



maitrealianz
EMPOWERING MASTERS

OUR
MISSION:

Enhance
organizational
growth and
effectiveness
by
empowering
leaders with
knowledge
from the
frontiers of
business

Maitre Allianz Pte Ltd

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About Us

Maitre Allianz Private Limited was incorporated in Singapore in the year 2004.

We have trained thousands of professionals from over 200 organizations. Participants from across industries form a training class. The unique learning environment provides a rich resource that facilitates experience and knowledge transfer between peers and trainer. Participants will also build networks and resources beyond their organization.

Our creative approach to the design of each training program enhances the transfer of practical skills and knowledge. Facilitated by industry experts with not only proven records of their work but are also gifted teachers and practitioners of their craft, they assimilate knowledge into wisdom, offer penetrating insights, present radically new perspectives, expand and sharpened minds.

Partial Client List: Government Organizations

Agency for Integrated Care

Agency for Science, Tech & Research
Agri-Food & Veterinary Authority
Auditor's-General Office

Building and Construction Authority

Bio*One Capital Pte Ltd

Casino Regulatory Authority

Central Narcotics Bureau
Central Provident Fund Board
Centre For Strategic Infocomm Technologies

Changi Airport Group (S) Pte Ltd

Changi General Hospital

Civil Aviation Authority of Singapore

Civil Service College

Competition Commission of Singapore

Confucius Institute, NTU

Corrupt Practices Investigation Bureau

Council for Private Education

Defence Science & Technology Agency

Economic Development Board

Energy Market Authority

Health Promotion Board

Health Sciences Authority

IEC Asia-Pacific Regional Centre

Immigration & Checkpoint Authority

Infocomm Development Authority of Singapore

Insolvency & Public Trustee's Office

Institute of Materials Research and Engineering

Institute of Mental Health

Institute of Technical Education

Intellectual Property Office of Singapore

ITE College Central

ITE College East

ITE College West

JTC Corporation

KK Women's and Children's Hospital

Land Transport Authority

Legal Aid Bureau

Maritime and Port Authority

Macpherson Primary School

Majlis Ugama Islam Singapura

Media Development Authority

Ministry of Defence

Ministry of Community Dev, Youth & Sports

Ministry of Education

Ministry of Finance

Ministry of Foreign Affairs

Ministry of Health

Ministry of Home Affairs

Ministry of Info, Comms & the Arts

Ministry of Law

Ministry of Manpower

Ministry of National Development

Ministry of Trade & Industry

Ministry of Transport

Monetary Authority of Singapore

National Environment Agency

Nanyang Polytechnic

Nanyang Technological University

National Cancer Centre Singapore

National Community Leadership Institute

National Council of Social Service

National Environment Agency

National Healthcare Group

National Heritage Board

National Library Board

National Neurosciene Institute

National Parks Board

National Population Secretariat

National Skin Centre

National University Hospital.

