

**ASIA-RESOURCE NETWORK**



**ARN**

*Your Business Excellence Network*

# PROFESSIONAL TRAINING PORTFOLIO

*Corporate training and development programme*

**“An investment of  
KNOWLEDGE  
pays the best  
interest”**

**Asia-Resource Network Pte Ltd**

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**Asia-Resource Network**

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Johor Bahru, 81100, Malaysia

**ARN International Co. Ltd**

Thailand Branch: 138, On Nut Road, Soi 44, Suan Luang,  
Bangkok, 10250, Thailand

<https://www.facebook.com/AsiaResourceNetwork>



Website: [www.asia-resource.net](http://www.asia-resource.net)

## Training to suit your needs

We offer a wide range of courses for **executives and managers of multinational institutions and corporations**. Our courses have been developed in response to **market demand for cutting-edge knowledge and strategic business networking**. Participants will see **tangible results** after attending the courses.

We specialise in training and development for both management and technical skills, offering courses and trainers across the regions in a broad range of expertise. Our Mission is to help organisations and individuals improve their performance and be the best that they can be. We do this by delivering world class training solutions that build and develop skills and confidence. We are here to support management professionals at all levels and organisations of all types and sizes. If you need any advice on the best learning and development program for you or your team, we will be delighted to help you. We offer course customization to ensure that you get the training your employees specifically require.

Taught by leading industry practitioners who are also **established consultants and trainers**, the targeted curricula combine conceptual ideas with an **in-depth understanding of practical issues using real-life examples**. Participants will gain valuable insights into the latest developments in the industries.

Our participants come from all over the **Asia-Pacific region**. During our courses, our dynamic instructors facilitate lively discussions, encouraging participants to share their own insights and experiences with the class.

## In-house Training Service

**In-house training courses** provide the perfect opportunity for you to deliver **cost effective, valuable, custom-made training programmes** to your staff. We have a broad selection of programmes covering most aspects.

### Benefit for In-House training

- Discuss situations and cases **specific to your organisation** in confidentiality
- **Tailor & customise** the topics to your organisation's needs
- Flexibility, we try to accommodate **when and where you want** to be trained
- A chance to **build team-spirit** and bring staff together in a common learning environment
- Knowledgeable and **experienced** speakers who are keen to pass along their **knowledge to your staff**
- We can organise in-house training anywhere in the world for you
- **You save money**: cost per person is lower than sending staff to a public course
- You **save more** money: no airfare and no hotels to book for your staff
- Best of all, **YOU create a great impression** by organising high-quality training at an affordable investment

In-house training is an efficient and cost-effective way to ensure that your employees are equipped with the knowledge and skills needed to make a real impact in your organisation. For more information on organising in-house training, please contact:

**Asia Pacific Manager**

**Tel: +65 61000 276**

**Fax: +65 6234 3924**

**Email: [training@asia-resource.net](mailto:training@asia-resource.net)**

We recognised training packages can be customised to suite individual clients' project and operational requirements. We can arrange a wide range of topics that will fit what you are looking for. All the public courses that you see can be provided as an in-house course as well.

## Training Programmes available

### OIL AND GAS

Fundamentals of Petroleum Engineering  
Introduction to Project Management for the Oil & Gas Industry  
LNG Fundamentals  
Oil & Gas Fundamentals for Technical Staff  
Oil & Gas Fundamentals for Commercial Staff  
Advanced Oil & Gas Project Management  
Project Economics & Decision Analysis for Oil & Gas  
Presentation Skills for the Oil & Gas Industry  
Negotiating Skills for the Oil & Gas Industry  
Oil & Gas Reserves & Evaluation  
Basic Petroleum Economics  
Introduction to Offshore Oil & Gas Systems  
Basic Petroleum Geology  
Subsurface Mapping  
Basin & Petroleum Systems  
Basic Geophysics  
Advanced Geophysics  
Seismic Interpretation  
Basic Reservoir Engineering  
Applied Reservoir Engineering  
Reservoir Fluids  
Enhanced Oil Recovery  
Petroleum Reservoir Management  
Waterflooding  
Seismic Exploration  
Mud Logging  
Introduction to Drilling Engineering  
Basic Drilling Technology  
Drilling Fluids  
Basic Well Control  
Advanced Well Control  
Well Testing  
Cementing  
Advanced Drilling Technologies  
Mud Engineering  
Oil Production Engineering  
High Pressure High Temperature Drilling



