

Training Catalogue

2019-2020



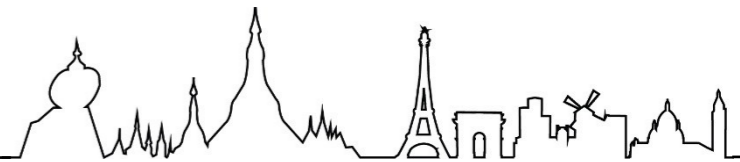


TABLE OF CONTENT

5

ANNUAL CALENDAR OF TRAININGS

8

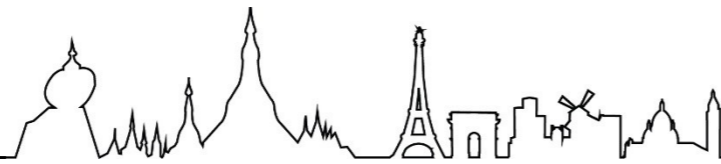
INTRODUCTION

OUR COMMITMENTS	9
OUR INTERNATIONAL TRAINERS	11
OUR MYANMAR TRAINERS	14

16

TAILORED CORPORATE TRAININGS

OUR TAILORED CORPORATE TRAININGS	
EXAMPLES OF CORPORATE TRAININGS	17
• Communication Skills	18
• Business Writing	18
• Electrical safety awareness	19
• Forklift safety awareness	19
• Heat stress management	20
• Introduction to food safety	20
• Sales Skills	21
• Finance for non-Financial Managers	21
• Management Skills	22
• Leadership Skills	22
• Procurement training	23
• Project Management	23



26

REGULAR TRAININGS

OUR REGULAR TRAININGS

CALENDAR OF REGULAR TRAININGS **27**

- Human Resources **30**
- Sales techniques **31**
- Finance & Accounting **32**
- Project management **33**
- Admin secretary **34**
- Effective manager **35**
- Interoffice communication **36**
- Digital Marketing **37**

40

WORKSHOPS

OUR WORKSHOPS

CALENDAR OF WORKSHOPS **42**

- Intercultural communication in Myanmar **44**
- Legal & Compliance **45**
- Supervisory skills **46**
- Customer Services Oriented Employees **47**
- Effective problem solver **48**
- Sales professionals fundamentals **49**