National University of Singapore

Ngee Ann Polytechnic

Prime Minister's Office

Pei Hwa Secondary School

People's Association

Public Service Division

Red Swastika School

Republic Polytechnic

Singapore Science Centre

Selangang Park Drug Rehabilitation Centre

Sentosa Development Corporation

Singapore Civil Defence Force

Singapore Corp of Rehabilitative Enterprises

Singapore Customs

Singapore Discovery Centre Ltd

Singapore Exams & Assessment Board

Singapore Exchange

Singapore General Hospital

Singapore Health Services Pte Ltd

Singapore Land Authority

Singapore Medical Council

Singapore Police Force

Singapore Polytechnic

Singapore Pools (Pte) Ltd

Singapore Prison Service

Singapore Sports Council

Singapore Tourism Board

SingHealth Polyclinics

SPRING Singapore

Tan Tock Seng Hospital Pte Ltd

Temasek Polytechnic

Urban Redevelopment Authority

Workforce Development Agency

Partial Client List: Corporate

Adidas Singapore

American International Group
Applied NLP Solution Pte Ltd
ANZ Banking

Balink

BarterXchange
BASF

BNI Spore

C.K.Tang

Carrefour Singapore
Chartered Semiconductor
Chass Asia

CIA International Resources

Cold Storage

Convention Links

Crabtree & Evelyn

Credit Industriel ET Commercial

Cerebos Pacific Ltd

DMG Corporate Office

Dennis Chua & Assoc

DiGi Malaysia

Datacraft Asia Ltd

Ecolab Pte Ltd

Executive Directions

Excel Singapore

FIK International Pte Ltd

First Principal

Fisher Scientific Pte Ltd

Fullerton Hotel

Fuji Xerox Singapore

Gloperformance Consumer Group

Guardian Health & Beauty

Hotel 81

IBM Singapore

IFS Solutions Asia Pacific

Jurong Port Pte Ltd

KLA - Tencor (S) Pte Ltd

KE-Burgmann

Lindeteves Jacoberg Ltd

Littelfuse Far East Pte Ltd

Mobile One Pte Ltd

Maybank

Melioris

MediaCorp Pte Ltd

Metro Parking (S) Pte Ltd

MMI Holdings Ltd

NCS Pte Ltd

Orient Europharma Pte Ltd

Omni Engineering & Trading

Oil Tanking Asia Pte Ltd

Parkway Group Healthcare

Pantropic Online Pte Ltd

Panasonic AVC Networks S'pore

Panasonic Electronic Devices Singapore

Plant Engineering Construction

Popular Holdings Ltd

PowerGas

Prudential Singapore

Port of Singapore Authority

PTA Pte Ltd

PT Citra Ambrosia

PT. Anugrahargan Medila

PT Indosat

RHB Bank

Ritz Carlton Millenia Singapore

Rohde & Schwarz SEA Pte Ltd

Shell Petroleum, Brunei

Sembcorp Logistics

SingTel

SMC Food 21 PL

Singapore Management University

Standard Chartered Bank

Sun Microsystems

Starhub Ltd

Synergy Shipping Pte Ltd

Surbana International

Toyota Asia Pacific Pte Ltd

Technology Productivity Associates

The Salvation Army

The Network Connection

Tuas Power

Twinco Pte Ltd

Unilever (S) Pte Ltd

United Overseas Bank

US Embassy

Walton International

Wincor Nixdorf

Wyeth Nutritionals

Program Overview:



Civil Service Investigation: INTERVIEW

All levels of management can be involved in an 'investigation', usually in relation to a harassment, grievance, disciplinary issue, tip-off, complain or report. It is essential that your 'investigators' are trained in investigation techniques, to prevent the loss of evidence, unfair or unethical practices. This workshop also ensures that all evidence collected during an internal investigation will be admissible and reliable in any tribunal or criminal/civil court .

Civil Service Investigation: INTERROGATION

With overwhelming evidence supporting the suspects' involvement and all your diplomatic attempts at getting a confession comes to nothing, what do you do? Conduct an interrogation. The goal of an interrogation is to get the suspect to confess. A master interrogator uses psychological tools to get inside the mind of a suspect.



Civil Service Investigation: EVIDENCE

Whether in civil or criminal cases, judgment will be made in favour of the one with stronger evidence. Hence, the burden of ensuring evidentiary relevance and reliability as proof must rest heavily on the shoulders of the investigator. The evidence produced must withstand the rigorous tests in the court of law.

Civil Service Investigation: COURTROOM TESTIMONIES

Many civil service investigators, professionals and expert witnesses are inadequately prepared for the rigors of the courtroom and have no formal training in providing effective courtroom testimony. With increasing cases of criminal offences, investigators find themselves at a greater likelihood than ever of having to provide courtroom testimonies. The goal of the Courtroom Testimonies workshop is to improve the skills of those involved, in the area of court preparation and testimony.



Civil Service Investigation: REPORT WRITING

Only outstanding quality statements, briefs of evidence and investigative reports can do justice to the work you and your investigation team have painstakingly put together. No matter what your investigative role, you must be able to prepare accurate and concise statements that will stand up to tough scrutiny. This workshop will enhance your skills and knowledge in investigative writing.

Program Overview:



Civil Service Investigation: SURVIVING CROSS-EXAMINATION

Every maneuver by a defence counsel is cleverly designed to raise reasonable doubt in the evidence and processes presented by the prosecution. Aggressive methods used to undermine your credibility can also be expected. In this 1-day experiential workshop, you will know what to expect in cross-examination, preparing for it, recognized strategies of attack and techniques to counter them.

Civil Service Investigation: TRIAL TECHNIQUES

This highly experiential one-day workshop will equip a range of persons from prosecutors working in the police and government departments to those tasked with running disciplinary and other administrative or tribunal hearings with effective trial techniques.

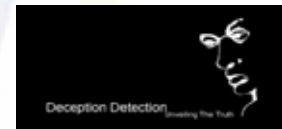


Fair Hearings

A proper hearing that gives rise to outcomes that can stand up to scrutiny must be orderly, fair and transparent. Evidence and witness testimony should be collected in a fair manner and collated in a sensible fashion. Due process and natural justice should be observed. Questioning of witnesses must be done fairly, and effectively.

Deception Detection

It is common for us to place more emphasis on words and verbal responses. But what we are missing are the powerful messages being communicated through non-verbal channels, which occur subconsciously and spontaneously and not by chance. Thus reading non-verbal behavioral cues can be mightily useful for detecting deception because "dishonest people" tend to rehearse the words they use, not their gestures.



