Corporate Training Series - Level Up Your Team (Online)

with government grants and subsidies

by AGB Education

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AGB Education
builds **learning communities**
with an employability focus
since **2008**

Grants and Subsidies for SMEs

Enhanced Training Support

(up to 90% of full course fee subsidised)

Fund up to 90% of online training

Absentee Payroll Funding

(80% of basic hourly salary, capped at $7.50/hr)

Enhanced Absentee Payroll starting from 1 May 2020 - 90% of basic hourly salary capped at $10 per hour

SkillsFuture Enterprise Credits

(capped at $10,000)

Eligible employers will receive a one-off S$10,000 credit to cover up to 90% of out-of-pocket expenses.

Grants and subsidies are subjected to eligibility criteria.

Enhanced Training Support for SMEs

Enhanced Training Support

SMEs enjoy SkillsFuture Funding of up to 90% of the course fees when they sponsor their employees to attend courses supported by SkillsFuture Singapore (SSG).

More Information

https://www.ssg.gov.sg/programmes-and-initiatives/training/enhanced-training-support-for-smes.html

Eligibility Criteria

In order to be eligible, SMEs must meet the following criteria:

1. Registered or incorporated in Singapore
2. At least 30% local shareholding by Singapore Citizens or Singapore Permanent Residents
3. Employment size of not more than 200 (at group level) or with annual sales turnover (at group level) of not more than $100 million
4. Trainees must be hired in accordance with the Employment Act and fully sponsored by their employers for the course
5. Trainees must be Singapore Citizens or Singapore Permanent Residents

Absentee Payroll Support

Absentee Payroll Funding

Effective from 1st May 90% of hourly basic salary (capped at **$10** per trainee-hour)

Absentee Payroll Calculator

https://www.ssg.gov.sg/absentee-payroll-calculator.html

Eligibility Criteria

In order to be eligible for Absentee Payroll funding, the applicant company must meet the following criteria:

1. Company must be registered or incorporated in Singapore
2. Trainees must be fully sponsored by their employer for supportable cost components (such as course fees) incurred on the training course;
3. Trainees must be full-time or permanent part-time employees of the sponsoring company;
4. Trainees must continue to receive their salary when they attend training;
5. Trainees must have achieved at least 75% attendance;

6. Trainees must have sat for and passed the examinations/ assessments where applicable; and

7. Trainees must complete the course whilst under employment of the sponsoring company.

8. Trainees must be paid overtime pay in accordance with the employer's Human Resource (HR) policy (for training outside working hours).

9. Trainees must be Singaporean or Singaporean Permanent Resident.

SkillsFuture Enterprise Credit

SkillsFuture Enterprise Credits

Receive a one-off S$10,000 credit to cover up to 90% of out-of-pocket expenses on qualifying costs for supportable initiatives, over and above the support levels of existing schemes.

How to apply

• There is no need to apply for SFEC. Employers that fulfil the eligibility criteria will be informed by Enterprise Singapore in writing.
• The Credit will be used to subsidise supportable projects or courses that these employers successfully apply for.
• More details will be released subsequently to eligible employers.
https://www.skillsfuture.sg/sfec#eligibility

Eligibility Criteria

In order to be eligible for SFEC, the applicant company must meet the following conditions in the qualifying periods.

1. Have contributed at least S$750 Skills Development Levy over the period

2. Have employed at least three Singapore Citizens (SCs) or Permanent Residents (PRs) every month over the same period

3. Have not been qualified at any of the earlier periods

Corporate Training Series

Level Up Your Team

Essential Strategies for **Communication** and **Negotiation**

Mapped to WSQ Communicate and Relate Effectively at the Workplace

Class Schedule (1)
9th Jun (Tues)
10th Jun (Wed)

Class Schedule (2)
12th Jun (Fri)
15th Jun (Mon)

Module Timing
9am to 6pm

Course Overview

Use effective communication techniques to interpret, clarify, analyse and respond to information received, and use effective negotiation skills to resolve conflicts for a win-win outcome, taking into consideration social and cultural differences.

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Essential Strategies for **Communication** and **Negotiation**

Mapped to WSQ Communicate and Relate Effectively at the Workplace

Class Schedule (1)
9th Jun (Tues)
10th Jun (Wed)

Class Schedule (2)
12th Jun (Fri)
15th Jun (Mon)

Module Timing
9am to 6pm

Topics

- Interpret and analyse information received

- Consider the social and cultural background of other party before responding

- Appropriate communication techniques to clarify and respond

- Identify signs, stages and causes of conflict

- Negotiation skills for a win-win outcome

- Relay outcome of negotiation and propose recommendations to supervisor

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Problem-Solving Toolkit and Technique Application

Mapped to WSQ Solve Problems and Make Decisions at Operations Level

Class Schedule (1)
11th Jun (Thu)
12th Jun (Fri)

Class Schedule (2)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm

Course Overview

Acquire techniques to objectively analyse and evaluate challenges to solve everyday problems in the workplace. You will learn how to respond to problems with strategy and structure by taking steps to understand alternative solutions, making appropriate decisions, and taking responsibility for the decisions within your own circle of influence.

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Problem-Solving Toolkit and Technique Application

Mapped to WSQ Solve Problems and Make Decisions at Operations Level

Topics

- Identify root causes to a problem and their impact
- Generating and Evaluating Ideas for Solving Problems
- Action Plan and Solution Implementation
- Evaluate Action Plan and Solutions
- Process Innovation Kit

Class Schedule (1)
11th Jun (Thu)
12th Jun (Fri)

Class Schedule (2)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm

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Team Transformation Journey for Positive Culture & Results

Mapped to WSQ Work in A Team

Course Overview

Evaluate team culture and diversity to develop strategies for cohesive communication, morale and overall performance. Use tools to recognise and manage behaviors that surface at each stage of team development.

Class Schedule (1)
15th Jun (Mon)
16th Jun (Tue)

Class Schedule (2)
22th Jun (Mon)
24th Jun (Wed)

Module Timing
9am to 6pm

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Team Transformation Journey for Positive Culture & Results

Mapped to WSQ Work in A Team

Topics

- Apply effective communication techniques to maintain open communication

- Provide support to achieve goals while taking into consideration diversity issues

- Understanding and align to team goal

- Aspect of Good Teamwork

- Resolving Issues and concerns

- Responsibility and commitment to the team

- Develop the attitude of taking initiatives

Class Schedule (1)
15th Jun (Mon)
16th Jun (Tue)

Class Schedule (2)
22th Jun (Mon)
24th Jun (Wed)

Module Timing
9am to 6pm

Personal Pathways
for Career Efficiency

Mapped to WSQ Develop Personal Effectiveness at Operations Level

Course Overview

Identify and align personal competencies with your career goals. Use character assessment tools to understand how you can further develop strengths and improve on skill sets needed to excel in your existing career. Identify and reflect on work experiences to work towards an empathic performance appraisal.

Class Schedule (1)
17th Jun (Wed)
18th Jun (Thu)

Class Schedule (2)
26th Jun (Fri)
29th Jun (Mon)

Module Timing
9am to 6pm

Personal Pathways for Career Efficiency

Mapped to WSQ Develop Personal Effectiveness at Operations Level

Class Schedule (1)
17th Jun (Wed)
18th Jun (Thu)

Class Schedule (2)
26th Jun (Fri)
29th Jun (Mon)

Module Timing
9am to 6pm

Topics

- Identify personal competencies acquired through learning and experience
- Determine personal career goals taking into account personal competencies
- Take steps to realise career goals by identify skillset needed for your current career
- Prepare for and attend performance appraisals interview

Storytelling for Influence and Impact

Mapped to Creative Storytelling

Course Overview

Use tools and strategies to deliver communication to different stakeholders with maximum results. Learn visual and verbal communication techniques to inform and engage audiences in a clear and concise way. Storytelling is a skill that will help your employees craft stories, command the room, elaborate on impact and finish strong in meetings.

