

SSG-APPROVED TRAINING COURSE



*Did you know that you can make a difference?*

*think differently*



*different ways of looking at the world*

**OUTCOMES** - achieve positive results

**EMOTIONS** – better manage your own emotions

**HABITS** – acquire desirable habits for success

**STRESS** – manage your stress when making a decision

**Practical Skills that you will Acquire**



change your thoughts, change your actions



overcoming thinking ‘traps’



apply the 4-step thinking technique to unlock your thinking power to enhance task performance

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> <li>• Duration: 8.5 hours (1 day)</li> <li>• Course Fee: \$230</li> <li>• Course Fee (after SSG Training Grant):                             <ul style="list-style-type: none"> <li>▪ MCE/SME: \$69</li> <li>▪ Singaporeans below 40 years and PRs : \$115</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Course Reference Number: 2021008383</li> <li>• Course Validity: 10 Sep 21 to 30 Jun 23</li> <li>• Mode of Training: virtual (Zoom)</li> </ul>	<ul style="list-style-type: none"> <li>• Education: Minimum ‘Secondary’</li> <li>• Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Staff working in customer service, technical support, call centre, service and sales support, human resource and administration, purchasing, accounts, inventory control, and sales.</li> </ul>

*SSG terms and conditions apply.*

MCE: Singapore Citizens, 40 years and above