Program Overview:



The Master Presenter

THE workshop for those seeking to refined their presentation skills. You will be equipped with skills on how to present yourself, your ideas or business proposals in a way that gets RESULTS! The 7 Keys to Powerful Presentations System is based on the research from over 8,000 presentations and the result of 19 years of research, analysis and testing .

Winning With Words

Though words account for only about 7% in your communication, it is still very important for us to use the right words, especially when we are writing. The lack of nonverbal cues combined with delayed feedback compounds the likelihood of misinterpretation. Written words unleash their power when they are plugged into the mind of the reader. Word choice and sentence structure determine your effectiveness in conveying meaning.



Voice Mastery

Just as our eyes are attracted to all things beautiful, our ears are drawn to great sound and voices. Those of us who watch American Idol on TV do get mesmerized by a good voice from time to time and found ourselves immersing into the words from the singer (nevermind if our first impression of the aspiring American Idol was bad). At times, we are put-off by bad singing and shut our ears from more torture although the aspiring American Idol is still singing. We know those song lyrics are meaningful and great but would rather not listen to them if the voice that sings is bad.

Conflict Management & Mediation Skills

Effective conflict management can open doors to healthier workplace relationships and more productive working relationships. This workshop presents specific methods for reaching collaborative solutions, minimizing negative aspects of conflict while maximizing benefits of resolving conflict.



About Our Trainers:



Dr. Steven Lam is currently a partner of an international law firm. Before this, he was a senior lawyer handling complex international dispute resolution and corporate matters specialising in shipping, international trade, reinsurance and insurance disputes & cross-borders mergers & acquisitions.

Dr. Lam's wealth of experience in investigation and interrogation was acquired while working in an investigative agency. He was extensively involved in witness interviews and interrogation processes.

His corporate experience includes being a General Counsel of a multinational oil & gas & shipping company, and as Chief Legal Officer of a medical healthcare provider. During his tenure, he was directly involved in several due-diligence processes for complex and multi-million cross border mergers-and-acquisitions, and internal audits and risk management investigations.

In 2006, he was awarded the Book Prize in Drafting and Award Writing by the President of London's Chartered Institute of Arbitrator.

His other current Involvements include acting as:

- Independent Director of the Singapore Heart Stroke and Cancer Centre;
- Independent Director of the Prestige Healthcare Investments Pte Ltd;
- Partner-Associate and Consultant of the Legal Aid Bureau of the Ministry of Law for complex commercial cases;
- Panel Arbitrator, Law Society Arbitration Scheme;
- Panel Arbitrator, Singapore Institute of Arbitrators;
- PRACMENTOR, Law Society (Arbitration and International Business Transactions);
- Associate Mediator, Subordinate Courts of the Republic Of Singapore;
- Mediator, Consumer Associate of Singapore;
- Town Councillor for Punggol Town Council.

For his community and other contributions to society he was awarded the Public Service Medal (PBM) by the President of Singapore in 2005.

About Our Trainers:



Ms Lim Lei Theng is an Associate Professor at the Faculty of Law, National University of Singapore. She teaches legal skills such as Advocacy, Negotiation, Drafting, Moots, Legal Writing and Legal Research. She is also responsible for Singapore's first clinical legal education programme where law undergraduates undertake legal work for clients under the supervision of qualified lawyers who are also trained to teach legal skills.

Assoc Prof Lim has practiced as a litigation lawyer at Drew & Napier, one of Singapore's largest law firms, and currently makes regular appearances in Court as an advocate.

Assoc Prof Lim is a Principal Mediator with the Singapore Mediation Centre, and an Associate Trainer and Mediator at Eagles Mediation and Counselling Centre, Singapore's only mediation charity. She mediates at the Singapore Mediation Centre, EMCC and the Tribunal for the Maintenance of Parents. She is also a Volunteer Referee at the Small Claims Tribunal.

She trains and coaches student teams for debating and legal competitions, including competitions involving trial advocacy, appellate advocacy, public international law, negotiation and mediation. She has help elevate Singapore's reputation in law education through her moot teams by winning various international competitions, beating top international law schools.

She has taught negotiation and mediation in numerous public workshops in Singapore, Malaysia and Jakarta. Within educational institutions, her teaching has taken her from the law faculty to the LKY School of Public Policy and its predecessor institution. She has also taught in several executive programs on negotiation in conjunction with the NUS Public Policy Program, Conflict Management Group and the Kennedy School of Government of Harvard University.

Assoc Prof Lim was part of the Committee of ADR under the Ministry of Law that assisted in the establishment of community mediation in Singapore.

Assoc Prof Lim Lei Theng has an LLB (Hons) from the National University of Singapore and an LLM from Harvard Law School.

About Our Trainers:



Dr. Joseph Sommerville shows professionals how to increase sales, visibility and credibility through more effective communication. Clients call his approach “street wise, results-driven and expertise based.” He is the author of several articles on business communication and working productively in cross-cultural environments. He educates television audiences on corporate communication issues in forums such as CNBC’s Smart Money and Channel News Asia. He has consulted extensively in the energy, healthcare, IT, financial and the public service sectors.