THEY CHOSE US

3



MUSCLE-UP
YOUR COMPANY'S STRENGTH

winner of



2017 SMALL
CHAMBER
OF COMMERCE
AWARD

2017 BEST PERFORMING
SMALL CHAMBER

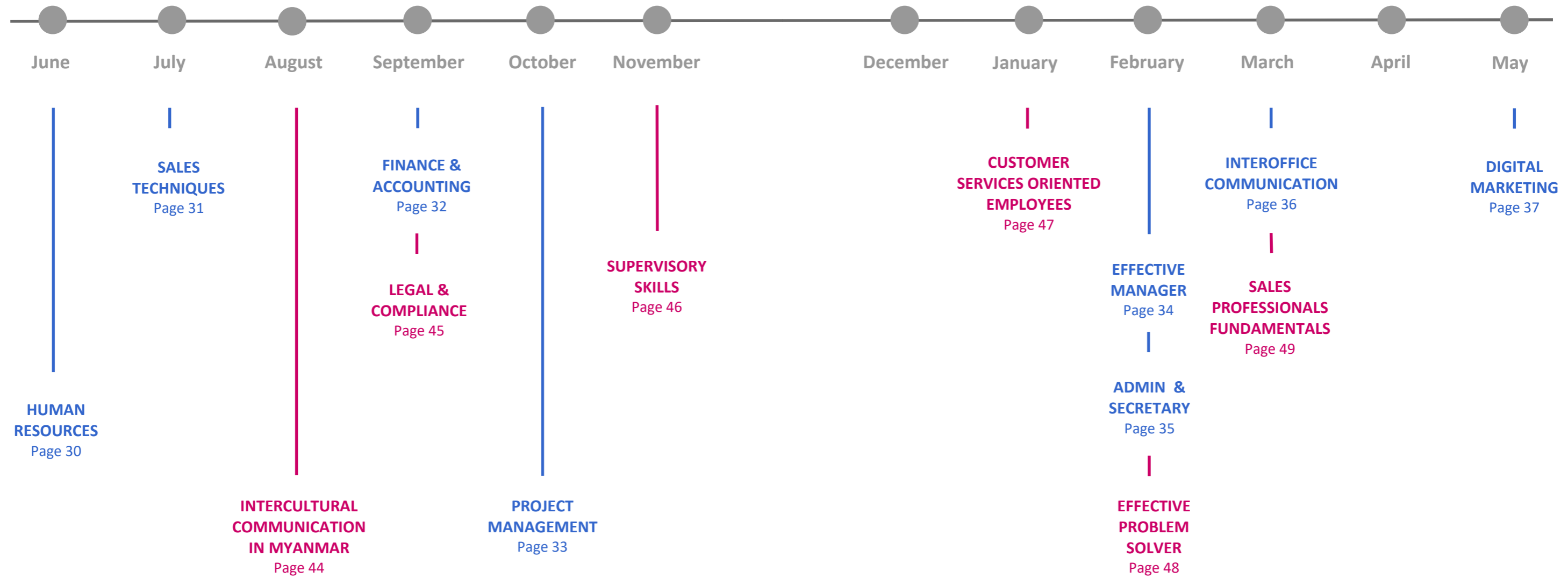




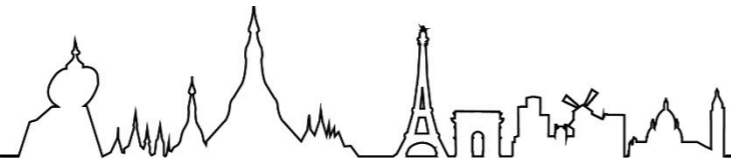
ANNUAL CALENDAR OF TRAININGS*

2019

2020



* Dates of trainings are subject to change. Please contact us for confirmation and for any further information.



"The corporate training we recently completed from CCI France Myanmar was an excellent way for our Sales team to learn all the techniques that every salesperson should have.

The training sessions were not only based on theoretical facts, but led every member of the team to participate actively to the workshop and gain practical skills. All these techniques can be applied very well in our daily job. The teacher Carine did an amazing job thanks to her experience and her way of delivering the techniques to the trainees."

Emeline Rose
Sales Manager
Easia Travel



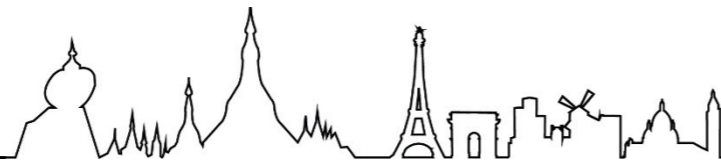
"The Digital Marketing training offers valuable insights on how to connect with a broader audience while harnessing the power of digital marketing tools.

Moreover, the hands-on approach by an experienced trainer helps to drive engagement among students which is reflected in the positive feedback I have received from our marketing staff. Therefore, I strongly recommend this course to anyone who is keen on acquiring new knowledge in the fast-evolving segment of digital marketing."

Amy Nyunt
Managing Director
Netsmart

INTRODUCTION





OUR COMMITMENTS



QUALITY OVER QUANTITY

We only work with professional trainers experienced both in teaching in France, in Myanmar or internationally, and in working in private companies sectors.

They all have the highest level of qualification allowing them to teach, as well as long professional experiences in relation to the subjects they teach.

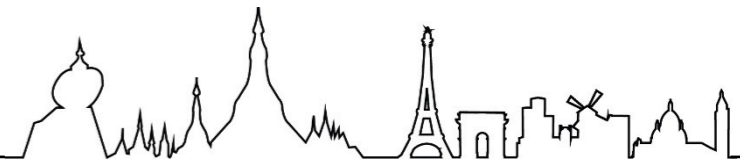
Finally, we choose to accept only a limited number of students, in order to guaranty the quality of our custom-made programs and to maximize interaction with trainers. And only students who have followed the whole training will be awarded with a certificate.

TRAININGS ADAPTED TO THE NEEDS OF PROFESSIONALS

Our trainings aim at giving Myanmar and international companies solutions to the problems they face daily. They target Myanmar or foreign professionals who already have several years of experience, and who wish to develop their skills and competences, or to consolidate their experiences with additional knowledge.

Because our trainers both know theory and practice, our training programs are built to make sure that they provide students with strong theoretical basis, but also with methods and concrete tools which they will use daily in their jobs, whatever their position in the company might be.