Oil Production Technology  
Oil & Gas Production Facilities  
Well Completion & Simulation  
Artificial Lift Systems  
Corrosion Management in Oil & Gas  
Fundamentals of Industrial Coating and Non-Metallic Materials  
Corrosion & Flow Assurance Management Coiled Tubing Technology  
Fundamentals of Process Safety  
HSE Management System  
Fundamentals of Risk Assessment  
Environmental Awareness  
Concepts of Environmental Control  
Emergency Response Planning  
Crisis Management  
Environmental Auditing  
Oil Spill Contingency Planning & Management  
Hazard & Operability Studies  
Hazardous Area Training  
Refining Economics  
Fundamentals of Refining  
Distillation Operation, Control & Troubleshooting  
Process Control  
Budget Control  
Cost Estimation  
Advanced Cost Engineering  
Tribology– Lubrication Engineering  
Root Cause failure analysis  
Boiler plant operation and management  
Oil sampling analysis  
Transformer life management

## BANKING AND FINANCE

Corporate Credit Analysis  
Corporate Finance for Banks  
Corporate Lending  
Syndicated Loans & Secondary Loan Trading  
Corporate Products & Structured Facilities  
Corporate Ratings  
Corporate Credit: Preparing for Bank Ratings  
Merger and Acquisition  
Project Management for Banking and Financial  
Private Equity –Practical Applications  
Strategic Planning & Management  
Strategic Planning and Development  
Operational Risk Management for Asset Managers  
Auditing Asset Management  
Equity Analysis  
Portfolio Analysis  
Hedge Fund Asset Management  
Private Banking, Wealth and Portfolio Management  
Property as an Asset Class  
Finance Technical Analysis  
Introduction to the Basel Accord  
Basel II and Capital Requirements for Credit Risk  
Basel II and Credit Derivatives  
Basel II and Economic Capital  
Basel II and Regulatory Capital Arbitrage  
Basel II for the Finance Function  
Basel II Implementation and Compliance  
Basel II, Operational Risk and IT Issues

Basel II Reporting  
Basel II and Risk Management  
Basel III, Capital management and ICAAP  
Fundamentals of Asset Securitisation  
Trade Receivables Securitisation  
Structured Finance:CDOs  
Structured Finance –Risk Management and Credit Analysis  
Advanced Capital Structuring  
Private Equity  
Applied Private Equity  
Bond Issuance  
Fund Raising in International Capital Markets  
Foreign Exchange and Money Markets  
Repo and Securities Lending Markets and their Documentation  
Inflation Risk  
Risk Based Supervision  
Implementing Risk- Based Supervision for Central Banks  
Stress- and Reverse Stress Testing for Central Banks  
International Accounting Standards  
Micro Finance and Micro Business  
Supervision of Banks for Examiners  
Managing Bank Risk for Corporate  
Valuing Banks for Merger and Acquisition  
Valuing Companies for Merger and Acquisition  
Valuation and Business Modelling  
Advanced Capital Structuring  
Client Relationship Management for Corporate Banks  
Marketing Skills for Corporate Banks  
Corporate Debt Recovery, Skills and Techniques  
Corporate Banking for Islamic Banks  
Credit Crunch for Corporates – Understanding the Bank Manager & Credit Policy  
Financial Modelling  
Advanced Financial Modelling  
Mathematics of Banking & Finance  
Financial Mathematics  
Economic and Regulatory Modelling  
Macro and Microeconomic Computable General Equilibrium  
Basel II, Credit Risk Systems Selection and Implementation  
Modelling Market Risk  
Modelling Credit Risk  
Introduction to Retail Banking  
SME Banking  
Retail Banking for Professionals  
Branch Operational Risk Management  
Operations for Retail Banking  
Remote Banking  
Internet Banking  
Credit Cards  
Client Relationship Management: Retail Banking  
Client Relationship Management: Corporate Banking  
Key Account Management  
Private Banking, Wealth & Portfolio Management  
Retail Portfolio Analysis  
Retail Portfolio Management