Class Schedule (1)
19th Jun (Fri)
22th Jun (Mon)

Class Schedule (2)
1st Jul (Wed)
3rd Jul (Fri)

Module Timing
9am to 6pm

Storytelling for Influence and Impact

Mapped to Creative Storytelling

Class Schedule (1)
19th Jun (Fri)
22th Jun (Mon)

Class Schedule (2)
1st Jul (Wed)
3rd Jul (Fri)

Module Timing
9am to 6pm

Topics

- Consider the social and cultural background of other party to decide forms of communication

- Explore the skills to convince people to buy into your story

- Knowledge to apply storytelling skills in a business context

- Craft stories that evoke the emotions of the audience to convince an idea

- Develop stories that appeal to both logic and emotions

Professional Image and Public Presentation

Mapped to WSQ Develop Professional Image and Competence to Achieve Personal Career Goals Change

Class Schedule (1)
23rd Jun (Tues)
24th Jun (Wed)
25th Jun (Thu)

Class Schedule (2)
6th Jul (Mon)
8th Jul (Wed)
10th Jul (Fri)

Module Timing
9am to 6pm

Course Overview

Use a diverse range of traditional and new media tools to develop your personal branding and professional image. Project an image of creative confidence with networking skills and conduct inspiring presentations that are clear and persuasive.

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Professional Image and Public Presentation

Mapped to WSQ Develop Professional Image and Competence to Achieve Personal Career Goals Change

Class Schedule (1)
23rd Jun (Tues)
24th Jun (Wed)
25th Jun (Thu)

Class Schedule (2)
6th Jul (Mon)
8th Jul (Wed)
10th Jul (Fri)

Module Timing
9am to 6pm
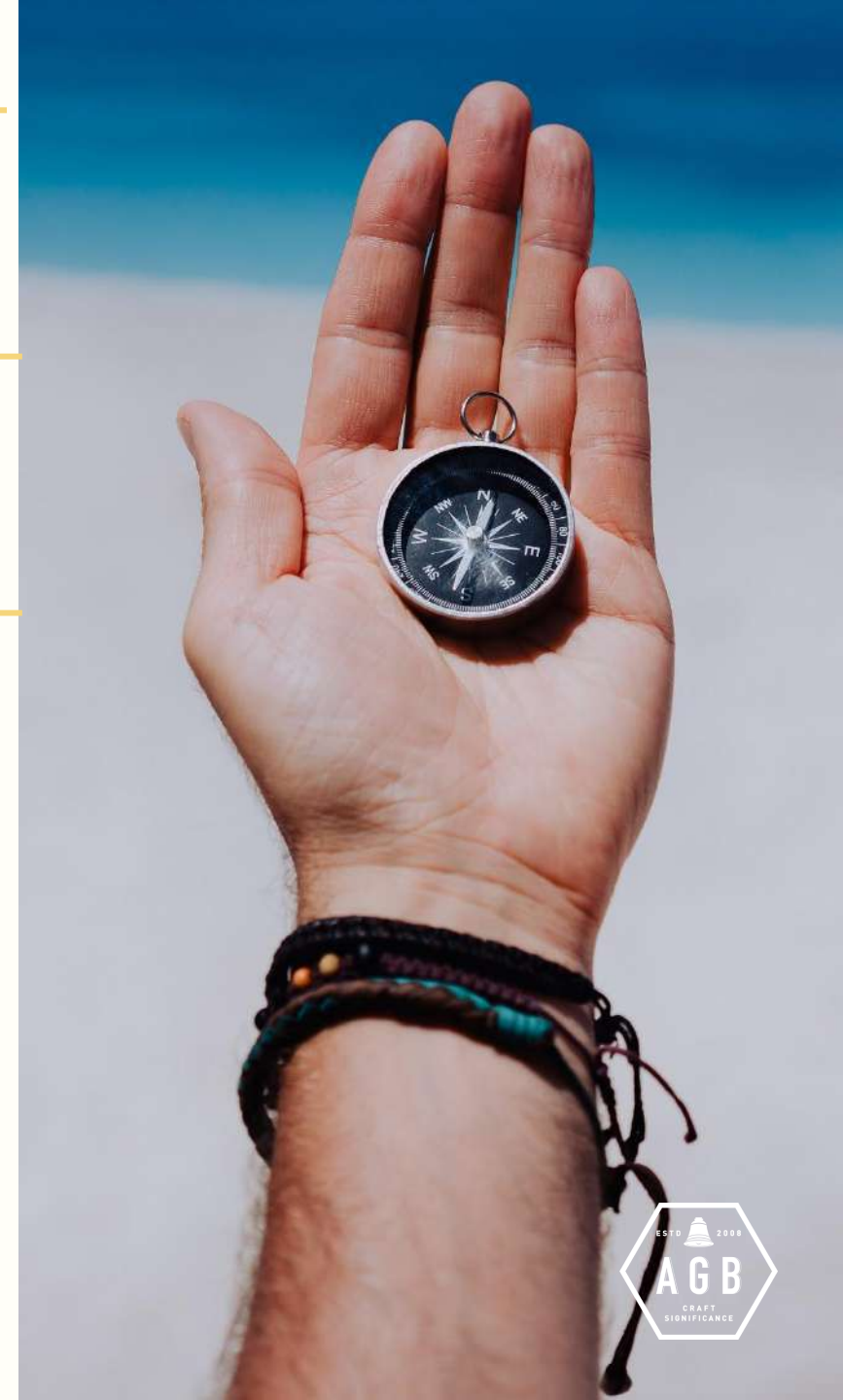
Topics

- Conduct Market Research and develop a career plan
- Review Requirements of Selected Career Path
- Synthesize Competencies to develop Personal Brand
- Develop Effective Presentation Skills
- Develop Social and Networking Skills

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Corporate Training Series - Building an Inspiring Service Culture with government grants and subsidies

by Ascendo Academy & AGB Education

Corporate Training Series

Building an Inspiring Service Culture

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Project a Positive & Professional Image

Course Overview

This skill describes the ability to project a professional image when serving customers. It also includes equipping oneself with a positive and customer-oriented mindset to impress and wow customers in their day to day engagement.

Course Requirement

Able to speak simple English

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Project a **Positive** & **Professional** Image

Topics

- Recognise the impact of one's professional image and persona on the organisation

- Project a professional image and persona in accordance with organisational guidelines

- Communicate professionally with customers in accordance

Provide Go-the-Extra-Mile Service

Module Timing
9am to 6.30pm

Course Overview

This course deep-dives into an analysis of various customer needs to design a service experience that goes beyond expectations. It involves training employees to be creative and thoughtfully proactive in their interactions with customers as well as ways to incorporate feedback within the team.

Course Requirement

Able to speak, read and write simple English

Provide Go-the-Extra-Mile Service

Class Schedule (1)
12th Jun (Fri)

Module Timing
9am to 6.30pm

Topics

- Recognise the diverse range of customers and their needs and expectations

- Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations

- Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines

- Escalate feedback on areas of improvement to enhance the customer experience

Respond to
Service Challenges

Course Overview

This unit covers the skills and knowledge required for service staff to respond to challenging service situations with the use of appropriate verbal and non-verbal communication techniques.

It involves recognising triggers which may lead to service challenges, use of service recovery procedures to respond to the challenges and escalating unresolved service challenges.