Our objective is to make your employees better at their jobs, more efficient and more pro-active, for the well-being of your company and its activities.



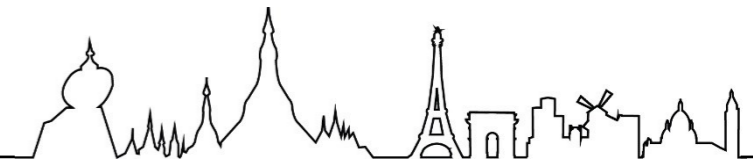
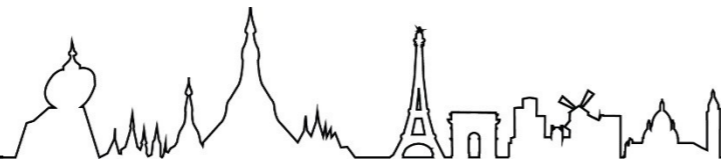
THE BEST VALUE FOR MONEY

We give you access to high quality international training programs at a reduced price. The fees are shared among all the participants whom we bring together; you don't have to send your employees abroad, or to invite trainers from abroad in your company.

If you want to organise an internal corporate training and have a trainer come to provide a custom-made training to your staff inside your company, we offer very competitive rates among the lowest on the Myanmar market. We guarantee the best quality at the best price.

You can save even more if you are a member of CCI France Myanmar.





OUR INTERNATIONAL TRAINERS



CARINE LE PORT

Carine Le Port holds a MBA from Yangon University of Economics (Myanmar), a Master of Commerce from the University of Queensland (Australia), and several international certifications as a trainer in the hospitality and tourist sector.

She has 20 years of professional experience in the hospitality, customer service and training business in France, in Australia and in South-East Asia.

She has worked for 15 years for the Starwood group (Le Méridien Hotels) in France and in Asia (Singapore, Cambodia, Thailand) and as a Hospitality & Tourism Tutor for the School of Tourism of the University of Queensland and Griffith University (Australia). She has been living in Myanmar since 2013, working as a Center Director of the Temasek International College, as CEO of EduLink Australia, and as a senior lecturer for Strategy First and STI Myanmar University. Her expertise covers marketing, customer service, sales techniques, communication and hospitality & tourism.



ANIA MUCHNICKA

Ania Muchnicka worked for 7 years as a public servant and speechwriter for the European Union. She gave over 30 speeches to European as a Speaker of the European Parliament in Brussels. She worked on projects in energy, justice and innovation at the European Commission.

In 2012, she started working in Asia. She has designed MBA courses and trained over 200 people in business administration, management and public speaking.

Among her biggest clients are Asian banks, European SME's and international NGOs. She graduated in Communications and European Affairs in Belgium and France and has a French Modern Languages Master of Arts degree. She is a sworn French-Polish-English legal and business interpreter and translator. She has translated more than 1000 pages and interpreted before Court, notary and for business clients. She has lived in five different countries, worked with more than 30 different cultures and speaks seven languages.

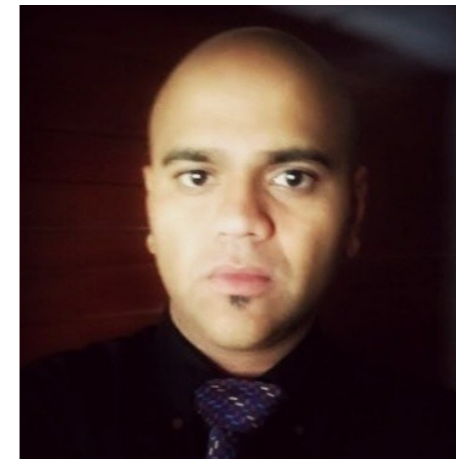


RAPHAËLE VALLAURI

Raphaële Vallauri holds two Masters, in Communication & Brand Management, and in Marketing and Public Relations (France), an Executive MBA in Management, Communication and Marketing (France), and a certification in coaching (USA).

She has more than two decades experience in sales and development of new markets for education organizations and PR/communication companies.

She has a strong international background as she worked on 4 continents: Europe, South and North America, Asia, North Africa and Middle East. In 2010, she created her coaching and consulting company in marketing, communication, and sales negotiation. She has now 6 years of experience as an instructor and collaborated with internationally renowned organizations such as the World Bank or Lafarge Holcim. Her areas of expertise cover marketing, communication, PR, sales development and opening of new markets.