Retail Sales and Service Skills and Techniques  
Credit Risk for SMEs  
Bad Debt Protection  
Credit & Loan Structuring  
Problem Loans: From Assessment to Recovery  
Public Finance and Infrastructure for Banks  
International Trade and Trade Finance  
Structured International Trade Finance -Practical Applications  
Introduction to Corporate Banking  
Corporate Portfolio Analysis  
Corporate Credit Analysis  
Real Estate Finance  
Structured Finance  
Structured Finance, Risk Management and Credit Analysis  
Structured Trade Finance  
Cross-border Finance  
Business Turnaround and Collection Techniques  
Sales and Marketing Skills and Techniques  
Project Management for Banking and Financial Institutions  
Money Transmission Services  
Money Laundering Deterrence and Know Your Customer Controls and Compliance  
Branch Security and Integrity

## COMPLIANCE AND AUDIT

Financial Crime Regimes for Central Banks  
Risk-Based Internal Audit for Central Banks  
Basel Compliance and the Internal Audit of Banks for Central Banks  
Auditing Basel II Implementation & Compliance for Central Banks  
International Compliance for Banks and Financial Institutions  
Introduction to the Management of Controls, Processes and Risks  
IFRS  
Anti-Money Laundering & Terrorist Financing  
Anti-Money Laundering for Private Banking & Wealth Management  
Anti-Money Laundering Briefing for Legal Functions  
Preventing, Detecting and Investigating Financial Crime  
Market Abuse  
Auditing Financial Crime Regimes  
Anti-Bribery & Corruption Controls  
OFAC  
Risk Management/Compliance and Audit  
Global Best Practices to Fraud Prevention, Risk Management & Compliance  
Anti-Money Laundering (AML)  
Risk-Based Economic Capital Management for Financial Institutions  
Risk Management of Credit Derivatives of Credit Portfolio  
Operational Risk Analytics  
Operational Risk Frameworks  
Compliance Risk And Money Laundering  
Testing Risk System: Value At Risk (VaR) and beyond  
Effective Credit Review and Audit in Banks

Auditing for Securitised Products  
Auditing & Managing Forex Activities  
Managing Risk After Sub-Prime  
Risk Management of Commodity Investment  
Risk Management in Oil & Gas Industry  
Risk Management of Property Investments  
IT Governance  
Financial Statement Fraud & Data Analytics  
Risk Management for International Trade Finance  
Audit Report Skills  
Business Continuity Management  
Crisis Management Planning  
IT Continuity & Disaster Recovery Planning  
Advanced Business Continuity Audit  
Business Continuity Maturity Model  
Anti-Money Laundering & Terrorist Financing  
Combating Fraud & Crime in Banks & Financial Institutions  
Money Laundering & Financial Crime Deterrence  
Solvency II for Insurers  
Understanding Money Laundering Deterrence  
Risk-Based Anti-Money Laundering for NOs & MLROs  
Money Laundering & Financial Crime Deterrence  
Risk Management of International Sanctions Breaches  
Fraud for Bank Internal Auditors  
Combating Fraud & Crime in Banks & Financial Institutions

## ISLAMIC FINANCE

Risk Management, Capital Adequacy and Supervision of Islamic Banks  
Auditing Islamic Finance  
Introduction to Islamic Banking & Finance  
Advanced Islamic Banking & Finance (Products)  
Risk Management of Islamic Finance  
Credit Risk in Islamic Finance  
Liquidity Risk in Islamic Finance  
Liquidity Management in Islamic Banks  
Islamic International Trade Finance  
Client Relationship Management in Islamic Finance  
Auditing Islamic Finance  
Accounting & Auditing Organisation for Islamic  
AAOIFI Shariah Principles  
Islamic Insurance(Takaful)  
Islamic Credit Loan Restructuring  
Islamic CRM  
Islamic Stress Testing and Reverse Stress Testing  
Islamic Stress Testing and Scenario Modelling  
Islamic REITS  
Structuring Islamic Banking Products Sukuks  
Islamic Wealth and Asset management  
Market Risk in Islamic Finance  
Treasury Management for Islamic Banks  
Islamic Retail Banking  
Islamic Corporate Banking  
Islamic Private Banking,  
Wealth and Portfolio Management  
Islamic Capital Markets