Course Requirement

Able to speak simple English

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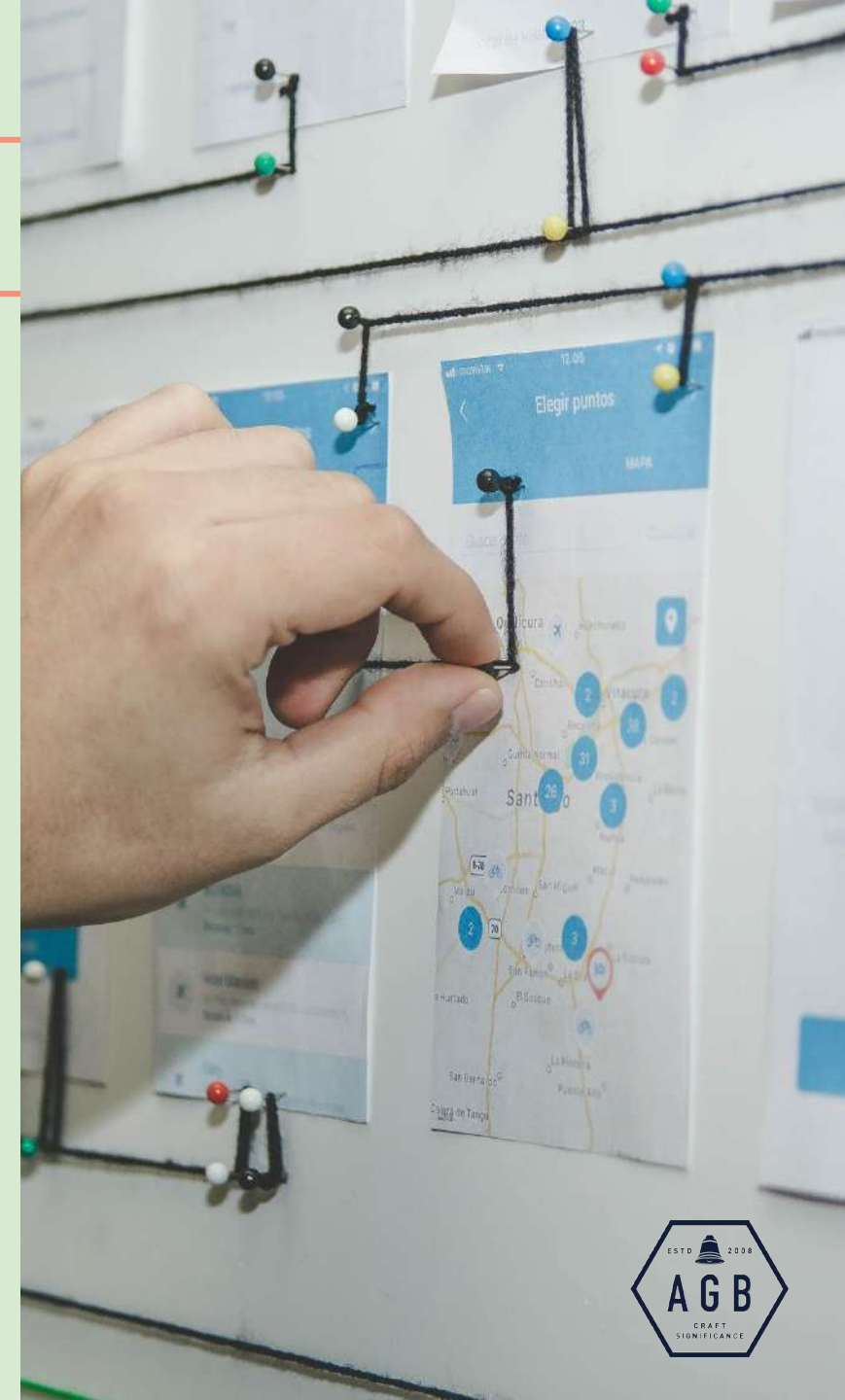
Respond to
Service Challenges

Topics

- Use service recovery procedures to respond to service challenges in accordance with organisation guidelines

- Escalate unresolved service challenges using appropriate channels in accordance with the organisation's guidelines

- Demonstrate resilience in the handling of service challenges

- Method to escalate service challenges

- Resilience and methods to demonstrate resilience

- Strive for win-win outcomes when handling service challenges

- Empathise with customers while facing service challenges to prevent situation from escalating
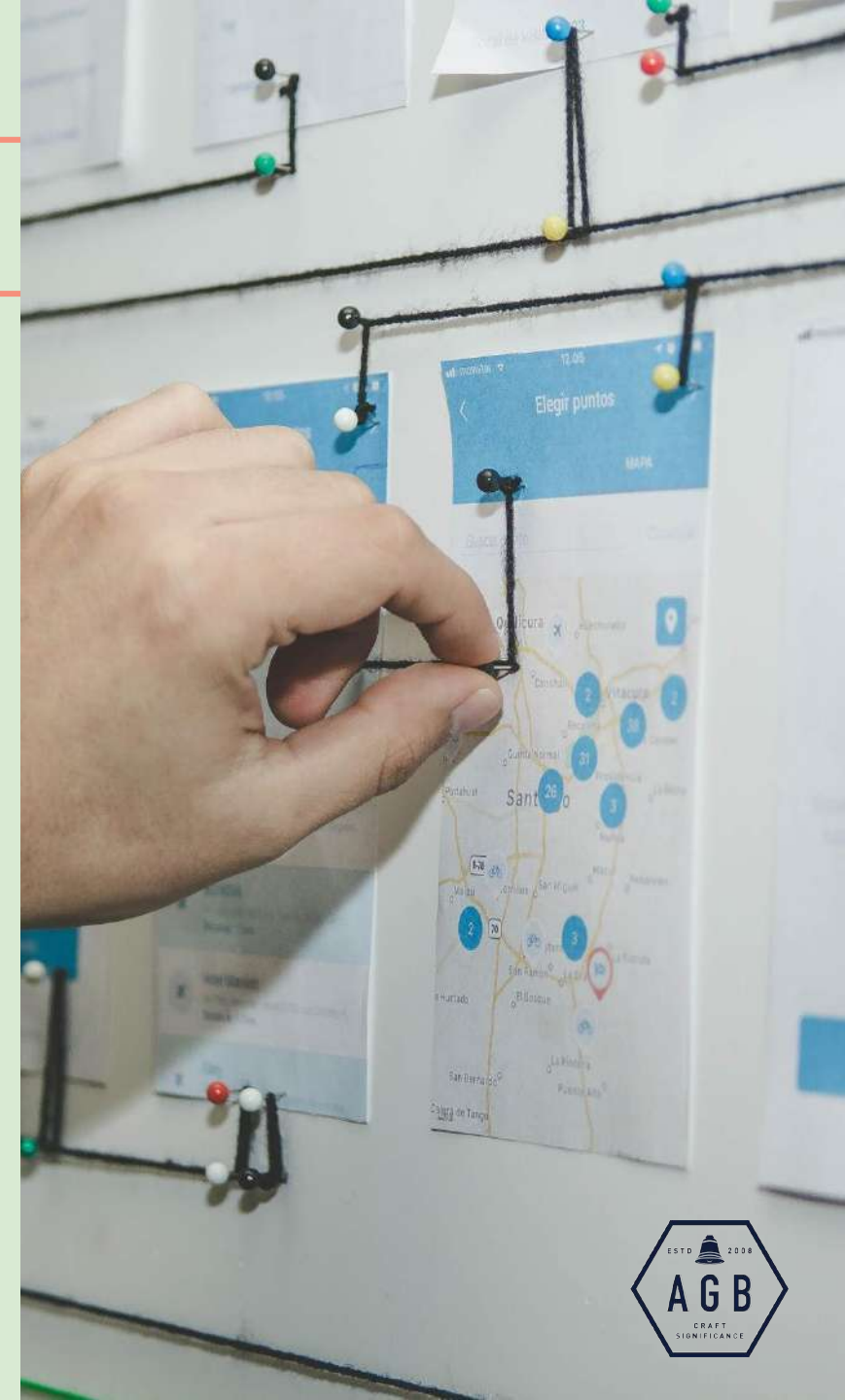
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Implement Operations for Service Excellence

Class Schedule (1)
16th Jun (Tue)

Module Timing
9am to 6.30pm

Course Overview

This course covers knowledge and application skills in the delivery of service excellence by utilising organisational service operations resources. It involves the use of effective teamwork to deliver customer service that is aligned with the organisation's service standards, escalating service performance issues and enhancing service capabilities.

Course Requirement

Able to speak, read and write simple English

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Implement Operations for Service Excellence

Topics

- Organisation's service standards

- Types of service performance issues

- Organisation's service escalation process

- Channels to identify service performance issues

- Recognise the role that one plays in the service value chain

- Deliver service as part of a team according to the organisation's service standards

- Recognise opportunities and take initiative to assist colleagues in service delivery

- Recognise and escalate service performance issues that affect the organisation's

  Adhere to organisation's professional code of conduct in service delivery

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Demonstrate
Service Vision

Course Overview

This course covers knowledge and application skills in demonstrating the organisation's service vision, and recognising the role that one plays in contributing to the service vision.

