

Dun and Bradstreet Singapore
Training Programme 2017



FINANCE		DURATION
F1	Extending Credit – To Or Not To	1 Day / 2 Days
F2	Managing Trade Receivables – Credit Monitoring & Control	1 Day / 2 Days
F3	Credit Report Writing	1 Day
F4	Effective Telephone Collection Techniques	1 Day
F5	Practical Debt Collection	1 Day / 2 Days
F6	Understanding the UCP 600 & ISBP 2013	1 Day / 2 Days
F7	Incoterms 2010	1 Day
F8	Letters of Credit – International Trade Finance	1 Day / 2 Days
F9	Advanced Letters of Credit – Case Studies To Avoid Pitfalls	1 Day / 2 Days
F10	Import & Export Practice & Documents	1 Day / 2 Days
F11	Credit Risk Analysis on Letters of Credit	1 Day / 2 Days
F12	Managing Structured Trade Finance Risks	1 Day / 2 Days
F13	Business Finance	1 Day / 2 Days
F14	Effective Cash Flow Management, Budgeting & Analysis	1 Day
F15	Financial Management For Non-Finance Personnel	1 Day
F16	Understanding Financial Statements	1 Day
F17	Effective Credit Management & Analysis	1 Day
F18	Effective Costing & Budgeting Management	1 Day
F19	New Age Tool Of Debt Collection	1 Day
F20	Effective Credit Control & Recovery	1 Day
F21	Understanding GST Concepts	1 Day
F22	Letters Of Credit In Exporting	1 Day
F23	Understanding Exporting Process	1 Day
F24	Marine & Credit Insurance In International Trade	1 Day
F25	Understanding Standby Letters of Credit	1 Day
F26	Bills Of Lading and Airway Bills	1 Day
F27	Practical Guide To Transferable Credit, Back-To-Back Credit & Bridge Credit (New)	1 Day
F28	Understanding International Sales Contracts	1 Day
F29	Cash Flow Success	1 Day
F30	Financial Intelligence	1 Day
F31	Using Financial Tools to Uncover The Financial Strength of the Company	1 Day / 2 Days
F32	Malaysia GST Workshop	1 Day
F33	Managing Credit In Turbulent Period	1 Day
F34	Risk Management Import / Export Documents	1 Day
F35	Charter Party Bill of Lading in Letters of Credit Transactions	1 Day
F36	Essentials of Debt Recovery (NEW)	1 Day
F37	Practical Understanding of Project Evaluation	1 Day
F38	Incoterms - Common Mistakes and Questions Explained	1 Day
F39	Global Trade Highlights	1 Day
HUMAN RESOURCES		DURATION
HR01	Employment Claims Tribunal 2017 & Changes in the Employment Act	1/2 Day / 1 Day
HR02	Retirement and Retrenchment Act	1/2 Day / 1 Day
HR03	Workmen Compensation Injury Act	1/2 Day / 1 Day
HR04	Handling Difficult Employee	1 Day / 2 Days
HR05	Organisation Development	1 Day / 2 Days
HR06	Successful Strategic Planning	1 Day / 2 Days
HR07	Organisation Development (Talent Retention & Employee Management)	1 Day / 2 Days
HR08	Managing Difficult People	1 Day / 2 Days
HR09	Attitude	1 Day / 2 Days
HR10	Personal Counselling	1 Day / 2 Days
HR11	Winning Human Relations	1 Day / 2 Days
HR12	Counselling (Employees) Skills at Work	1 Day / 2 Days
HR13	HR Fundamentals and Principles	1 Day / 2 Days
HR14	Performance Management	1 Day / 2 Days
HR15	Salary Structuring and Administration	1 Day / 2 Days
HR16	Recruiting and Keeping the Right People	1 Day / 2 Days
LANGUAGE PROFICIENCY		DURATION
LP01	The Essentials of Email Writing and Etiquette	1 Day