# TELECOMMUNICATIONS

Next-Generation network and service management  
Financial Strategies and Management for Telecom Executives  
Business Intelligence in Telecommunications  
Telecommunications Management Fundamentals  
Financial Management in Telecommunications  
Telecom Fraud and Billing  
Revenue Assurance and Optimization  
Project Management for Telecommunication  
Telco MiniMBA  
Cost Modelling for Telco  
WiMAX System  
Long Term Evolution(LTE) System  
4G Broadband  
Web services  
Service-oriented architecture (SOA)  
Cloud Computing  
NGN Architectural Components  
NGN core network  
Legacy services  
Overview of PSTN  
Overview of SS7  
Consolidation of several (dedicated or overlay) transport networks  
Packet-based network  
Broadband, QoS-enabled transport technologies  
Overview of Voice over IP ( VoIP)  
Overview of RTP, RTCP and RTSP Protocols  
Voice Compression Principles  
Softswitch Architecture  
Media Gateway Controller (MGC)  
Media Gateway (MG)  
Signaling Gateways (SG)  
Migration of voice from a switched architecture (PSTN) to VoIP  
Overview of SS7 over IP/SIGTRAN  
Wired and wireless access networks  
NGN convergence  
VoIP, IMS and SIP  
HSS and Diameter  
NGN Standards and Protocols  
European Telecommunications Standards Institute (ETSI)  
3rd Generation Partnership Project (3GPP)  
ETSI TIPPHON  
IETF and Internet Protocol (IP) standards  
Fixed-Mobile Convergence  
Multiprotocol Label Switching (MPLS)  
Session Initiation Protocol (SIP)  
Media Gateway Control Protocol (MGCP)  
H.248/Megaco  
SIGTRAN  
NGN Applications and Architecture  
All IP Core  
MPLS and MPLS IP VPN  
WebTV/IPTV  
Metro and Long-distance Ethernet / VPN services  
Fixed-Mobile Convergence Alliance (FMCA)  
Mobile VoIP  
Fixed-Mobile Convergence  
IP Multimedia Subsystem (IMS)

SATCOM and Broadband Wireless Architecture  
SATCOM and VSAT  
TCP and VPN Accelerators  
Wi-Fi/802.11n  
MIMO  
Mobile WiMAX and ASN Gateway  
3G and 4G Mobile Networks  
4G Wireless Architecture  
E-UTRA/E-UTRAN, LTE (Long Term Evolution)  
LTE Advanced  
Generic Access Network (GAN) architecture (former UMA)  
GANC and SEGW  
Multimedia Domain (MMD)  
3GPP/3GPP2/TISPAN IMS  
Multimedia Domain (MMD)  
E-UTRA Layer 1, 2 and 3  
Flat IP Architecture  
The X2 and S1 Interfaces  
LTE/SAE Signaling Procedures  
Evolution of CDMA2000 1xEV-DO  
MIMO, SDMA and Beamforming  
NGN Operations and Management  
NGN OAM&P  
TMForum Framework, eTOM and SID  
LTE PHY Layer  
LTE Air Interface  
LTE Antennas  
LTE RF Planning  
OFDMA In-depth  
MIMO In-depth  
Planning and Management of Electronic Communications and Applications  
Services and Values: Delivering Value to the Customer  
The Back Office: How to Offer and Maintain Quality Services  
Regulation: Communications Law, Rules and Policy  
The Internet: Delivering Products and Services Via the Web  
Broadband Access and Transport: The Big Pipes  
Wireless Communications: Cutting the Cord  
Management in a Communication Environment:  
Getting the Best From Yourself and Your People  
Business Skills for Technical Telecom Personnel  
Navigating through the Legal Conundrum: Legal  
Primer on Organization, Financing and Contract Negotiation

