

## PUBLIC TRAINING SCHEDULE 2018

Course	Duration (days)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Commercial negotiation	2	4 & 5							30 & 31				
Customer Service	2		1 & 2					5 & 6					
Building Customer-Focus Culture	2	11&12										1 & 2	
Tele sale Skill	1			16									
Dealing with difficult clients	1			23							12		
Creative Thinking	2				5 & 6								
HR for non-HR	2				19& 20								
Interviewing Skill	1					4				21			
Time Management	2					24 & 25					18& 19		
Assertiveness	1	19											
Emotional Intelligence	2			28 &29									
Priority Management	12						7 & 8						
Presentation Skill	2				12&13				16 & 17				
Supervisory Skill for Production Leader	2				10& 11						25& 26		
Habits of Highly Effective People	2					30 & 31							20 & 21
Communication Skills	2						14& 15					14 & 15	
Building your professional image	1						29						12
Building An Effective Team	2								23 & 24				
Gung-ho (the art of motivating your staff/team members)	1						22					9	
Conflict Resolution	2				26& 27								
Rational and Creative Problem Solving	2								9 &10				

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Problem Solving and Decision Making	2					17 & 18							
Taking Ownership of a Problem	1						28						
Coaching Skill	2						20&21					22 & 23	
Situational Leadership Skill	2							12 & 13					6 & 7
Influencing Skill	2	25&26											13&14
Stress Management	2							19 & 20					
Delegating a Task/a Problem	1							27					
Change Management	1							26				30	
Project Management	2			21 & 22						13 & 14			
Active Attitude and Approach at Work	2									6 & 7			
Business Writing Skill	2								12&13				13 & 14

### GERNERAL INFORMATION

Public Training	
Trainers:	Profiles will be provided upon request
Language:	English/Vietnamese
Group Size:	10 – 14
Venue:	Will inform before the course
Fee:	2,500,000 VND/day (including venue cost, tea/coffee break and all training materials)
Discount:	5% from the second person who registered and 5% for early birds