Course Requirement

Able to speak, read and write simple English

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Demonstrate
Service Vision

Topics

- Methods to demonstrate service delivery in line with the organisation's vision, mission and values

- Methods to monitor own performance

- Demonstrate service delivery in accordance with the organisation's vision, mission and values

- Recognise the significance and impact that one has on the organisation's service value chain and service standards

- Suggest ways to improve service delivery that may value-add to the organisation's service value chain and increase service standards

- Adhere to organisation's professional code of conduct in service delivery
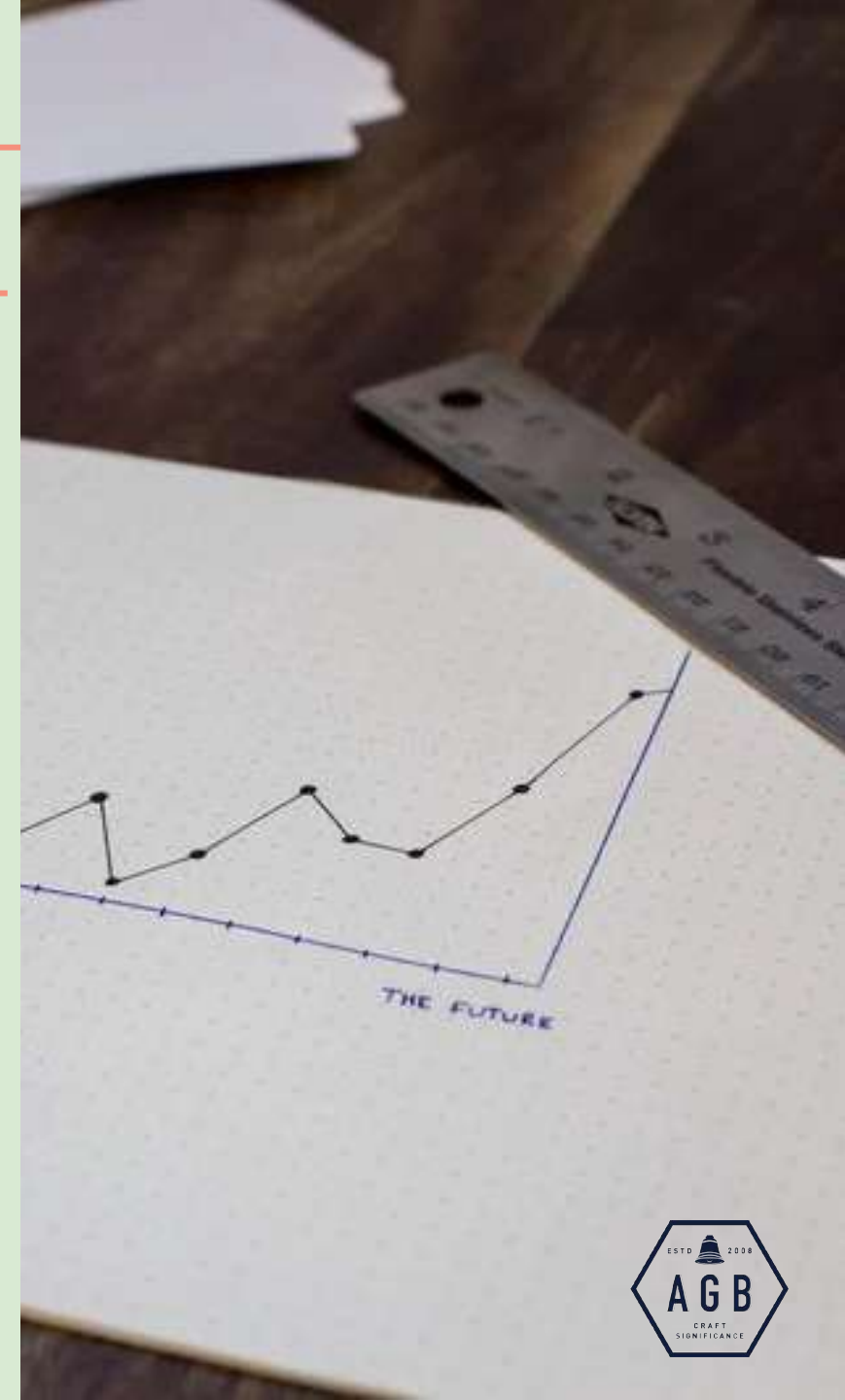
Apply 5S techniques

Course Overview

On completion of this unit, learners will have the knowledge and

application skills needed for an employee to apply 5S procedures (a

structured approach to housekeeping) to their own job and work area.

Course Requirement

Able to speak, read and write simple English

Apply 5S techniques

Module Timing
8.30am to 6.30pm

Topics

Participants will learn how to apply 5S techniques to their workplace.

- SEIRI (Clearing unnecessary items from work area)

- SEITON (Organising work area in an orderly manner)

- SEISO (Cleaning work area)

- SEIKESTU (Maintaining work area cleanliness)

- SHITSUKE (Maintaining) self-discipline in work area

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Manage Productivity Improvement to Achieve Business Objectives

Course Overview

On completion of this unit, employees will learn how to pilot productivity initiatives by consulting and analysing the needs and objectives of various stakeholders.

Course Requirement

Able to speak, read and write simple English

Manage Productivity Improvement to Achieve Business Objectives

Class Schedule (1)
19th Jun (Fri)

Module Timing
9am to 6pm

Topics

- Define the scope of Lean Six Sigma with Business Strategy & Objectives to be undertaken in consultation with stakeholders to meet the organizational needs or objectives

- Manage the role of Productivity Champions in a productivity Initiative

- Analyse change management to support the Productivity Initiative

- Manage the expectation of various stakeholders in Productivity Initiative

Workplace Safety and Health Practices Implementation (SF)

Class Schedule (1)
23th Jun (Tue)

Module Timing
9am to 6pm

Course Overview

This course enables learners to acquire the skills and knowledge to fulfil legal responsibilities for Workplace Safety and Health legislations and code of practices.

Course Requirement

Able to understand simple English

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Tech Enabler for Work

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Introduction to
E-Commerce

Class Schedule (1)
5th Jun (Fri)
8th Jun (Mon)
9th Jun (Tue)

Class Schedule (2)
10th Jun (Wed)
12nd Jun (Fri)
15th Jun (Mon)

Module Timing
9am to 6pm

Course Overview

To learn about E-Commerce and campaign management through the introduction of buying and selling platforms like Carousell. Learners will also be able to have a hands-on component of creating a listing for a product of their own choosing.

Recommended for

Those with interest in buying and selling items online

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Introduction to
E-Commerce

Class Schedule (1)
5th Jun (Fri)
8th Jun (Mon)
9th Jun (Tue)

Class Schedule (2)
10th Jun (Wed)
12nd Jun (Fri)
15th Jun (Mon)

Module Timing
9am to 6pm

Topics

- Analysis and Design of a Campaign
- Background on the E-Commerce Revolution
- Types of E-commerce Platforms, Social Media, and Mobile Web Apps
- Types of mobile, online and social media platforms:
- Marketing using Mobile Web Applications:
- Development and Implementation of Product listing
- Evaluation of Product listing
- Product listing testing evaluation criteria
- Ensuring the success of the Product Listing
- Legalities and Disclaimers
- E-Commerce security

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Intro to Digital Marketing

Class Schedule (1)
10th Jun (Wed)
11st Jun (Thu)

Class Schedule (2)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm

Course Overview

The Digital Marketing module sets out the fundamentals of digital marketing, including creating a web presence, optimising content for search engines, using social media platforms, carrying out online marketing and advertising across a range of services, as well as monitoring and improving campaigns using analytics.

Recommended for

The Digital Marketing module focuses on employees of small and medium sized enterprises who wish to have an introduction to the landscape in Digital Marketing.

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Intro to Digital **Marketing**

Class Schedule (1)
10th Jun (Wed)
11st Jun (Thu)

Class Schedule (2)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm

Topics

- Understand key concepts of digital marketing, including advantages, limitations & planning.
- Understand various web presence options & how to select appropriate keywords for search engine optimisation.
- Recognise different social media platforms, and set up & use common platforms.
- Understand how effective social media management assists in promotion & lead generation.
- Use a social media management service to schedule posts & set up notifications.
- Understand various options for online marketing & advertising, including search engine, e-mail & mobile marketing.
- Understand and use analytics services to monitor & improve campaigns.

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Perform Online Collaborations

Class Schedule (1)
12nd Jun (Fri)
15th Jun (Mon)
16th Jun (Tue)

Class Schedule (2)
22nd Jun (Mon)
24th Jun (Wed)
26th Jun (Fri)

Module Timing
9am to 6pm

Course Overview

The course is to set out concepts and skills relating to the setup and use of online collaboration tools, such as storage, productivity applications, calendars, social media, web meetings, learning environments and mobile technology. Individuals will be able to have a better understanding about the key concepts relating to online collaboration and cloud computing, set up accounts to prepare for online collaboration and use key mobile technology such as e-mails.