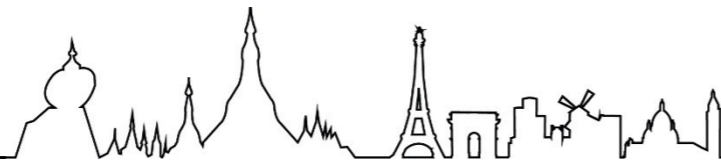
JOSEPH GORDON

Gordon has over 14 years of exposure in Health, Safety, Security & Environment Inspection, Training and Administrative work supporting LNG Construction, Petrochemical, Energy & Consulting sectors in Qatar, Papua New Guinea & Cambodia.

He has a strong passion in helping the development of procedures, implementation & training across all levels of the hierarchy and truly enjoys bridging gaps across

teams. Along with training, he also works with teams improving existing processes from job site audits, on-site inspection to worker welfare and more.

He holds multiple certificates in his trade including being a previous member of the Accredited Chartered Member of the Institute of Environmental Health, UK., NEBOSH IGC 1 & 2, A Level 4 Certificate in Food Safety Management, ISO 9001:2015 Lead Auditor and more.



OUR INTERNATIONAL TRAINERS



HANA BUI

Hana Bui is an intercultural trainer and author about Myanmar. She has trained and coached for expats in management roles in global companies and NGOs in Myanmar. Hana holds a MA in Globalization and Communications from University of Leicester, UK, and a MBA from University of Economics, Ho Chi Minh city.

Hana has been an entrepreneur in HR and communications services for years working with reputable MNCs and NGO clients in Myanmar and Vietnam.

In intercultural training, Hana focuses on fast-tracking the performance of global expats when in touch with the local Myanmar culture, and help them to develop successful adjustment strategies for achieving their goals.

Hana has lived in Yangon for seven years and can converse in Burmese. Her book “When Global Meets Local – How Expatriates Can Succeed in Myanmar” is genuinely welcome by expats and media. Many expats say: “It should be compulsory reading for every expat here”.



NATHALIE BALLERAND

Nathalie Ballerand has an extensive career in sales & marketing for pharmaceutical companies key players, enabling her to become an expert in commercial strategy and operations, while leading many complex projects.

Her project management skills have been developed all along her carrier: She has developed and monitored market research programs in France and Europe, marketing strategies for product portfolios, as well as for products to be launched.

She has successfully managed sales forces, stretching their skills to become more productive, including project management skills. Finally, she developed her project management expertise in key account management strategy & operations, both in France and in Europe.

Nathalie Ballerand holds a PhD in Pharmacy, completed by an MBA from HEC Paris/Columbia New York, and more recently, by a Bachelor's in Burmese language and civilization from Inalco, Paris.



OUR MYANMAR TRAINERS



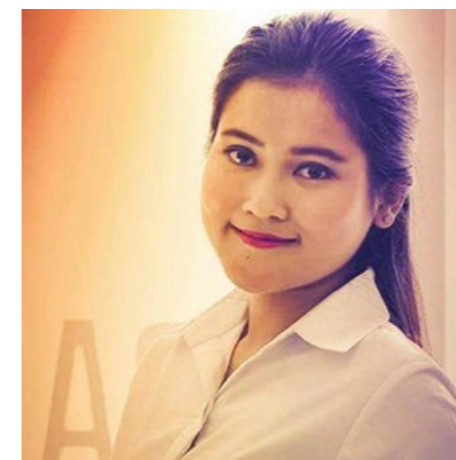
DAW AYE AYE AUNG

Daw Aye Aye Aung is one of the founders of KAMP Accounting & Corporate Services, in 2013.

In 2016, she completed her entrepreneurship in services by extending her business in education with the Institute of International Professionalism, in Yangon (Myanmar).

She has an extensive knowledge in business management, team management, accounting and finance.

She more than 10 years of professional experience and career in both profit and non-profit organizations, since 2007, as a freelance lecturer in several international business schools, as an Operation Manager in private companies, as a functional Consultant in Microsoft ERP products, and as a Research Fellow.

