work
- Loving your organization
- Work performance and achievements
- Personal Development: Keep learning
- Teamwork
- Attitude is everything

HIGH DEMAND TOP 10 COURSES

SALES & MARKETING STRATEGIES

When you hear the term **sales strategy** you would be correct to think of things like decision makers, scope of the sale, budget and need. But there's another level of sales strategy you need to think of. This one is about defining your target markets, knowing your business's 'why', having a clear mission, and more. It often requires that you as the business owner or leader of a significant part of the business make time to work 'on' your business, not just 'in' it. In this course you learn why having this other level of sales strategy well defined for your business helps you sell more and achieve important business goals.

■ Course Objective

This course covers everything you need to know about sales. Upon the completion of this two-day training, participants are expected to: learn everything from preparing and planning, relationship building, objection handling techniques, and closing the deal at a brilliant price, and know about the practical tools you can use right away to get better results.

■ Course Structure

The course is offered in approximately 16 hours OR in 2-days. The course is based on a participatory, active learning approach, group discussions. It looks at lots of real life examples. Participants will receive a Certificate of Participation upon successful completion of the course.

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■ Course Outline

MODULE 01: Basic Principles of Marketing
- What is Marketing?
- Why is it so Important?
- Marketing Mix: From 4Ps to 7Ps
- Marketing Communication and Process
- Strategic Marketing Analysis and Planning

MODULE 02: Digital Marketing
- What is Digital Marketing?
- Why Digital Marketing?
- Digital Marketing Platforms
- What's Next?

MODULE 03: Content Marketing
- What is Content Marketing?
- Why Content is Important?
- Mapping Audience with Content
- Executing Content Strategies

MODULE 04: Running A Marketing Campaign
- Running Effective Marketing Campaigns
- Crafting Your Offers

MODULE 05: Selling Strategies
- What is Selling?
- Skills for Effective Salespersons
- Selling Strategies
- Sales Techniques

■ Who Should Attend?

This Sales and Marketing Strategies in Business is valuable if you want a strong foundation in strategy. It develops your practical skills and provides the latest theory in Sales and Marketing Strategies. It is ideal if you are taking on a new management role and want to become an effective business leader. Business owners or employers from any industry who are interested in developing the skills needed to analyze and create strategy are encourages.
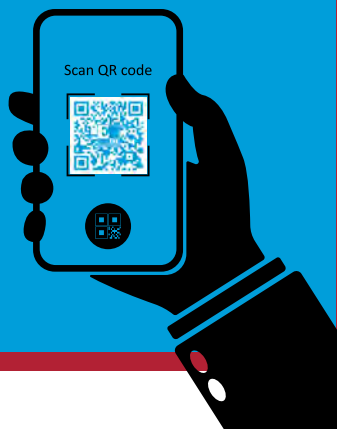
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