

# Staying Relevant, Creating & Adding Value To Your Company

In the unpredictable ups and downs of today's economic climate, change is the only constant. Those companies with teams skilled in the fragile art of managing change are the ones who will weather the storm. To keep up with evolving consumer demands and volatility of the market, organisations need to ensure that their employees are empowered with the right skill sets to meet their business goals and needs. If employees are truly an organisation's greatest asset, training and development should stand as a priority whether in economic prosperity or disorder.



**Interpersonal Skills For Managing Employees**

**Managing Conflict In The Workplace**

**Tele-Sales & Cold Calling Techniques**

**Excellence In Customer Care & Loyalty**

**Effective Debt Recovery Strategies**

**Professional Sales Negotiation Techniques**

**Corporate Telephone/ Email Etiquette & Manners**

**Techniques For Managing Difficult Customers**



Sessions can be conducted in-house.

TRAINER:  
**Gregory Chua**

Gregory is a dynamic and entertaining speaker, corporate trainer with more than 25 years of training experience in the field of debt recovery, personal selling techniques as well as in managing employees and conflicts in the workplace. You can check out more about his profile at [www.acqumen.com.sg](http://www.acqumen.com.sg)

He has conducted many in-house training programs, workshops and seminars to-date (local and overseas) to participants from government institutions, renowned MNC organizations and SMEs. His sessions are highly informative, interactive and engaging.

Holding strongly to his belief in the principle of giving only the best of oneself and never shortchanging anyone... adhering to his motto, "Where knowledge binds with integrity... is your greatest asset!"

*Focusing on soft-skill topics conducted in-house/public workshops since 2007*

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