# PHARMACEUTICAL AND HEALTH

Professional Designation in Clinical Trials Management  
Professional Designation in Clinical Trials Monitoring  
Program Professional Designation in Good Clinical Practice  
GMP: An Introduction to Good Manufacturing Practices  
GCP: An Introduction to ICH Good Clinical Practice (ICH-GCP)



Best Practice in Healthcare Strategic Planning  
Hospital Efficiency Masterclass  
Effective balance scorecard in Healthcare  
GCP: An Introduction to Clinical Trial Preparation and Design  
GCP: Introduction to Clinical Trials and Drug Development  
GCP: Clinical Trial Monitoring: Site Evaluation and Set-up  
GCP: How to Obtain Approval to Conduct Clinical Trials in the EU and US  
Project Management for Pharmaceutical and Biomedical Industry  
Professional Designation in Good Laboratory Practices  
Quality Control in the Laboratory (GLPs)    Quality Control in the Laboratory (GLPs)  
Professional Designation in Microbiology Lab Techniques and Quality Control (GLP)  
GLP: QC in a Regulated Laboratory  
GLP: Basic Statistics for QC Laboratories  
GLP: Sampling Plans  
GLP: Stability Programs  
GLP: Microbiology and QC  
GLP: Microbiology Laboratory Techniques  
GLP Quality Control: Analytical Method Validation  
GLP Quality Control: IQ/OQ and Calibration of Lab Equipment  
Professional Designation in BioPharma IT/IS Compliance and Qualifications  
BioPharma IS/IT: Introduction to Compliance  
BioPharma IS/IT: Infrastructure Qualification  
Medical Devices Courses  
Professional Designation in Global Medical Device Regulatory Affairs -  
Professional Designation in US Medical Device Regulatory Affairs  
Comprehensive Training Program Professional Designation in Medical Device Quality Management  
Medical Device Regulatory Affairs: Australian Overview  
Medical Device Regulatory Affairs: Australian Requirements for Registration  
Medical Device Regulatory Affairs: Global  
Medical Device Regulatory Affairs: Global Quality Management Systems, the Requirements Medical Device Regulatory Affairs: Global Risk Management  
Medical Device Quality Management: Managing a QMS  
Medical Device Quality Management: Documentation and Records  
Medical Device Quality Management: CAPA Systems  
Medical Device Regulatory Affairs: US Overview  
Medical Device Regulatory Affairs: US Quality Systems Requirements  
Professional Designation in Good Manufacturing Practices (GMP)  
Professional Designation in Microbiology and Good Manufacturing Practices  
GMP: An Introduction to Good Manufacturing Practices  
GMP: Warehouse  
GMP: Microbiology in the Workplace

Introduction to Healthcare management  
Healthcare governance and regulation  
Health Plan finance and Risk Management  
Lean Healthcare Programme  
Lean Healthcare Implementation Roadmap  
Best Practices for Hospital and Healthcare industry  
5s Organisation development  
Innovative Business Practices in HealthCare  
Healthcare Facilities: Best practice Applications  
Comprehensive Training Program Professional Designation in Pharmaceutical Validation Management  
Comprehensive Training Program Professional Designation in Computer System Validation for BioPharma Companies  
Validation: Principles/International Regulations  
Validation: Master Plans and Documentation  
Validation: Commissioning and Installation Qualification  
Validation: Operational/Performance Qualification Protocols  
Validation: Equipment Cleaning Validation  
Validation: Computer Systems - Part I  
Validation: Computer Systems - Part II  
GLP: Introduction to QC  
Pharmacovigilance (Drug Safety)  
Drug Safety: Pharmacovigilance, Monitoring Drug Safety -  
Medical Device and GMP Training for Employees  
Comprehensive Training Program Employee Certification in Understanding Pharmaceutical  
Comprehensive Training Program Employee Certification in Understanding Medical Device GMP Regulations and Controls  
Organization and Personnel  
Buildings and Facilities  
Production and Process Controls  
GMP: Contamination Control for Employees  
GMP: Proper Documentation Practices  
GMP: Root Cause Analysis  
Customer service strategies for Healthcare industry  
Excel Spreadsheet and FDA Device Regulations  
How to Successfully Prepare for and Host an FDA Inspection  
Auditing for Compliance