His unique system for designing, developing and delivering powerful presentations is based on research from over 8,000 presentations. He has shown over 1500 participants from 25 countries how to create better presentations. He is known for his results-driven approach and facilitative style. Dr. Sommerville received his AB from Wabash College and his MA and PhD from the University of Iowa. He has held academic positions at Wabash College, Indiana University, the University of Iowa, the Nanyang Business School, the School of Communication Studies at Nanyang Technological University in Singapore and the MBA Program at Houston Baptist University.

Dr. Sommerville offers training on:

- Business and Professional Communication • Leadership Development • Communication Research • Managerial Communication • Crisis Communication • Persuasion • Group Communication • Presentation Skills •

Some of his clients include:

- Akin, Gump, Strauss, Hauer and Feld LLP
- Asian Development Bank
- Boston Scientific
- Caterpillar Inc
- Nanyang Business School
- Nippon Foundation
- Origin-IT
- Petroleum Safety Council
- Agency for Science, Technology and Research (A*STAR)
- Central Narcotics Bureau (CNB)
- Defence Science and Technology Agency (DSTA)
- Education, Ministry of (MOE)
- Finance, Ministry of (MOF)
- Health Promotion Board (HPB)
- Health, Ministry of (MOH)
- Information, Communications and the Arts, Ministry of (MICA)
- JTC Corporation (JTC)
- Land Transport Authority (LTA)
- Majlis Ugama Islam Singapura (MUIS)
- Manpower, Ministry of (MOM)
- National Environment Agency (NEA)
- Public Utilities Board (PUB)
- Singapore Land Authority (SLA)
- Trade and Industry, Ministry of (MTI)
- Transport, Ministry of (MOT)

About Our Trainers:



For over 15 years, **Mr. Bob Feldman** was an actor, director, teacher and trainer with the United Mime Workers theatre company, an acclaimed professional mime theatre group. His outstanding work brought him numerous awards for facilitating creative communication skills programs.

Mr. Bob Feldman holds a Bachelor's degree (B.A.) in Movement, Psychology and Education and a Masters Degree (M.Ed.) in Adult and Continuing Education from the University of Illinois.

Facilitating communicating training to corporate executives is a natural extension of his talent. Mr. Bob Feldman offers creative and fresh perspectives with his wealth of experience in theatre, acting and the arts.

His clear and connecting American voice were used for voiceovers for corporate programs, commercials, audio books and narrations.

Today, he still teaches acting skills at leading colleges and theatre schools in Germany and Singapore. He has also led trainings in Sri Lanka, Indonesia, Malaysia, Thailand, Vietnam, the Philippines and Australia.

His clients include:-

Audi Singapore
Baker and Mackenzie
Bentley Motors Limited
Citibank
Club Med
Credit Suisse First Boston
Design Bridge
Deutsche Bank
Development Bank of Singapore
Elsevier Asia Pacific
Euro RSCG
Fonterra Brands (Asia)
Fraser and Neave Limited

G2000 Apparel
Great Eastern Life
HSBC Insurance
Johnson and Johnson
Jones Lang LaSalle
Lucasfilm Animation
Management Dev Inst of Singapore
Marketing Institute of Singapore
Ministry of Education
Ministry of Health
Ministry of Manpower
Munich Reinsurance Company

National Environment Agency
National University of Singapore
Ngee Ann Polytechnic
Overseas Chinese Banking Corporation
Proctor and Gamble
PropNex Realty
School of Finance
Immigration and Checkpoints Authority
Singapore Institute of Management
Singapore Power
Toshiba
Trans-Link Logistics

About Our Trainers:



Dr WOLFF VON AUER, SAC registered Counselor & Certified Hypnotherapist, Lawyer, Author (who also wrote a book on Chinese – German Criminal law), Ex-Senior Banker, is a very well -known passionate and acknowledged keynote speaker and trainer, who also serves as the Speaker of the International Association of Counselors & Therapists (IACT) in Singapore.

He holds a doctorate in law (PhD) from a prestigious German University and a Master's Degree in Counseling from Monash University, Australia. He is the Managing Director of Counseling & Hypnotherapy Hub.

As a cognitive behavioral therapist, he supports his clients on their path to a mental and emotional well -being. Apart from individual counseling, he also has a wealth of experience in corporate and organizational counseling. He has conducted keynotes, seminars and workshops to more than 150 public and private organizations in Singapore on Self-Esteem and Non-Verbal Behavior, Change management, Relationship & Workplace issues, Anger and Conflict management and Stress management.

