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Jan - Dec

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**TRAINING
DIRECTORY**

COURSE	EB / Normal / Members	Grants Available	📍	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
HR, Team & People Management	The Employment Act	577.80 / 642.00 / 535.00	SDF/SFC	V	14-15										
	Recruitment & Selection: Hiring the Right People	631.30 / 695.50 / 588.50	SDF/SFC	V			24-25				27-28			30-1	
	Developing Talents at all Levels	385.20 / 438.70 / 342.40	SDF/SFC	V				6				5			10
	Setting KPIs & Goals for Effective Job Performance	395.90 / 449.40 / 353.10	SDF/SFC	V			12				7			26	
	(SFw) Conducting Performance Discussions Successfully	770.40	WTS/MCES/Abs.Payroll	V		25-26		8-9		22-23		25-26		21-22	9-10
	Handling Employee Grievances and Discipline	363.80 / 417.30 / 321.00	SDF/SFC	V				13				17			15
	Coaching for Performance - Develop Your People	385.20 / 438.70 / 342.40	SDF/SFC	V	13			15				18			7
	Working with Different Personalities	695.50 / 759.70 / 652.70	SDF/SFC	V			4-5				6-7				18-19
	Conflict Resolution with a Win-win Outcome	363.80 / 417.30 / 321.00	-	V					20				9		
Leadership	Essential Supervisory Skills	385.20 / 438.70 / 342.40	SDF/SFC	V	19				2			22			
	Essential Management Skills	695.50 / 759.70 / 652.70	SDF/SFC	V			2-3			13-14				11-12	
	Leaders of Tomorrow	727.60 / 791.80 / 684.80	SDF/SFC	V			16-17			29-30				23-24	
	Team Dynamics - Develop High-Performing Teams Beyond their Potential	727.60 / 791.80 / 684.80	SDF/SFC	V	20-21				6-7			8-9			
	Capability Development and Coaching for Managers (WSQ)	770.40	WTS/MCES/Abs.Payroll	V	14-15				18-19			29-30			
Department Strategy Development and Driving Team Results for Managers (WSQ)	770.40	WTS/MCES/Abs.Payroll	V	21-22		18-19				1-2				24-25	
Professional Development	Time and Stress Management Skills	363.80 / 417.30 / 321.00	SDF/SFC	V	8			7				3			
	Problem Solving & Decision Making	395.90 / 449.40 / 353.10	SDF/SFC	V		19			17				15		
	Develop Your Assertiveness	395.90 / 449.40 / 353.10	SDF/SFC	V	27			14			4				16
	Influence & Persuade with Impact	417.30 / 470.80 / 374.50	SDF/SFC	V	7				18-19			14-15			
	Professional & Effective Presentations	674.10 / 738.30 / 631.30	SDF/SFC	H			4-5			27-28				9-10	
	(SFw) Engaging in Performance Discussions Positively (for Appraisee)	428.00	WTS/MCES/Abs.Payroll	V				28				13			8
Office Mgmt	Essential Skills for Professional Administrators	577.80 / 642.00 / 535.00	SDF/SFC	V	12-13			6-7			19-20				2-3
	Advanced Skills for Administrative Professionals	642.00 / 706.20 / 599.20	SDF/SFC	V			9-10			1-2				16-17	
	Office Management Skills for Admin Professionals	385.20 / 438.70 / 342.40	SDF/SFC	V		26			10				29		
Communication	Effective Email Writing	363.80 / 417.30 / 321.00	SDF/SFC	V	21			18				21			
	Essential Writing Skills for the Workplace (BW 2)	620.60 / 684.80 / 577.80	SDF/SFC	V			11-12			8-9				25-26	
	Effective Minutes Writing	385.20 / 438.70 / 342.40	SDF/SFC	V			18			15				30	
	Grammar for Business Writing (BW 1)	363.80 / 417.30 / 321.00	SDF/SFC	V		23			15				5		
	Effective Workplace Communication	363.80 / 417.30 / 321.00	SDF/SFC	V		2			18				13		
	Writing in Response to Complaints & Feedback	395.90 / 449.40 / 353.10	SDF/SFC	V			26			29				11	
	Proofreading & Editing for Executives & Managers	385.20 / 438.70 / 342.40	SDF/SFC	V	20				20			16			
	Business Writing - Reports & Proposals	695.50 / 759.70 / 652.70	SDF/SFC	V		24-25				23-24				13-14	
Advanced Business Writing (BW 3)	385.20 / 438.70 / 342.40	SDF/SFC	V	8					17		2				
Customer Service	Telephone Etiquette & Techniques on Handling Difficult Callers	363.80 / 417.30 / 321.00	SDF/SFC	V		23			4				12		
	Effective Communication in Customer Service	374.50 / 428.00 / 331.70	SDF/SFC	V					16						
	Mindfulness in Customer Service	385.20 / 438.70 / 342.40	SDF/SFC	V				16			24				14
	Turning Difficult Situations into Excellent Service	395.90 / 449.40 / 353.10	SDF/SFC	V						2			8		
Finance	Finance for Non-Financial Professionals	674.10 / 738.30 / 631.30	SDF/SFC	V			2-3			22-23					17-18
	Cost Management & Budgeting	395.90 / 449.40 / 353.10	SDF/SFC	V				20					14		
	Managing Your Accounts Receivables Effectively	385.20 / 438.70 / 342.40	SDF/SFC	V				22					26		



Building Professional Capabilities

TRAINING CALENDAR 2021

Practitioner Certificate Programme

- Practitioner's Certificate in Business Writing

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In-House Customisation

- Convenience within your premises
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Further Savings on Training

- Look out for "SDF-Approved" courses to save up to \$14 for a one-day course and up to \$28 for a two-day course. Register and submit your application for SDF claims via www.skillsconnect.gov.sg at least a day before course commences.
- Individuals who are Singapore Citizens aged 25 years old and above will be able to utilise their SkillsFuture Credit for training programmes. Please login to <https://www.myskillsfuture.sg> to find out more.
- You can now register for WSQ Leadership courses with us! Find out more about the grants that you are eligible for at <https://onetraining.com.sg/courses/training-grants/>. Please contact us for more details.

Venue

- S - SMU or similar
- H - Royal Plaza on Scotts or similar
- V - Virtual Classroom

Note: Venue is subject to change based on availability. Thank you for your understanding.

Information is correct at time of printing.