## MARINE AND SHIPPING

Marine insurance  
Maritime security  
Anchor handling  
Shipping contract  
Bunker Management  
Controlling Ship Operating Costs  
Marine Structural Failures  
Fundamentals of Maritime Trade & Transport  
Shipbuilding and Ship Repair Contracts  
Management  
Practical Guide to Technical Fleet Management and Performance Monitoring  
Terminal Management and Planning  
Controlling Operating Costs for Ports and Terminals  
Terminal Automation  
International Oil and Gas Trading



International Sanctions for Shipping  
Charterparties  
International Bills of Lading  
Shipping and Corrupt Practices  
Ship Arrest – Where and how to arrest a ship  
LLM in Maritime  
Ship Registration  
A Practical Guide to Fuel Management, Ship  
Performance and Energy Efficiency  
Advanced Laytime and Demurrage  
Fundamentals of Ship Sale & Purchase  
International Time and Voyage  
Tanker Chartering in Practice  
Laytime and Demurrage  
Financing and Investment for Ports and Terminals  
Terminal Management and Planning

## CONSTRUCTION AND BUILDING

Recognise WSH Hazards & Control Measures in Construction Industry  
Workplace Safety & Health (Supervisory)  
Manage WSH Risk in Construction Industry  
Administer WSH Policy  
Co-ordinate WSH Legal Compliance Measures  
Co-ordinate WSH Management System  
Co-ordinate Implementation of Emergency Preparedness & Response Plans  
Communication & Relationship Management (Supervisory)  
Promote WSH Culture Development  
Investigate WSH Incidents  
Measure & Monitor WSH Performance  
Problem Solving & Decision Making (Supervisory)  
Establish & Review WSH Policy & Objectives  
Advise on WSH Legal Compliance Issues  
Identify WSH Hazards & Assesses WSH Risk  
Control WSH Risk  
Design & Implement Behavioural Safety Programme  
Establish & Review Emergency Preparedness & Response Plan  
Apply Basic Mathematics & Science Topics in WSH  
Communication & Relationship Management  
Establish Measurement & Monitoring of WSH Performance  
Establish & Management of WSH Incident Investigating & Analysis Processes  
Manage Internal WSH Audit Systems  
Plan, Prepare & Deliver Presentations  
Workplace Safety & Health (Operational)  
Communication & Relationship Management (Operational)  
Participate in hazard identification and risk control  
Support WSH Legal Compliance

## AVIATION

Aircraft ground handling  
NDT-Non destructive testing  
Facility audits  
Reliability, maintainability and safety  
Project engineering and management

Stress engineering  
Fatigue & damage tolerance  
Aviation Safety Systems  
Maintenance Programmes Training  
Safety Management System (SMS) Course for Managers  
Quality Auditing in Aviation Maintenance  
Cabin Crew training  
Crew Resource management  
Dangerous Goods Awareness  
Aviation security  
Aviation insurance  
Electrical Wiring Interconnection System (EWIS)  
Passenger handling  
Emergency procedure  
Crisis communication  
Unmanned Aerial Vehicle  
Root Cause Analysis  
Introduction To Aviation Regulations For Administrative Personnel  
Strategic Leadership: Inspire, Influence and Achieve Results  
When Leaders Talk: Mastering Communication Skills  
Building a High Performance Flight Department Team  
Finance for Non-financial Aviation Managers  
Moving into Supervision and Management  
Aircraft Accident and Incident Investigation  
Aircraft Accident Investigation Management  
Aircraft Accident Investigation Management  
Incident Investigation: Effective Safety Risks Management  
Airline Security Operations  
Aviation Security: Auditing Techniques and Developing Security Manuals  
Airport Terminal Management  
Airport Terminal Operations  
Emergency Management  
Fire Safety Inspection