His training in Psychotherapy and Ericksonian approaches to Clinical Hypnosis taught him how to observe people's eye movements, facial expressions, and body postures to discover their inner motivation and resistance. In addition - as a previous legally trained person – his approached includes adopting the Reid Technique of Advanced Interrogation to decode verbal incongruencies.

He realized that leaders/interviewers need to be able to augment face-reading techniques and body language analysis with a cognitive approach that would reveal why people deceive others.

TRANSPORT

"This program has given me a good knowledge on building relationship with my staff and define values"
...Operations Manager, Maritime Port Authority

"Excellent speakers definitely worth the money paid. This course boosts my confidence in public speaking"
...Senior Airport Emergency Officer, Civil Aviation Authority of Singapore

"An interesting and insightful program"
...Chief Aero Info Svc, Civil Aviation Authority of Singapore

"Overall there are many relevant information which we can put it into practice at our workplace. There are also some things that we have implemented at workplace and it could be further improved using some of the knowledge obtained from this program"
...Project Officer, Civil Aviation Authority of Singapore

"I enjoy the insights / learning thoroughly. Thanks for the very good job done. Please keep it going so that more will benefit from your sessions. All the best!"
...Senior Human Resource Executive, Civil Aviation Authority of Singapore

"It was fun picking up a paintbrush and painting again – it drove the point home and was effective"
...International Alliances Executive, Civil Aviation Authority of Singapore

"Very enriching course"
...Course Admin Executive, Civil Aviation Authority of Singapore

"Very engaging 1-day session, lots of interaction, good teaching and method"
...International Alliances

"Facilitator's sharing, clear, concise and full of personal experiences was an eye-opener. The course content would help me design and deliver better presentations – very useful indeed."
...Sarawak Shell Bhd, Learning Advisor

"Familiar concepts but presented in a professional way. Uses simple exercises to illustrate concepts that are useful & applicable to individual life and any organization. I find the 2-day seminar very inspiring.."
...Contract Manager, SMOE

"Is a good program.."
...Manager, HR / Admin, SMOE

"Despite having attended a few leadership courses, this course do have some interesting concepts to improve my personal & working life."
...Sales Manager, Singapore Petroleum

"The course was conducted in a professional manner. The organizing committee did an excellent job in the setup of the conference room. Every little thing matters"
...Operation Manager, PTAS – ITS Sdn Bhd, Brunei

TELECOMMUNICATION, IT & MANUFACTURING

"The presentation was well delivered and I have take away with me new skill set. Thank you."
...MobileOne Ltd

"Time is very managed. Speakers were really well selected – with great knowledge in the subject matter. Conducted the session with great relevance, very specific & clarity"
...Manager, Singapore Telecommunications Ltd

"Great tips and pointers on improving presentation skills. Also loved the real life examples and anecdotes that make understanding the points easier."
... Specialist, Digi, Malaysia

"...Real life examples are inspiring"
...Manager, Datacraft Asia Ltd

"Excellent clarity in presenting key messages from both speakers... Good stories & interviews to drive key points."
...Head of Business Services, Fuji Xerox Singapore

"Speaker is well-versed in their knowledge context"
...Associate Director, Fuji Xerox Singapore

"Very beneficial, good effort!"
...Managing Director, KE-Burgmann

"The speakers have wealth of knowledge in their field"
...Manager, MMI Holdings Ltd

"I enjoy the sharing of experiences / interview with CEOs. This seminar has meet my objective of renewing / refreshing my leadership skills"
...Vice President Regional HR, Cerebos Pacific Ltd

"Excellent illustration..."
...Head of Corp Affairs, Cerebos Pacific Ltd

"The trainer is very knowledgeable and able to effectively illustrate his points using examples..."
...Quality Operations Manager, Wyeth Nutritionals

"Good presentation by the lecturers.."
...Senior Vice President, Surbana International

EDUCATION

"This is one trainer that really does the work. Share the knowledge with us, get us excited to do better in our next presentation. I really learn something."
...Operations Manager, Singapore Management University

"Good & fluent trainer who has real life experience to share."
...General Manager, National Community Leadership Institute

"I have enjoyed myself thoroughly & will be sharing with my colleagues on some of the contents I had picked up over these 2 days"
...Head of Department, Temasek Primary School

"Well organized workshop with courteous & friendly staff"
...Deputy Director, Temasek Polytechnic

"I've finally discovered what it was in my previous company that created such excellent teamwork – it had a value system and set boundaries, something I'm struggling to establish in my current dept."
...Senior Manager, National University of Singapore

"I like his real life story. Things that we can learn from. The pace is just nice. Thank you"
...Manager, National University of Singapore

"Very practical & doable"
...Manager – Corporate Development, Civil Service College

"Trainers are well versed and have understood the subject matter in depth. They have relevant and wide spectrum of experience to real life situations to quote examples"
...Assistant Manager, Civil Service College