Recommended for

Individuals whose job requires them to use such technologies or have an interest in knowing how to use online collaboration tools.

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Perform Online Collaborations

Class Schedule (1)
12nd Jun (Fri)
15th Jun (Mon)
16th Jun (Tue)

Class Schedule (2)
22nd Jun (Mon)
24th Jun (Wed)
26th Jun (Fri)

Module Timing
9am to 6pm

Topics

- Understand the key concepts relating to online collaboration and cloud computing

- Set up accounts to prepare for online collaboration

- Use online storage and web-based productivity applications to collaborate.

- Use online and mobile calendars to manage and plan activities

- Collaborate and interact using social networks, blogs, and wikis

- Understand key mobile technology concepts

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Demonstrate
Secure Use of IT

Class Schedule (1)
17th Jun (Wed)
18th Jun (Thu)

Class Schedule (2)
29th Jun (Mon)
1st Jul (Wed)

Module Timing
9am to 6pm

Course Overview

This course will provide learners with the knowledge on how to securely use ICT in their daily life and skills used to maintain a secure network connection.

Recommended for

Individuals who are working with computer and need to acquire knowledge and skills of IT security.

Demonstrate
Secure Use of IT

Class Schedule (1)
17th Jun (Wed)
18th Jun (Thu)

Class Schedule (2)
29th Jun (Mon)
1st Jul (Wed)

Module Timing
9am to 6pm

Topics

- Understand the key concepts relating to the importance of secure information and data, physical security, privacy and identity theft
- Able to protect a computer, device from malware and unauthorised access
- Learn how to backup and restore data appropriately and safely

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Corporate Training Series - Microsoft & Google Tools for the Office with government grants and subsidies

by AGB Education

Course Requirement:

Participants must use their own laptop or desktop for training.

If they do not have the Microsoft software in their device, a download link will be provided to use the trial version.

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# Perform Spreadsheet Functions

Class Schedule (1)
11th Jun (Thu)
12th Jun (Fri)
15th Jun (Mon)

Class Schedule (2)
15th Jun (Mon)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm

Course Overview

This course will equip learners with the know-how to use MS Excel. Improve business organisation and productivity when you use MS Excel to record, calculate and compare data.

Recommended for

Individuals whose job consists of tasks related to administration, operations, report preparation and data forecasting.

Perform Spreadsheet Functions

Class Schedule (1)
11th Jun (Thu)
12th Jun (Fri)
15th Jun (Mon)

Class Schedule (2)
15th Jun (Mon)
17th Jun (Wed)
19th Jun (Fri)