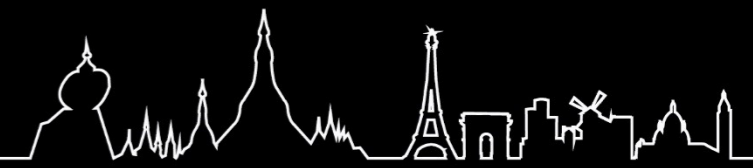
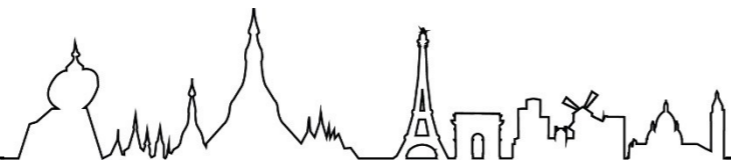


DAW WIN MOH MOH KO

Daw Win Moh Moh Ko is a HR Practitioner with 8 years of working experience in managing and developing talent, and enhancing people performance.

She has been working as freelance lecturer in several private management institutes and also teaches to ABE students. She is currently working as a HR practitioner in one multinational company, after working in F&B, Oil and Gas industry and trading industries.

She graduated with a BA from the University of Foreign Languages Mandalay in 2008, and then obtained a level 5 Diploma in Human Resources Manager (ABE – UK qualifications), at the MHR Management Institute (Yangon, Myanmar), in 2011. She also possess a MBA from Anglia Ruskin University (United Kingdom) a Diploma of Business Law, and a Diploma in Accounting (UK). In parallel to working in private companies, she started working as a Lecturer for ABE student in 2014, as well as a private trainer for several training centres.



"We are really glad to have the CCI cooperate training as Instructor by building voluntary events, capture a great opportunity to enhance learning, successfully significantly strengthen the curriculum and store participants' questions and concerns.

And, Instructors use the knowledge of various learning styles of participants in effective and consistent education planning and delivery. If necessary, the instructor will make appropriate adjustments to the class to successfully improve learning successfully.

Also, all participants are engaged in activities, critical thinking skills and tasks in their exploration of cognitive content. If necessary, the trainer will adapt activities and projects to enhance start-up and understanding. At the debriefing session, we connect activities to content."

Kay Khaing Aung
HR-CSR & EHS Director
Camusat Myanmar



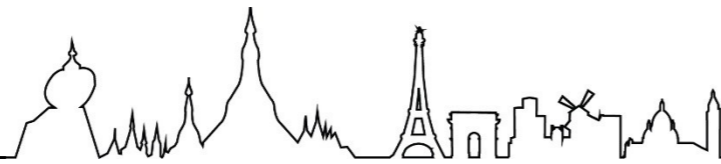
"Strengthening the results of our HR department has been an important aspect of our corporate goals as it is an essential part of our activity. The training of our team by empowering their skills and confidence was the first step to take in order to achieve this target.

The relationship of trust we have with the CCI France Myanmar has naturally led us to ask for their support and expertise in training. Our staff was able to benefit from a high quality training session which allowed them to find solutions to the difficulties they faced and set new goals of success in their work."

Jean de Soyres
Country Manager
SeaOwl

TAILORED CORPORATE TRAININGS





OUR TAILORED CORPORATE TRAININGS

« A LA CARTE » TRAININGS ADAPTED TO YOUR NEEDS

Flexibility and adaptability are our motto for our corporate trainings. We offer flexible and tailor-made trainings answering your specific needs from our members, either on practical skills, team-building or other topics.

Thanks to our large pool of trainers, we are able to propose a wide range of trainings and to cover almost any subject. We will always do our best to help you find a solution to the challenges that you face.

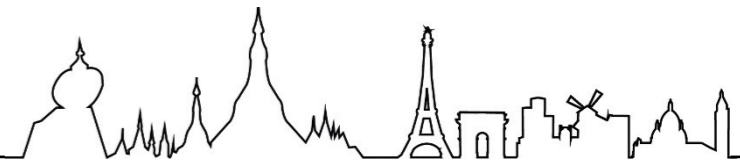
These trainings are built on-demand by our trainers, in direct collaboration with you, to fit your needs, objectives, schedule, requirements and budget.

As usual, our corporate trainings emphasise on concrete tools and practical knowledge, to offer your staff a toolbox of skills that they can use right away in their daily missions.