"I have certainly benefited from this program. I plan to apply 3 concepts that I've learnt..."
...Admin Manger, Ngee Ann Polytechnics

"Good location. Trainer is very informative and has many interesting experience to share."
...Director, Singapore Examination and Assessment Board

"Great work! You guys have so much knowledge & yet have continued to learn and encourage learning. Certainly inspired me to approach my work in fresh angles. Thx! .."
...CAA Officer, Ministry Of Education

"The course came across as sincere, practical to real-time situations, reflective and provocative with relevant item / concepts"
...Manager, Ministry Of Education

"Very lively & informative session. Broaden my understanding & knowledge on mediation. Thank you very much Lei Theng for the interesting presentation. Keep up the good work."
...Asst Director, Ministry of Education

I have learn a lot especially the components of elements in negotiation"
...Trainer, Ministry of Education

"it's a good programme. I would like my managers to attend this. Please keep me posted."
...Director, Republic Polytechnic

"It was a wonderful seminar – directly relevant to my work in curriculum development. The trainer was able to retain audience interest."
...Academic Staff, Republic Polytechnic

"Well done and it meets my expectation before coming to this program."
...IT Professional, Republic Polytechnic

"Very interesting and lots of tips for people wanting to be a good presenter"
...Head of Admin, Institute of Technical Education

"A knowledgeable & effective speaker. His speeches are clear & precise, humorous & getting audience attention."
...Project Manager, Institute for Technical Education

"It was enlightening & trainer was engaging"
...Lecturer, Nanyang Polytechnic

"Trainer is simply brilliant! His delivery is engaging & interesting. I've learnt so much in a single day on the important thing on effective & impactful presentation"
...Manager, Nanyang Polytechnic

"Organizers are very thoughtful and attentive. Speaker was very engaging. Lunch & tea were excellent"
...Deputy Director, Nanyang Polytechnic

"The venue of round table setting encourages discussion. The art activity encourages creativity. Learning from each other's experiences."
...Development Officer, Nanyang Polytechnic

"Very useful & practical course which I can apply right away."
...Deputy Director, Singapore Polytechnic

"Very accommodating, friendly presenters and clear presentation"
...Lecturer, Singapore Polytechnic

"I fully benefitted from this training and resources in conflict management / mediation. Very lively and fiery speaker! Very Good for those who need to WAKE-UP! 3 days should be encouraged"
...Lecturer, Singapore Polytechnic

"Very practical with many examples to illustrate techniques. Trainer is engaging & experienced. I enjoyed the class"
...Centre Director, Singapore Polytechnic

"It's been great. The case studies helped apply the theory thought."
...Lecturer, Singapore Polytechnic

"Trainer is experienced and explains concepts clearly"
...Lecturer, Singapore Polytechnic

"Great Job, Great Fun"
...Lecturer, Singapore Polytechnic

"Impactful! Theory well balanced with practical illustrations"
...Manager, Singapore Polytechnic

FINANCE

"It's good stuff and I would recommend it to others"
...*President, IFS Solutions Asia Pacific*

"Highlighted some interesting areas which I certainly find useful in facilitating execution"
...*Executive Director, Institute of Chartered Public Accountants of Singapore*

"Reaffirm the strategy & implementation mechanism which our organization is going through currently"
...*Senior Vice President, RHB Bank*

"...I like Ken Blanchard best"
...*Credit Manager, Maybank*

"Great speakers who brings with them a vast in-depth of knowledge to share with the audience."
...*Project Manager, American Insurance Group*

"(made me) more aware of the intangibles on the working relationship. The lecturers are very in-touch with the current issues in working environment."
...*VP, Citibank N.A.*

"Most engaging training I've ever attended. I feel so energised learning things on leadership & people relationships which I can apply directly at my work. Highly recommended for my colleagues to attend personally."
...*Snr Systems Manager, Citibank N.A.*

"Very informational and elaborate with examples for easier understanding..."
...*Regional Project Manager, Citibank N.A.*

"A truly master presenter. He is able to capture attention of the audience & bring the points across effectively. Enjoyed the session very much"
...*Branch Services Director, Citibank Singapore Ltd*

"An interesting, practical & useful program. Gained good insights into what makes a good presentation"
...*Director, Singapore Totalisator Board*

"I have learnt what to take note when preparing visual presentation material. It is very important to me."
...*E.O. Central Provident Fund Board*

"Advice given is very practical & valuable. Assessing just who we are working for is so important & yet so often forgotten. It changes execution methods & plans"
...*Vice President, Singapore Exchange*

"I have develop some real action items over the 2 days"
...*Vice President, Singapore Exchange*

"Many good things have been put forth these 2 days. Like to say a Big Thank You for putting all this together. God Bless."
...*Asst Vice President, Singapore Exchange*

"Thanks for an interesting 2-day session. Please keep up your good work so that others can benefits from it"
...*Vice President, Singapore Exchange*