Module Timing
9am to 6pm
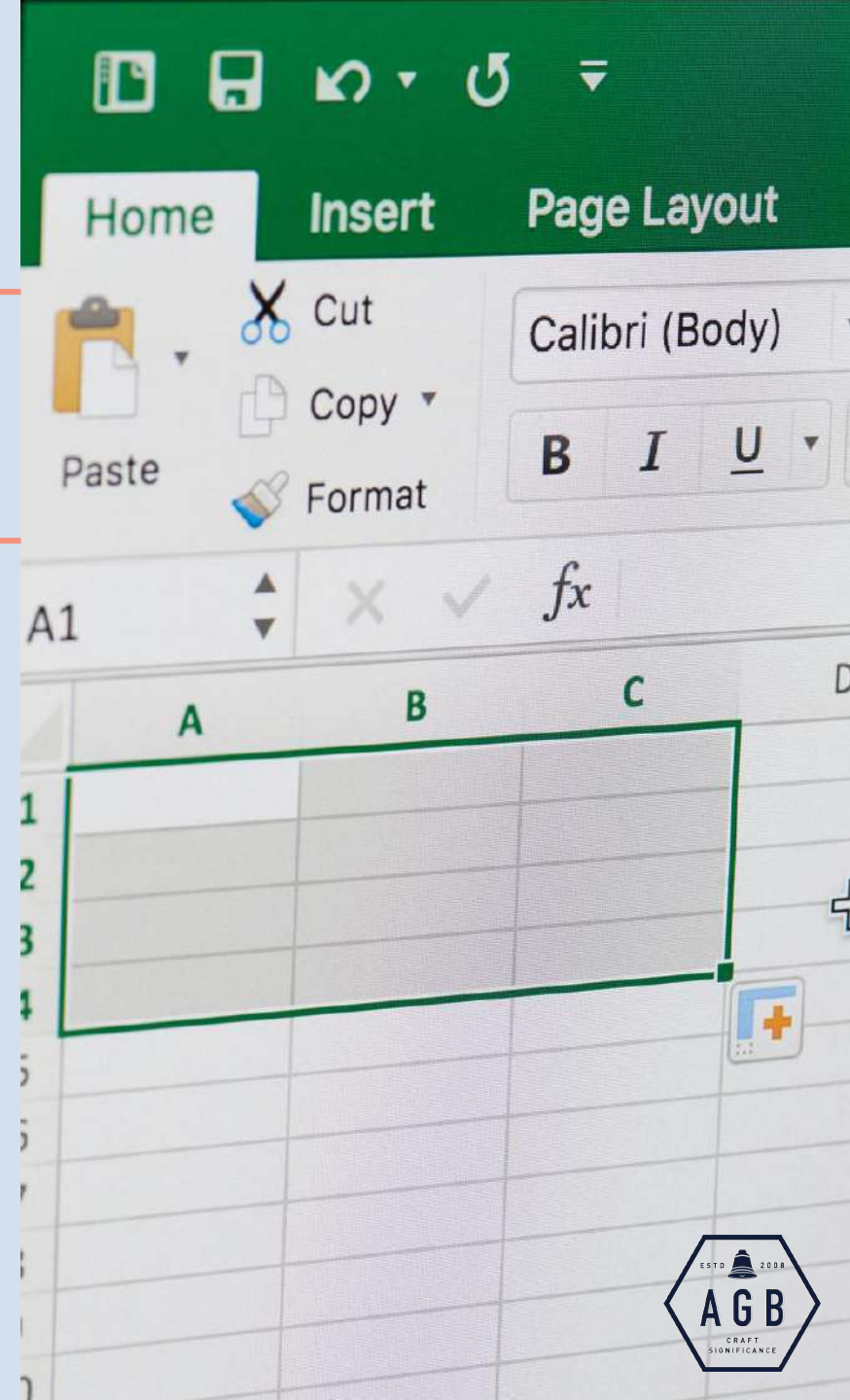
Topics

- Navigate common Excel features

- Use cells to contain a range of data

- Apply formula for quick calculations

- Sort and filter data to locate information

- Apply styles and format text with fonts and colors

- Present insights by working with charts

- Set up spreadsheet for printing output
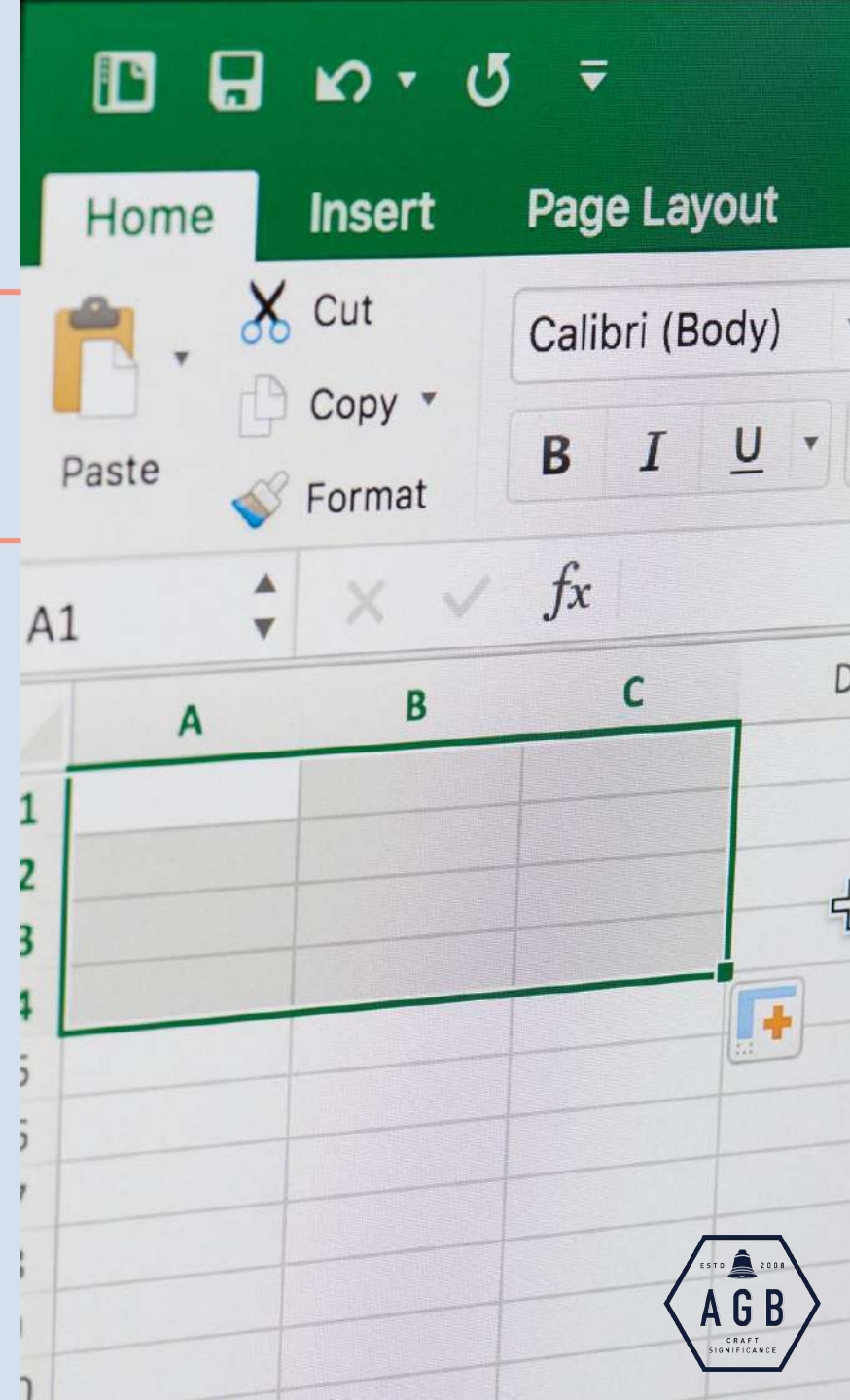
Perform Presentation Functions

Course Overview

This course will equip learners with the know-how to use MS PowerPoint.

Create powerful presentations by using MS PowerPoint to add visual/audio components for clear messaging and engagement.

Course Requirement

Individuals whose job role requires them to use IT related skills.
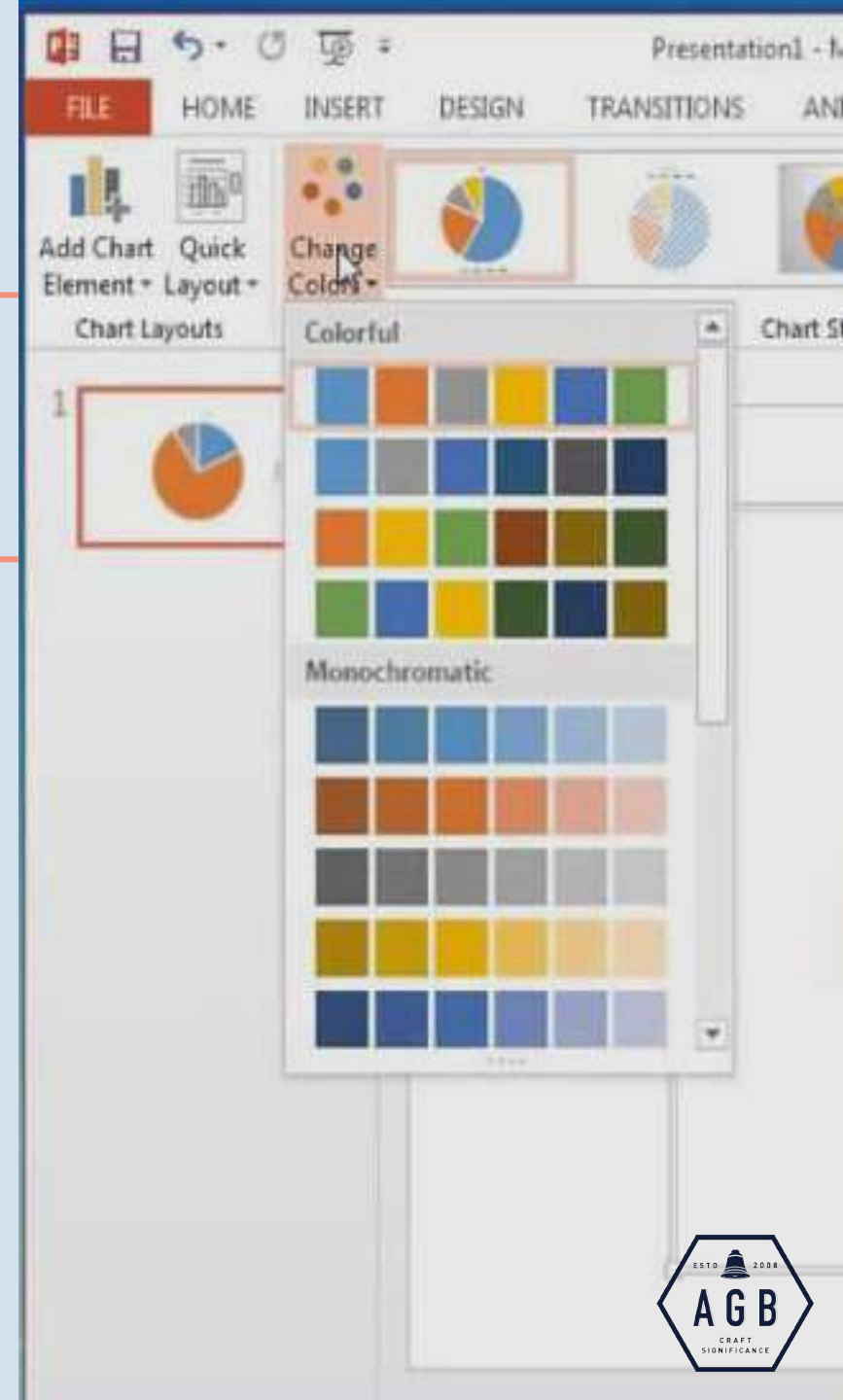
Perform Presentation Functions