TRAIN YOUR STAFF INSIDE YOUR OWN COMPANY

No need for you or your staff to move. Our trainers will come deliver our tailored corporate trainings inside your own company, on the day that fits your company's operating schedule.

YOU CHOOSE THE PLACE AND THE DATE!



EXAMPLES OF CORPORATE TRAININGS



COMMUNICATION SKILLS

Duration: 6 hours (1 day)

Objectives:

- Knowing how style impacts the image others have of you
- Flexing your style to communicate with more diplomacy, tact and credibility
- Identifying and removing the barriers to effective communication
- Knowing how to positively impact the visual, verbal and vocal components of communication
- Understanding nonverbal communication as a critical part of the communication process
- Defining the five actions that make for credible communication

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



BUSINESS WRITING

Duration: 6 hours (1 day)

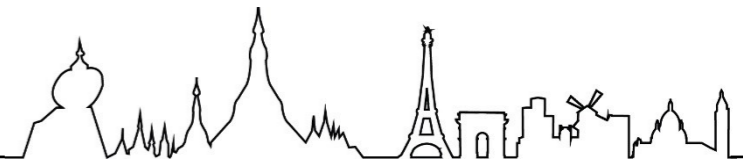
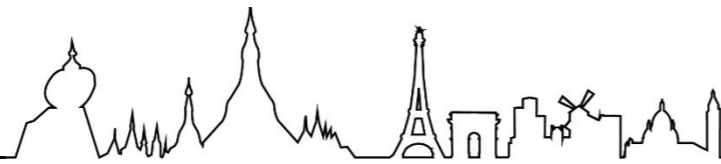
Objectives:

- Formats and formulas for various writing requirements
- Identifying your reader's needs and expectations
- Organizing ideas and generating content
- Learning how and when to use the appropriate tone, positive and negative words
- Techniques for editing and proofreading

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



ELECTRICAL SAFETY AWARENESS

Duration: 12 hours (2 days)

Objectives:

- Understand Safety precautions and be equipped with the knowledge to successfully implement basic electrical programs at their workplace
- Enable attendees to successfully identify and manage electrical safety at their workplace
- Can be customized to any workplace with electrical hazards
- This course meets standards of the CPD - UK

Target Audience:

- Fresh Graduates
- Electrical Workers/ Electrical Supervisors/ Safety Team/ Management
- Senior Supervisors
- EMS Teams

Certificate:

- Attendance > 60%, Completion - 60-80%, Excellence 80 -100%



FORKLIFT SAFETY AWARENESS

Duration: 8 hours (1 day)

Objectives:

- Introduce the various classes of forklifts
- Application, operating physics, engineering safety controls, terminology of the various classes of forklifts.

Target Audience:

- Forklift Operators/ Flagmen/ Supervisors/ Safety Team/ Management
- Warehouse Supervisors
- Management

Certificate:

- Attendance > 60%, Completion - 60-80%, Excellence 80 -100%
- It is very important to note that this course will not certify anyone as a Competent Forklift operator.



HEAT STRESS MANAGEMENT

Duration: 3 - 3.5 hours

Objectives:

- Introduce attendees to acute and chronic dangers of Heat Stress.
- Understand how heat stress can affect indoor workers and outdoor workers.
- Can be useful to any work carried out in a non-temperature controlled environment.
- Introduce attendees into the concepts of heat stress prevention
- The effect of heat on the human body, heat stress engineering controls, diet and more.

Target Audience:

- Anyone

Certificate:

- No examination. Certificate of Attendance.



INTRODUCTION TO FOOD SAFETY

Duration: 8 hours (1 day)

Objectives:

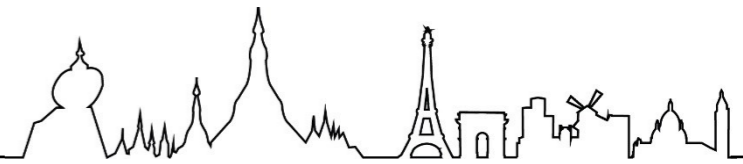
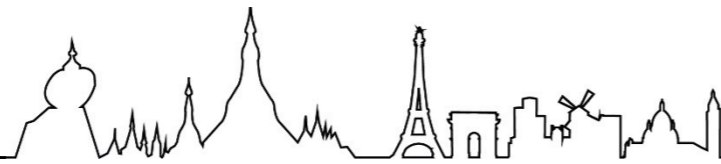
- Introduction to the principles of Food Safety Management and application.
- Understanding food safety principles, food contamination, HACCP Principles, Personal Hygiene, Food Preparation, Food Storage and more
- Establish a framework for Food Safety guidelines and perform Food Safety inspections at their work site
- Course is based on the Level 1 Food Safety Management principles of Highfield, UK. Advanced courses can be developed.
- This course can be customized according to the facility it will be applied at for example Food Production, Restaurant, Catering Kitchen, etc.