"I may not refer to the materials after the session and remember every concepts but I believe whatever that is taught is very useful in all aspects of my life"
...*Solutions Development, SGX*

"I have definitely benefited on how to handle conflict efficiently and becoming a better mediator"
...*Investigation Officer, Central Provident Fund Board*

INFORMATION TECHNOLOGY & RESEARCH

"Interesting instructor and good advice."
...*Head of Laboratory, DSO National Labs*

"Concepts & content are insightful and thought provoking. Thank you! Need time to assimilate principles, organize ideas and work on action plan"
...*Senior Manager, Centre for Strategic Infocomm Technologies*

"This course is quite concise and covered a range of skills. Overall it is quite good"
...*Project Officer, Singapore Science Centre*

"Trainer used some local examples which is good as we can relate"
...*Senior Programme Officer, Singapore Science Centre*

"Good workshop which provided a overview on how to approach / develop a Master presentation."
...*Analyst, Clinical Trials & Epidemiology Research Unit*

"The presentation is very clear and bring the important idea across well."
...*Biostatistician, Clinical Trials & Epidemiology Research Unit*

"Very good people skills demonstrated by the speakers & organizers"
...*Senior Consultant, Inforcomm Development Authority of Singapore*

"Delivery is lively and is able to capture your attention. The points given are insightful and are very likely to going to help me in my future presentations."
...*Project Manager, Infocomm Development Authority of Singapore*

"This workshop is very helpful to me to understand how we negotiate with our business partners"
...*Project Manager, Defence Science & Technology Agency*

"Thank you for your encouragement & tips on great leadership...An enriching course"
...*Manager, Defence Science & Technology Agency*

"The process helps me to better manage the data & effective in delivery / reaching the desired agreement"
...*Programmer Manager, Defence Science and Technology Agency*

"Great use of examples to convey concepts"
...*Programme Manager, Defence Science and Technology Agency*

"I have learned how to plan and strategize better on how to use presentations to achieve goals and influence mindsets."
...*Project Engineer, Defence Science & Technology Agency*

"Good step by step guide of how to deliver a masterful presentation."
...*Project Manager, Defence Science & Technology Agency*

UNIFORM GROUP

"Speaker has a good sense of humour & delivery is clear."

...Immigration & Checkpoints Authority

"Techniques taught in the workshop will in fact extend beyond presentations to how we communicate with others."

...Deputy Head IP, Singapore Customs

"I like the diversity of participants. They are from difference organizations and are able to share their experience."

...Head CSI, Singapore Customs

"Thank you very much for a very well delivered and organized training. The duration is just right too – not too long, not too short."

...Deputy Superintendent, Central Narcotics Bureau

"I have benefited from this course a lot especially in the line of job. Besides that, I felt that it can improve my social life."

...Officer, Central Narcotics Bureau

"The presentation is interesting & captivating. The examples used are very useful & aid my understanding of the subject / topic better. Congrats!"

...Department Head, Central Narcotics Bureau

"Very enriching & beneficial. Thanks! I like the activities"

...Commanding Officer, Ministry of Defence

"Really benefitted from it"

...Commanding Officer, Ministry of Defence

"The trainers have very relevant experience"

...Commanding Officer, Ministry of Defence

"Well organized, I've enjoyed the workshop. Thanks"

...Head, NSAD, Ministry of Defence

"Very animated in his examples & that made the workshop fun & enjoyable"

...Webmaster, Ministry of Defence

"A well organized course with relevant materials provided. A very good lunch as well!"

...Staff Officer, Ministry of Defence

"This workshop provides a very good guide for those in the business of perfecting their presentations. The organized step-by-step guide should be by every presenter's side in each preparation for presentation."

...Director of Public Affairs, Ministry of Defence

"Superb presentation and benefited quite a bit. Keep it up!"

...Officer-in-Command, Discipline & Security, Singapore Prison

"Simple & Clear contents that enable us to appreciate & make use of techniques of NLP at work & dealing with people. Thanks"

...Staff Officer, Prison Department, Singapore Prison Services

"Very structured delivery. Lots of examples given to make the class interesting and lively and very experience and well prepared speaker."

...Staff Development Officer, Singapore Prison Service

"Challenge assumptions & norms, SCAMPER! These are wonderful take-aways for me"

...Officer-in-Command, Singapore Prison Service

"Start with the young ones to ensure that our next-generation will be more creative"

...ASP, Singapore Prison Service

"Do you have butterflies in your stomach when giving out presentations? Fear not, The Master Presenter Course will guide you through the 7 stages to develop your presentation skills to newest heights!"

... Head Planning, Police Coast Guard, Singapore Police Force

"A good presenter with good examples & experience."