Topics

- Create a PowerPoint presentation from scratch
- Work with common features
- Use templates and layouts for visual quality
- Add text, graphics and design components
- Use animation features to engage
- Use aids like Speaker Notes and Presenter View
- Navigate a slide show
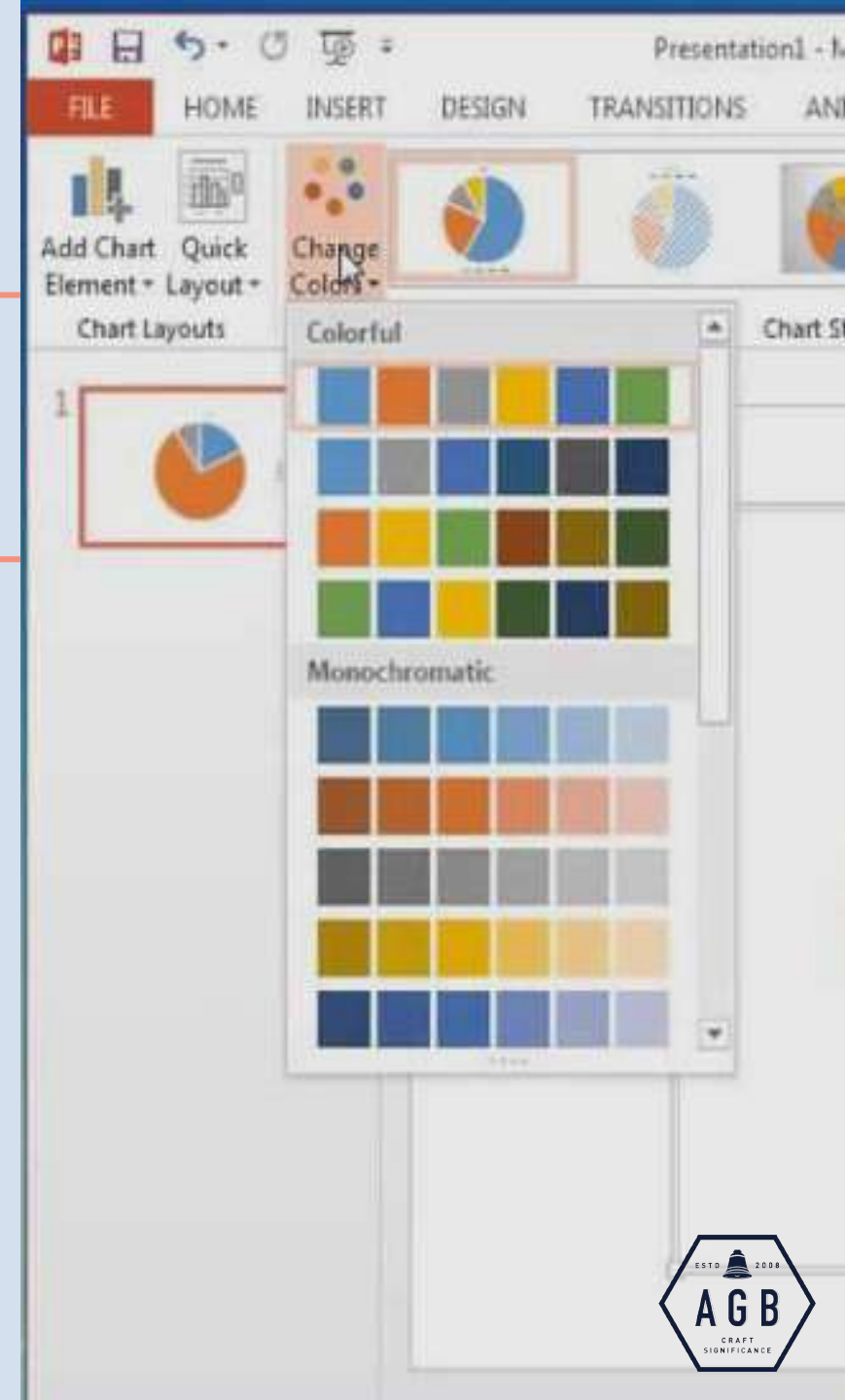
Corporate Training Series - Virtual Strategic Retreat (Online)

with government grants and subsidies

by First Media Academy & AGB Education

Corporate Training Series

Virtual Strategic Retreat

Implement Design Thinking

Class Schedule
10th Jun (Wed)
11st Jun (Thu)
12nd Jun (Fri)

Module Timing
9am to 6pm

Course Overview

This workshop will guide you through the various steps of design thinking to generate effective design ideas to solve simple to complex problems.

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Implement Design Thinking

Class Schedule
10th Jun (Wed)
11st Jun (Thu)
12nd Jun (Fri)

Module Timing
9am to 6pm

Topics

- Be proficient to conduct a series of brainstorming sessions
- Be proficient in correct application methods of using the various mind mapping.
- Be proficient in thinking tools to execute a rebranding project.

Systems Thinking in Businesses

Class Schedule
16th Jun (Tue)
17th Jun (Wed)

Module Timing
9am to 6pm

Course Overview

Learn to look at things from a different perspective! Through the adoption of Systems Thinking, you will be able to have a wider scope of the various intricacies in an organisation and implement alternative operational procedures to improve efficiency and effectiveness.

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Systems Thinking in Businesses

Topics

- Apply Systems Thinking and look at organisation inefficiencies
- Identify areas of improvement into an organisation's operational procedures
- Draw connections between various elements in a organisation
- Analyse feedback loops within an organisation
- Identify counter productive approaches to solve organisational problems
- Propose a execution plan to address major issues
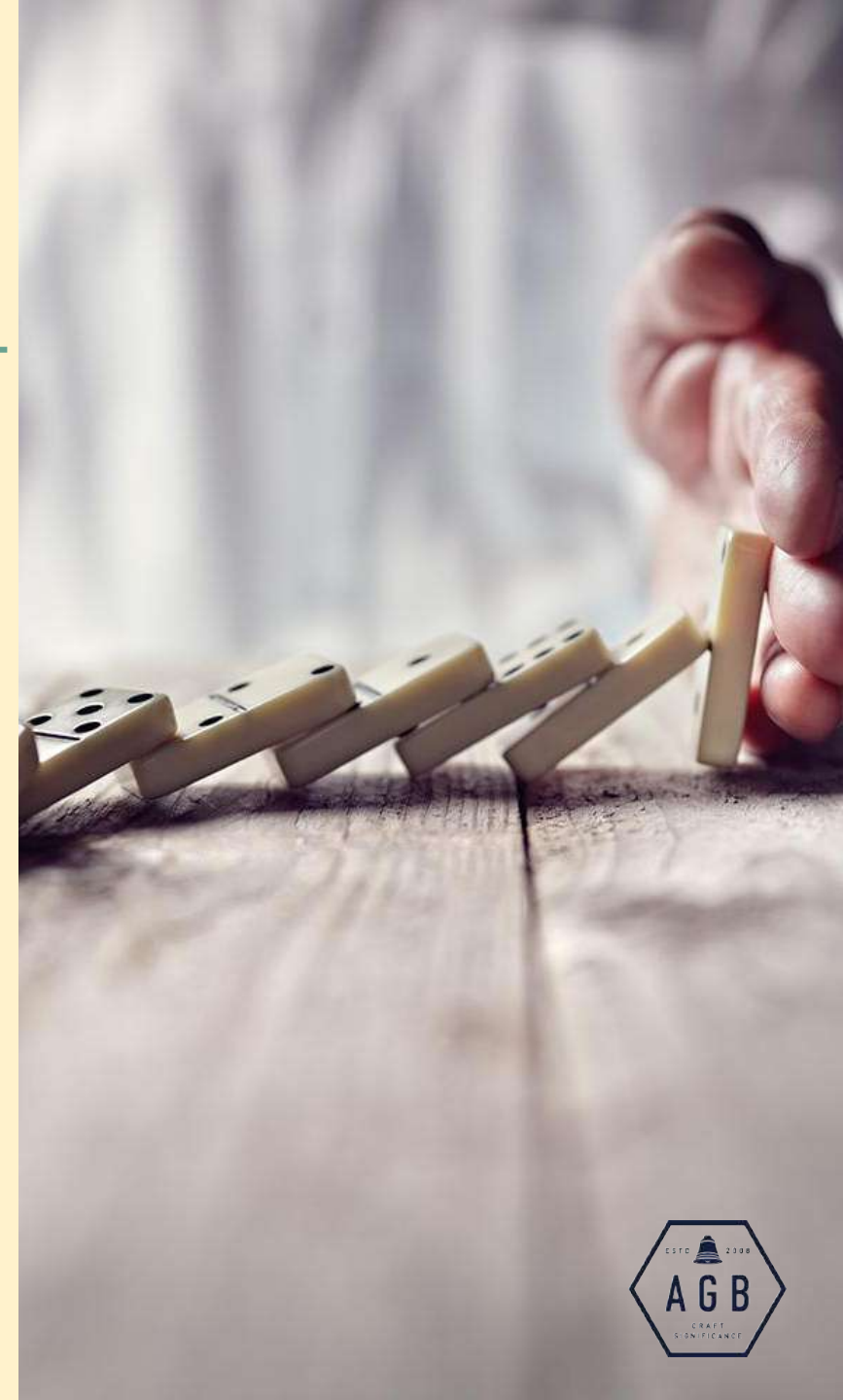
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Developing Business Opportunities

Course Overview

This course teaches Learners how to develop business opportunities by looking at the positioning of organisations within industries. They will learn how to identify this positioning vis-à-vis their target markets and their competitors. They will also learn how to manage potential opportunities by aligning them with their organisational objectives.