LP02	Writing It Right (This is a course on Business Writing)	1 Day / 2 Days
LP03	Business English for Workplace Communication	1 Day / 2 Days
LP04	Effective Report Writing	1 Day / 2 Days
LP06	The Fundamentals of Effective Minute Writing	1 Day
LP07	Writing to Collect Debt	1 Day
LP09	English or Singlish	1 Day

LP10	Writing Better Replies to Difficult Customer Correspondence	1 Day / 2 Days
LP11	Communicating with Customers via Social Media	1 Day
LP12	Writing Winning Sales Proposals	1 Day / 2 Days
LP13	Refining Your Business Writing Style	1 Day
LP14	The 4Cs of Business Writing	1 Day
LP15	Effective Replies to Complaint	1 Day
LP16	Productive Records for Effective Meetings	1 Day
LP17	Effective Responses to Customers' Complaints	1 Day
LP18	Effective Email Communication	1 Day
LP19	Communicate Convincingly in your Report	1 Day
LP20	Asking Questions that Gets Results	1 Day
LP21	Better Business Writing	1 Day
LP22	Clear Writing	1 Day
LP23	Fat-Free Writing	1 Day
LP24	Powerful Proofreading Skills	1 Day
LP25	Technical Writing in The Corporate World	1 Day
LP26	The Building Blocks of Business Writing	1 Day
LP27	Writing Business Proposals & Reports	1 Day
LP28	Writing Fitness	1 Day
LP29	Writing That Sells	1 Day
LP30	Business Writing Toolkit	1 Day
LP31	Writing Effective Email	1 Day
PERSONAL DEVELOPMENT		DURATION
PD01	Achieving Personal Effectiveness for Greater Success	1 Day / 2 Days
PD02	Time Management that Works	1 Day
PD03	Becoming a Better Decision Maker	1 Day
PD05	Networking and Business Etiquette	1 Day
PD06	Managing Stress Well	1 Day
PD07	SMART Memory	1 Day
PD08	Resilience to Excellence: Psychological Skills to Thrive at the Workplace - (In House Programme only)	1 Day / 2 Days
PD10	Creative Thinking: Out-of-the Box and in the Workplace!	1 Day
PD11	How to Think on Your Feet (NEW)	1 Day
PD12	Professional Etiquette & Image Management - (In House Programme only)	1 Day / 2 Days
PD13	Personal Time Management	1 Day
PD14	The Telephone & Time Management	1 Day
PD15	Managing Stress for Mental Fitness	1 Day
PD16	Stress that Motivates	1 Day
PD17	Stress Management at Work	1 Day
PD18	Effective Networking	1 Day
PD19	Networking for Success	1 Day
PUBLIC RELATIONS		DURATION
PR01	Practical Skills for Speaking with the Media	1 Day / 2 Days
PR02	Managing the Media During Crisis	1 Day / 2 Days
PR03	Effective Public Relations Writing	1 Day
PR04	PR for Non-PR Executives	1 Day
PR05	Working Effectively with the Media	1 Day / 2 Days
PEOPLE COMMUNICATION		DURATION
PC01	Becoming a Better Communicator	1 Day
PC02	Becoming an Assertive Communicator	1 Day
PC03	Different Strokes for Different People – Communicating Better via the D.I.S.C.)	1 Day
PC04	Effective Presentation Skills (Basic Competency Level)	1 Day
PC05	Becoming a Polished Presenter (Advanced Competency Level)	1 Day
PC06	MBTI: How to Work More Effectively	1 Day / 2 Days
PC07	Effective Communication and Relationship Management	1 Day
PC08	Negotiating for Success	1 Day
PC09	The Psychology of Persuasion and Influencing Others (InHouse Programme only)	1 Day
PC10	Emotional Intelligence (EQ) at the Workplace	1 Day
