

| Marketing   | Sales  |
|---|--|
| Marketing Fundamentals for New<br>Marketing Professionals                       | Effective Selling Skills for Maximum<br>Results                            |
| Driving Effective Marketing Strategies<br>for Competitive Advantage             | <u>Consultative Selling for Profitable</u><br><u>Business Relationship</u> |
| Advanced Marketing Strategies that<br>Drive Business Growth &<br>Sustainability | Sales Negotiation Skills for Long term<br>Profitable Business Relationship |
| Service Marketing for Customer<br>Acquisition, Engagement and<br>Retention      | Key Account Selling and Management   |
| Integrated Marketing Campaign for<br>Better Business Results                    | Delivered a Customer-focused Sales<br>Conversation                         |
| Developing a Strategic Marketing Plan   | Managing Objections to Close the Sales                                     |
| Strategic marketing for Business<br>Sustainability                              | Selling on Value Propositions  |
| Customer Services   | Communication  |
| EQ Way for Customer Care  | Effective Workplace Communication  |
| Customer Acquisition and Retention<br>Services                                  | Developing Influencing Skills to Achieve<br>Successful Outcomes            |
| Customer Service Excellence for Peak<br>Performance                             | Developing Assertive and Supportive<br>Communication                       |
| Delighting Customer with<br>Differentiated Customer Experience                  | Overcoming Adversity with Resilience<br>and EQ Skills                      |

**Note**: You can send your staff to a public seminar or arrange for our trainers to provide tailored in-house training solutions to your company. The hyperlinked programs refer to public seminars with specific dates that are currently available. Please email or contact us with any enquiry.

For Course Enquiries

Softskills Net Pte Ltd Mobile: (65) 9750 6148 Email: cecilsim@softskillsnet.com.sg Website: www.softskillsnet.com.sg





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| General Management  | HR and Performance<br>Management   |
|---|--|
| Strategic Planning and Goal Setting for<br>Business Results     | Performance Management for<br>Organizational Success                           |
| Setting Smart Goals and KPIs for<br>Strategic Alignment         | Managing Performance through Setting KPI                                       |
| Mentoring for People Development                                | Conducting Effective Performance Appraisal                                     |
| Effective Stakeholder Management and Engagement                 | Goal Setting and Balance Scorecard for<br>Business Results                     |
| Coaching for Business Performance                               | Behavioural-based Interviewing skills  |
| Effective Managerial Skills                                     | Attract, Engage and Recruit the right Job<br>Seekers                           |
| Leadership  | Personal Effectiveness<br>and Productivity                                     |
| Becoming an Effective Leader                                    | Workplace Interpersonal Skills   |
| Leading and Managing Change for<br>Business Sustainability      | Driving Critical Skills and Habits for Personal and Professional Effectiveness |
| Developing Influencing Skills to<br>Achieve Successful Outcomes | Giving and Receiving Feedback skills   |

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