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Developing Business Opportunities

Class Schedule
19th Jun (Fri)
22th Jun (Mon)

Module Timing
9am to 6pm

Topics

- Describe the customer buying journey for their respective target markets

- Analyse customer requirements, markets and competitors in the creative industries

- Identify positioning options based on market segmentation to support organisational business strategies
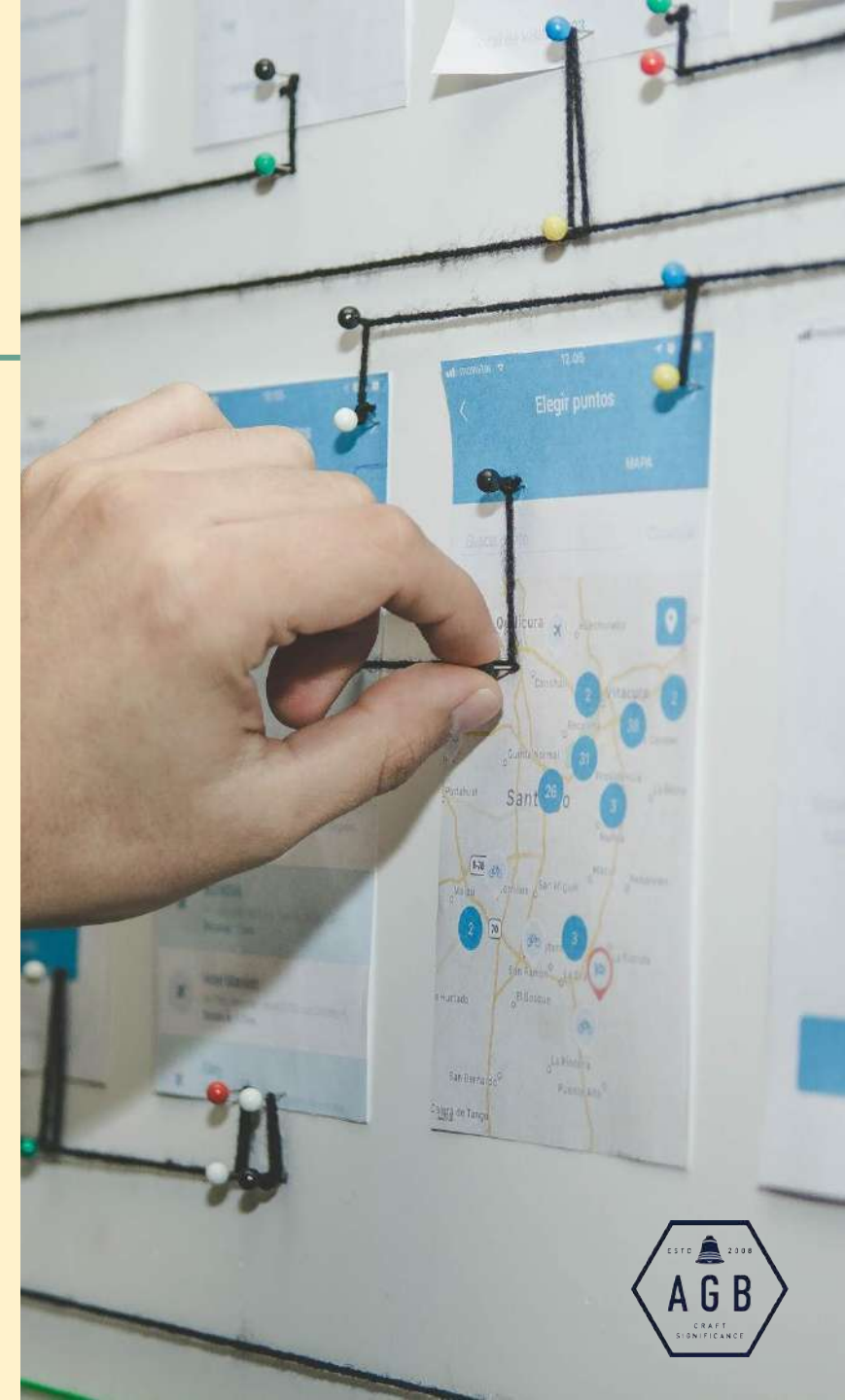
Product Management

Module Timing
9am to 6pm

Course Overview

This course teaches Learners how to develop a product roadmap for creative products. This product roadmap will contain the development and marketing plan for a product. It will contain details of the product development process as well as the product lifecycle. Learners will learn how to manage the development of products, manage the risks at the point of maturity for products as well as phase out their products at the end of the lifecycle for "retirement".

Product Management

Topics

- Develop a creative product roadmap according to direction and guidelines
- Identify competitor, consumer and technology trends in relation to creative products
- Describe the end-to-end processes in managing creative products
- Manage the lifecycle of a creative product based on consumer response
- Facilitate phase-in and phase-out of creative products to ensure smooth transition
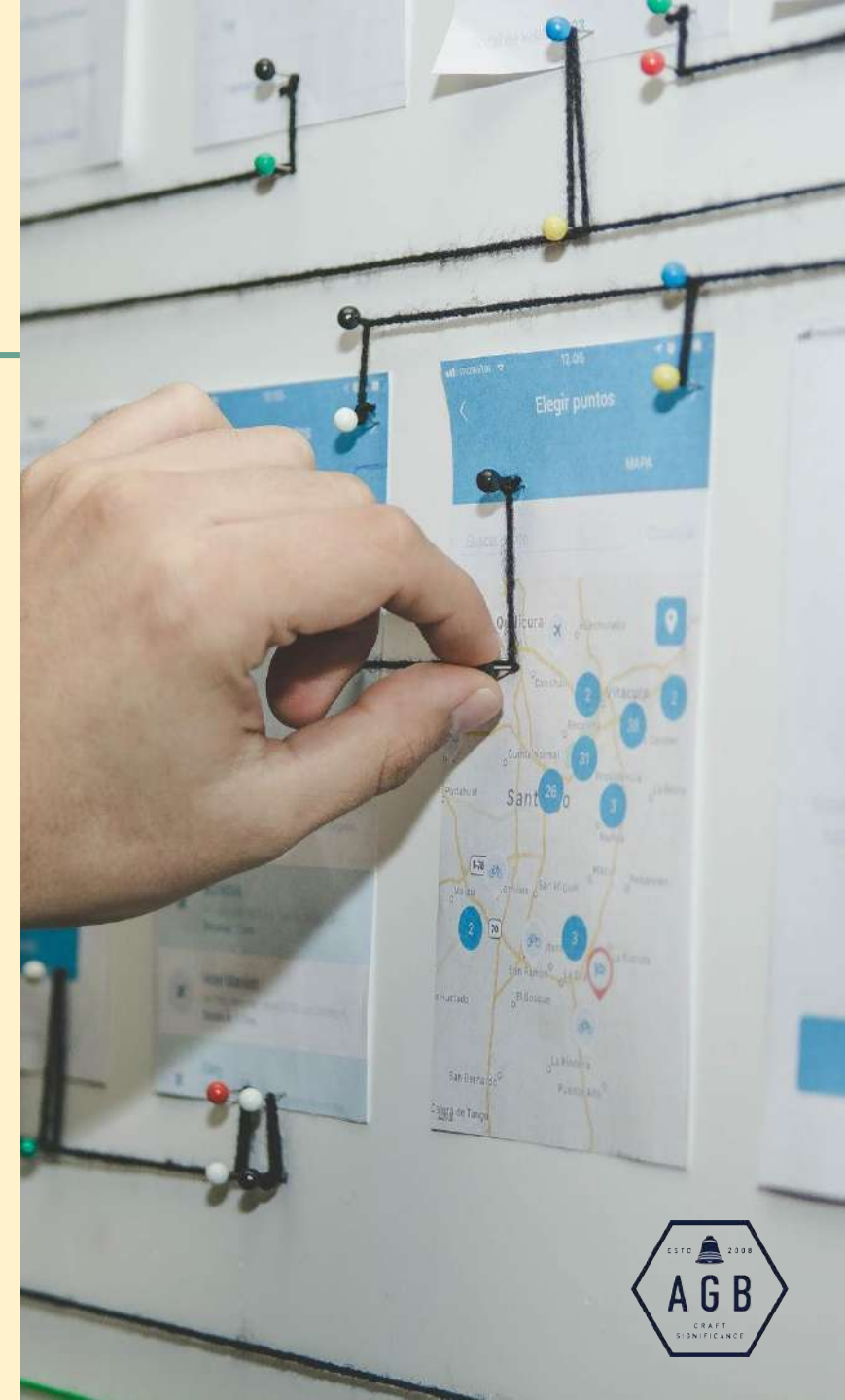
Virtual Learning

We are using

After your registration, each of your employee will be receiving an invitation via Zoom for their virtual learning.