PC11	Advanced EQ Skills (InHouse Programme only)	1 Day / 2 Days
PC12	Persuasive Communication – Developing Your Personal Communication Style	1 Day
PC14	People Reading Skills	1 Day
PC15	The Art of Conflict Management	1 Day
PC16	Dealing with Challenging People Interactions	1 Day
PC17	Communicating Better as a Team	1 Day
PC18	Cross Cultural Communication	1 Day
PC19	Body Talk – Understanding and Reading Body Language	1 Day
PC20	The Art of Effective Listening	1 Day
PC21	Effective Presentation Skills	1 Day
PC22	Making Winning Presentation	1 Day

PC23	The Art of Communicating	1 Day
PC24	Thinking On Your Feet	1 Day
PC25	Developing Positive Assertiveness	1 Day
PC26	Assertiveness Skills Pack	1 Day
PC27	Communicating with Employees	1 Day
PC28	Effective Meeting Skills	1 Day
PC29	Emotional Intelligence Works	1 Day
PC30	Communication Skills (Intermediate)	1 Day
PC31	Managing Conflicts for Positive Outcomes	1 Day / 2 Days
PC32	Presentation Skills	1 Day / 2 Days
PC33	Advanced Presentation Skills	1 Day / 2 Days
PC34	Negotiation Skills	1 Day / 2 Days
PC35	Advanced Negotiation Skills	1 Day / 2 Days
SERVICE EXCELLENCE		DURATION
SE01	Be Heard Professionally – Voice Training for Frontline Staff	1 Day / 2 Days
SE02	Developing H.E.A.R.T. Skills for Service Excellence	1 Day
SE03	How May I Help You – Essential Equipping for Service+B94:R107 Staff	1 Day
SE04	Effective Telephone Handling Skills	1 Day
SE05	Managing Difficult Customer Situations	1 Day
SE06	Handling Customer Interactions and Service Recovery Skills that Work	1 Day
SE07	Writing Service Oriented Replies to Customer Complaints	1 day
SE08	Service From The Heart	1 Day
SE09	Handling Difficult Customers and Complaints	1 Day
SE10	Service Excellence	1 Day
SE11	A Positive Guide to Superior Service	1 Day
SE12	Beyond Customer Service	1 Day
SE13	Calming Upset Customers	1 Day
SE14	Customer Satisfaction	1 Day
SE15	Managing Quality Customer Service	1 Day
SE16	Measuring Customer Satisfaction	1 Day
SE17	Most Customer Services Start With The Telephone	1 Day
SE18	Basic Service Marketing	1 Day
SE19	Complain Handling for Positive Outcome	1 Day
SE20	Values Formating for Customer Service Excellence	1 Day
SE21	Telephone courtesy & Customer Service Quality Calls	1 Day
SE22	Call Centre Success (Basic)	1 Day
SE23	Call Centres - Maximizing Performance (Intermediate)	1 Day
ORGANISATIONAL EXCELLENCE		DURATION
OE01	Effective Performance Management	1 Day / 2 Days
OE02	Growing a Culture of Excellence	1 Day / 2 Days
OE03	Managing Cross Generational Teams (InHouse Programme only)	1 Day / 2 Days
OE04	Scenario Planning and Strategic Thinking Techniques	1 Day
OE05	Top Talent Retention – Moving from Managing to Coaching	1 Day / 2 Days
OE06	Change Management – Psychological Readiness (InHouse Programme only)	1 Day
OE07	Creative Decision Making	1 Day
OE08	Creativity in Business	1 Day
OE09	Creativity for Competitive Advantage	1 Day
OE10	Creative Problem Solving	1 Day
OE11	Creative Problem Solving and Root Cause Analysis	1 Day
OE12	Apply Systems Thinking in Problem Solving & Decision-Making (NEW)	1 Day
OE13	Excellent Team Memebers	1 Day