Target Audience:

- F&B Industry, Restaurants, Kitchens, Hotel Staff
- Food Inspectors
- Food Manufacturers
- Food Handlers of all levels
- Catering and anyone wanting to gain deeper understanding towards Food Safety

Certificate:

- Attendance > 60%, Completion - 60-80%, Excellence 80 -100%



SALES SKILLS

Duration: 12 hours (2 days)

Objectives:

- Best practices in sales skills today
- Behaviors, characteristics and skills of a successful salesperson
- Characteristics of different selling models, types and structures
- Identifying resources and methods of generating leads
- Strategies to respond to common new business objections
- Technologies or methods for maintaining customer information

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



FINANCE FOR NON-FINANCIAL MANAGERS

Duration: 6 hours (1 day)

Objectives:

- Developing working rules regarding your corporate financial statements
- Using the balance sheet to examine assets and liabilities
- Analyzing the income statement to assess revenues and expenses
- Cash flow: where cash comes from and how it's applied

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



MANAGEMENT SKILLS

Duration: 12 hours (2 days)

Objectives:

- Four basic management functions: planning, organizing, communicating, monitoring
- Managing a diverse workforce
- How to give and receive criticism constructively
- Essentials of a motivating environment
- Reinforcing productive behavior
- Delegating
- Conducting an effective performance appraisal
- Key principles of effective time management

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



LEADERSHIP SKILLS

Duration: 6 hours (1 day)

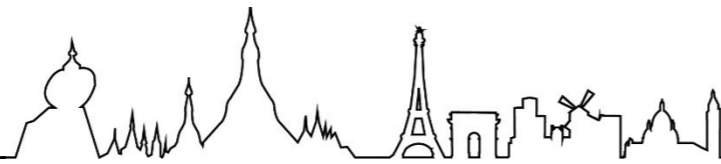
Objectives:

- Discover your leadership style
- Learn to adapt your style to the needs of others
- Identify the strategic alliances you need to build
- Strategies for getting others to support your agenda
- Assess the things that really motivate employees
- Handle conflict and hostile disputes

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



PROCUREMENT TRAINING

Duration: 25 hours

Objectives:

- Set-up sourcing project
- Elaborate procurement strategy
- Records and market analysis
- Manage RFP and process cost and offer analysis
- Develop Negotiation practices

Sourcing team and stakeholders involved in supplier selection should attend. This results in a better sourcing project management optimizing:

- Cross department communication
- Product or service selection resulting in company value and efficiency increase
- Expenditure reduction
- Transparency and governance process

Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



PROJECT MANAGEMENT

Duration: 18 hours (3 days)