...Planning Officer, Traffic Police, Singapore Police Force

"Job well done! Great Speaker! Hope to have more classes to attend courses conducted by Joseph"

...Asst Road Safety Officer, Traffic Police, Singapore Police Force

"It's excellent to have this opportunity to attend, it reinforced our commitment to stay in tune to reality"

... Operations Officer, Singapore Police Force

"The course gives me much inspiration to make changes to my life"

...Operations Officer, Singapore Police Force

"Great job! I hope to apply whatever I have learnt here to both my work and personal life!"

...Planning Officer, Singapore Police Force

"The speaker brings good points in today's society in terms of relationships with people."

...MSO, Singapore Police Force

"A concise course that fulfil the objectives spot on and exemplify / demonstrate the benefits of effective communication."

... Team Leader, Singapore Police Force

"The speaker is clear & concise in this delivery. He is able to relate the issues to daily situations"

...Chief Investigation Officer, Singapore Police Force

"I have value-added my present relationship skill....This has exceed my target/objective at the beginning of the course. Thank you"

...Senior Leadership Trainer, Police Training Command, Singapore Police Force

"Good mix of instruction & time for personal reflection and sharing"

...Assistant Director, Singapore Police Force

"Excellent course. Many common pitfalls of presentation pointed out. Though many are common-sense, this course presents a very comprehensive list for participants to look out for."

...Research & Planning Office, Singapore Police Force

"It is a concise course that focuses on the process of a successful presentation. It is beneficial for participants who wish to sharpen their presentation skills."

... Operation Officer, Singapore Police Force

"A well-planned course and great delivery too."

...Commanding Officer, Singapore Police Force

"This workshop has enlightened me, give in-depth understanding on how to prepare well & most importantly deliver well through verbal communication. Keep it up, you make me a better presenter."

... Singapore Police Force

HEALTHCARE

"I thoroughly enjoy the course tremendously, especially with the people from many companies whom I can learn from"

...Manager, National Neuroscience Institute

"Excellent speaker. Content is very practical & useful for personal & professional life"

...Manager, Decision support, Changi General Hospital

"Good Course. Would like to recommend this course & facilitators to my organization. Very Good Facilitators!"

...Assistant Manager, National Cancer Centre

"Well done! Thanks for the wonderful course"

...Assistant Manager, Singapore General Hospital

"Good review of good presentation practices"

...Director, Singapore General Hospital

"You have done well in organizing the event... Don't let small hiccups get you down"

...Assistant Manager, National University Hospital

"A systematic approach in organizing & delivery of an effective presentation"

...Audit Manager, National University Hospital

"Well done! Very engaging"

...Manager, Operations Readiness Control Division, Ministry of Health

"I think I learnt a lot on the whole as I had very little experience in presentation and I will be expected to do more in the future."

...Clinical Quality Officer, Ministry of Health

"A quality course indeed!"

... CARE Management, Ministry of Health

"I can see some light at the end of the tunnel. Definitely adequate examples to illustrate the points."

...Primary Care Executive, Ministry of Health

"Very contemporary & relevant. Trainer clear & sustain participant's interest"

...Manager, National Healthcare Group

"Re-affirmation of some facts about presentation preparation. Thank you!"

...Assistant Manager, National Healthcare Group

"Absolutely Excellent Content!"

...General Manager, National Healthcare Group

SOCIAL WELFARE

"Well organized program, beneficial to participants. We done, keep it up!"

...CEO, Thye Hua Kwan Moral Society

"I'm glad I came. All you speakers & organizers have made it worthwhile..."

...Executive Director, Canossville Children's Home

"Great Job. Value for Money"

...Chief Operating Officer, Renewal Self-Development Centre

"It's been great! Thanks!"

...Senior PR Exec, Lions Home for the Elders

"Well Done!"

...Deputy Head, People's Association

"Great course & great people"

...Manager, People's Association

"This is an excellent course as it follows on other less well-known aspect of the human personality"

...Assistant Head, Corp Comms, Majlis Ugama Islam Singapura (MUIS)

"Very nice people & well organized"

...Chairman, Majlis Ugama Islam Singapura (MUIS)

"Steve, you modelled for us what you teach.. about creating an affirming culture by encouraging us.. That's great!"

...Ministry Director, Campus Crusade Asia Ltd

"You have many good resources that enable me to be an effective agent of change"

...HR Director, Campus Crusade Asia Ltd

"Well organized and friendly staff team. Well done. I have benefited much.."

...International HR Director, Campus Crusade Asia Ltd

"Good venue as it's not only centrally located but also provides / serves 'Halal' food"

...Executive Officer, Ministry of Community Development, Youth and Sports

"It is a useful topic and it is rare to have courses that deal with such difficult topics"

...Director, Ministry of Community Development, Youth and Sports

"It is an interesting topic"

...Manager, Ministry of Community Development, Youth and Sports