OE14	Sun Tzu People Management	1 Day
LEADERSHIP		DURATION
LD01	EQ in Successful Leadership (InHouse Programme only)	1 Day / 2 Days
LD02	21st Century Leadership – Mentoring and Managing the New Generation (InHouse Programme only)	1 Day
LD03	Managing Challenging and Difficult Employees	1 Day / 2 Days
LD04	Psychological Leadership – Readers of Minds Leaders of Men (InHouse Programme only)	1 Day
LD05	Counselling Skills for People Managers (InHouse Programme only)	1 Day
LD06	Mentoring Skills for People Managers (InHouse Programme only)	1 Day
LD07	Leading Meetings that Work	1 Day
LD08	Psychological Leadership	1 Day
LD09	The New Supervisor (Basic)	1 Day / 2 Days
LD10	Fundamental Management Supervisory Skills (Intermediate)	1 Day / 2 Days
LD11	Excellence in Supervision (Advance)	1 Day / 2 Days
LD12	First Time Leadership	1 Day / 2 Days
LD13	Leading for Results	1 Day / 2 Days
LD14	Effective Managerial Skills	1 Day / 2 Days
LD15	Developing People - The Manager's Role	1 Day / 2 Days

LD16	The Essentials of Management	1 Day / 2 Days
LD17	The Manager as Trainer, Coach & Guide	1 Day / 2 Days
LD18	Developing Future Leaders	1 Day / 2 Days
LD19	Management Dos and Don'ts	1 Day / 2 Days
LD20	Whats Your Leadership Style?	1 Day / 2 Days
LD21	Quicker Ways to Build a High-Performing Team	1 Day / 2 Days
SALES & MARKETING		DURATION
AS01	Hot Button Selling	1 Day
AS02	New Paradigm Selling	1 Day
AS03	Successful Sales Strategies	1 Day
AS04	How To Close Every Sales	1 Day
AS05	Sun Tzu Art of War for Sales	1 Day
AS06	Psychological Selling	1 Day
AS07	Selling Sands To The Arabs	1 Day
AS08	Selling Through Customer Service	1 Day
AS09	Effective Sales Management	1 Day
AS10	Effective Meeting Skills	1 Day
AS11	Networking Skills	1 Day
AS12	Direct Marketing Techniques	1 Day
AS13	Sales Training Basic	1 Day
AS14	Writing Business Proposals and Reports	1 Day
AS15	Prospecting: The Key to Sales Success	1 Day
AS16	Building and Closing the Sale	1 Day
AS17	Consultative Sales Power	1 Day
AS18	Winning the Inner Game of Selling	1 Day
AS19	The Secrets of Success in Selling	1 Day
AS20	Developing Marketing Campaigns and Promotions	1 Day
AS21	Successful Telesales	1 Day
AS22	25 Top Sales Techniques	1 Day
IT		DURATION
IT01	Core Excel 2010 / 2013 / 2016	1 Day / 2 Days
IT02	Advanced Excel 2010 / 2013 /2016	1 Day / 2 Days
IT03	Core Words 2010 / 2013 / 2016	1 Day / 2 Days
IT04	Advanced Words 2010 / 2013 /2016	1 Day / 2 Days
IT05	Core Powerpoint 2010 / 2013 /2016	1 Day / 2 Days
IT06	Advanced Powerpoint 2010 / 2013 / 2016	1 Day / 2 Days
IT07	Visual Basic Application (VBA) Excel 2010 / 2013	1 Day / 2 Days
IT08	Financial Modeling using Micorsoft Excel 2010 / 2013	1 Day / 2 Days
IT09	Microsoft Excel Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
IT10	Microsoft Words Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
IT11	Microsoft Powerpoint Level 1 / 2 / 3 Version: 2010 / 2013 / 2016	1 Day / 2 Days
PROJECT MANAGEMENT SERIES		DURATION
PM01	Project Management (Fundamental)	1 Day / 2 Days
PM02	Project Management Quality Tools	1 Day / 2 Days
PM03	Project Management Intermediate	1 Day / 2 Days