## LOGISTICS AND SUPPLY CHAIN

Green Supply Chains: An Action Manifesto  
Excellence in Supplier Management and Development  
Lean and the Supply Chain: Integrating manufacturing into the Value Chain  
World class and best practice approaches in Advanced Supply Chain Strategy  
Category Management in Procurement  
Supplier Relationship Management  
Supply Chain Risk Management: Reducing Vulnerability and Increasing Resilience  
Procurement/Purchasing/Logistics  
Effective Strategies: Building Purchasing Value for your organisation  
Contracting for Purchasing & Supply Management  
Developing a Framework of Excellence for Purchasing & Supply Management  
Global Best Practices Procurement Negotiations  
Cost Effective Supply Chain Management



## HUMAN RESOURCE

Strategic Performance Management  
Applying emotional intelligence at the workplace  
Coaching and Mentoring for Leaders  
Conducting focus group  
Crisis Communication  
Effective conflict resolution skills  
Excellence in Service Quality  
Offer Customised and Personalised Service  
Service Excellence for Frontline Staff  
The Effective Manager  
Upholding Excellent Quality Service  
Coach Service Teams and Individuals  
Communication and Interpersonal Relationships  
Creativity and Innovation for greater success  
Effective Communication and Service  
Essential Project Management (EPROM)  
Going The Extra Mile in Service  
Perform Powerful and Persuasive presentations  
Service with Passion  
The Art of Workplace Negotiation  
Motivating for Peak Performance  
Personal Financial Management for Secretaries  
Time and Productivity Management for Managers & Team Leaders  
Sales & Negotiating Technique  
Blue Ocean Strategy Leadership  
Leadership and Risk Challenge  
Dealing with Media in a Crisis  
Proving the Value of HR: Measuring ROI  
Talent Portfolio Management  
Selection, Interviewing and Retention  
Quantum breakthrough for quantum growth (QBQG)  
Leadership in the globalised economy (LINGE)  
Achieving dynamic team result (ADTC)  
Impacting ROI through service excellence (IROISE)  
Bridging the change (BTC)  
Coaching, Counseling, and Mentoring  
Communicating with Diplomacy/Tact  
Cultural Diversity  
Delegating Effectively  
Documenting and Disciplining  
Employee Behavior  
Employee Evaluations  
Employee Motivation  
New Supervisors  
Problem Solving/Conflict Resolution  
Professional Ethics  
Telephone Skills Policy  
The Hiring Process  
Violence in the Workplace  
Employee Development Track  
Cultural Diversity  
Dealing with Angry & Difficult Customers  
Effective Customer Service  
Employee Evaluations  
Stress Management  
Managing Multiple Priorities  
Time Management  
Improve sales and marketing  
Executive Secretary and PA Skills  
Professional Ethics  
Leadership Development Track

## ABOUT US

**Asia-Resource Network** is a Corporate Training and Event Management Consulting company. We provide training and development for both management and technical skills, offering courses and trainers across the regions in a broad range of expertise.

Our Mission is to help organisations and individuals improve their performance and be the best that they can be. We do this by delivering world class training solutions that build and develop skills and confidence. We are here to support management professionals at all levels and organisations of all types and sizes. If you need any advice on the best learning and development program for you or your team, we will be delighted to help you. We offer course customization to ensure that you get the training your employees specifically require. We also offer free follow-up consultations with our instructors to answer questions your employees may have after a course is completed.

In addition to organize training programmes, we also deliver a very wide range of services in training consultancy and event management services. Our expertise in event management solutions spans across management of conferences, seminars, training, road shows, exhibitions, launches, brand activations, social functions, incentive programmes and team building. The package includes an efficient project process covering all logistical aspects, marketing, design of printed and electronic media. The focus remains towards constantly building on past experiences and providing top of the line services at competitive rates that help us deliver on what we promise and further customer satisfaction by providing them more than what they expect out of partnering with us. We are constantly looking for new and innovative ways to deliver high-quality, market focused events to suit your needs.

**Asia-Resource Network** is your solution for all event management needs. Talk to us and let us explain to you how we can help. From all events, big or small, we can facilitate a full suite of solutions to meet and exceed your expectations.

**Tel: +65 61000 276**

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