PM04	Project Management Advance 1	1 Day / 2 Days
PM05	Project Management Advance 2	1 Day / 2 Days
BUSINESS CONTINUITY & DISASTER RECOVERY		DURATION
BC01	Business Continuity Management	1 Day / 2 Days
BC02	Disaster Recovery & Business Continuity Planning	1 Day / 2 Days
BC03	Driving the BC Message Throught your Organisation	1 Day / 2 Days
BC04	How To Deliver Effective Drills and Exercises	1 Day / 2 Days
BC05	Plan Maintenance and Administration	1 Day / 2 Days
BC06	Planning and Conducting a Mock Disaster	1 Day / 2 Days
BC07	Project Initiation and Management	1 Day / 2 Days
BC08	Risk Assessment and Mitigation Business	1 Day / 2 Days
BC09	Testing and Exercising Business Continuity	1 Day / 2 Days
RETAIL MANAGEMENT		DURATION
RM01	Retail Management	1 Day / 2 Days
RM02	Pricing Strategies	1 Day / 2 Days
RM03	Manage Service Supply Chain	1 Day / 2 Days
RM04	Successful Negotiation	1 Day / 2 Days
RM05	Strategic Vendor Management	1 Day / 2 Days
RM06	Operational Vendor Management	1 Day / 2 Days
RM07	Visual Merchandising	1 Day / 2 Days
RM08	Basics of Inventory Management	1 Day / 2 Days
RM09	Power of Negotiation Skills	1 Day / 2 Days
PRODUCTIVITY PLANNING		DURATION

PP01	Productivity Planning	1 Day / 2 Days
PP02	Increasing Productivity at Work Using Productivity Toolkit	1 Day / 2 Days
PP03	Assessing Your Productivity Performance (IMPACT Primer)	1 Day / 2 Days
PP04	Practice Good Housekeeping : 5S	1 Day / 2 Days
PP05	Cut Out Waste : 7W	1 Day / 2 Days
PP06	Improving Operational Functions Through Manpower Scheduling	1 Day / 2 Days
PP07	Process Redesign : Retailing	1 Day / 2 Days
PP08	Determine The Right Product Mix : SKU Analysis	1 Day / 2 Days
PP09	Managing Inventory : Stock Control	1 Day / 2 Days
PP10	Process Redesign : Food Services	1 Day / 2 Days
PP11	Menu Analysis	1 Day / 2 Days
TEAM BUILDING		DURATION
T01	Building Your Team	<i>Price depends on the number of participant / Full or Half Day Activity / Venue / Food and chosen teambuilding activity</i>
T02	Cooking Up a Storm	
T03	Flying in Formation	
T04	Growing a Culture of Excellence	
T05	S.W.A.T.	
T06	Sailing Regatta	
T07	Shop Till You Drop!	
T08	The Amazing Race	
T09	GPS Minesweeper	
T10	Heritage Trails	
T11	Wild Safari Race	
T12	Cracking the Code	
T13	Do.It.Yourself (DIY)	
T14	SynerTeam™	
T15	Star Wars	Indoor / Outdoor
T16	CSI	Indoor / Outdoor
T17	The Domino Effect	Indoor
T18	Airships: Highflyers Race	Indoor
T19	F1: Formula to Win	Indoor
T20	Team Drumming	Indoor
T21	Team Symphony	Indoor
T22	The Market Game	Indoor
T23	Engulfed in Darkness	Indoor
T24	From Plan to Plane	Indoor
T25	Terrarium of Happiness	Indoor
T26	"Uniquely You" Art Jam	Indoor
T27	Minute to Win It	Indoor
T28	Bon Appetit!	Indoor
T29	Hell's Kitchen	Indoor
T30	We are Different	Indoor
T31	Corporate Social Responsibility	Indoor
T32	Smiling Feet	Indoor
T33	We are Omnivores	Outdoor
T34	SG Heritage Trail	Outdoor
T35	SG Hidden treasures Trail	Outdoor
T36	Escape Game: Mission Impossible	Outdoor
T37	Escape Game: 2016	Outdoor
T38	Running Man Race	Outdoor
T39	Around The World in 80 minutes	Outdoor
T40	Taking Flight	Outdoor