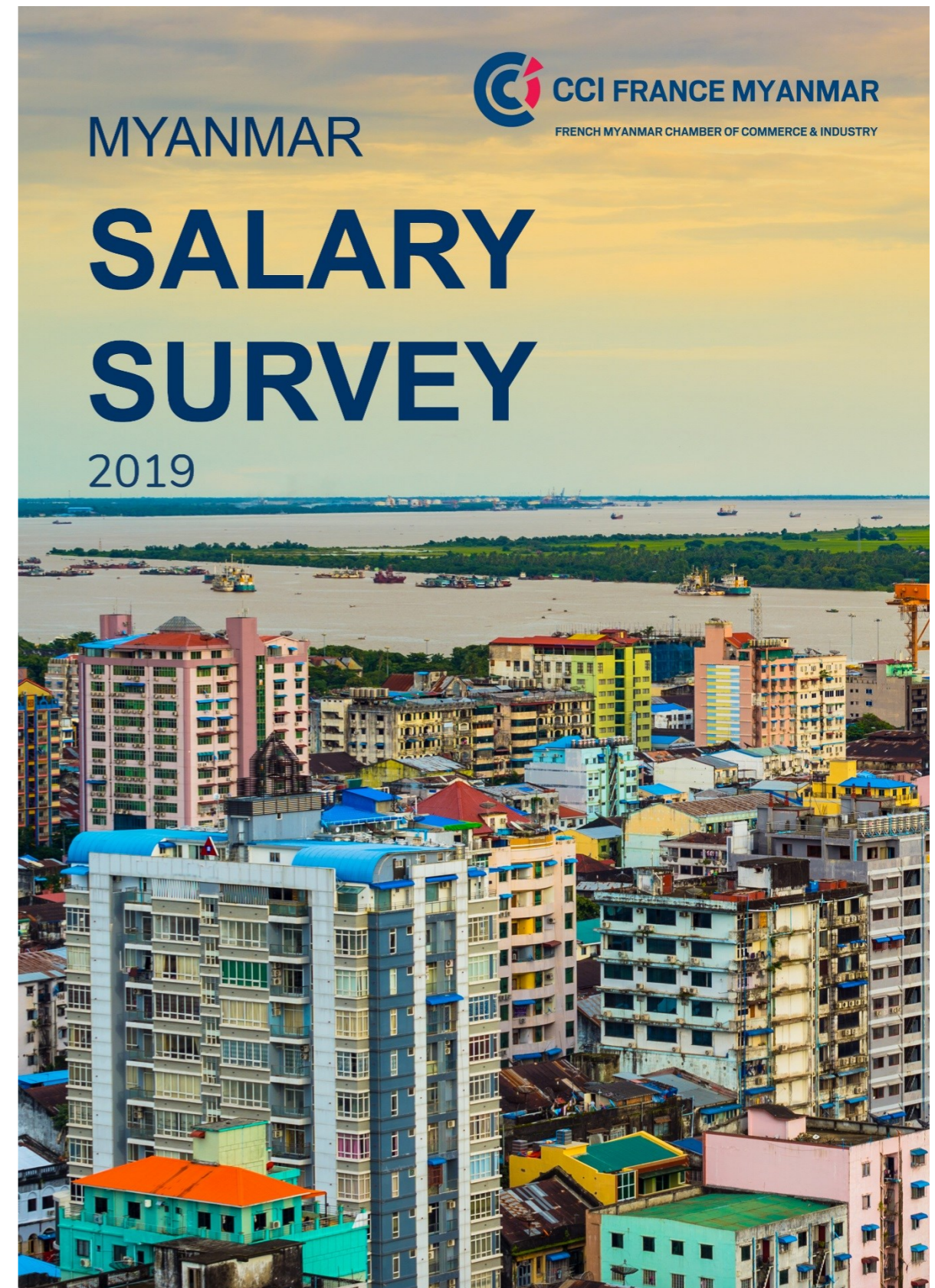
Objectives:

- Exploring characteristics of projects
- Using project selection methods
- Defining project scope
- Documenting project risks, assumptions and constraints
- Identifying project team members and defining roles and responsibilities
- Creating work breakdown structure (WBS)
- Developing change management plan
- Identifying risks and risk strategies
- Executing tasks defined in project plan
- Ensuring a common understanding and setting expectations
- Creating & distributing a final project report
- Archiving and retaining project records
- Measuring customer satisfaction

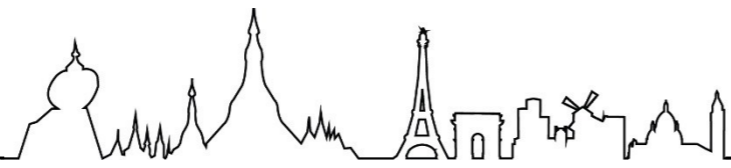
Training fees include transportation to the training venue (within Yangon city limits), and all training materials up to 20 attendees.

Room setup needed:

- Class room set up with basic stationary
- Projector and screen for trainer
- One white board or flip chart



Download our Myanmar Salary Survey for free on www.ccifrance-myanmar.org



"I really enjoyed the Sales Techniques training. I have learned very concrete and practical techniques that I can use everyday in my work. Carine, our trainer, was excellent, friendly and attentive. Her dynamic way of teaching based on case studies was exactly what I needed to improve my skills. Finally, these trainings help building a community among the students and to keep contact with other professionals in the same fields, to exchange information and experience."

Thuyein Shein
Sales Officer
Byma / Bouygues Construction



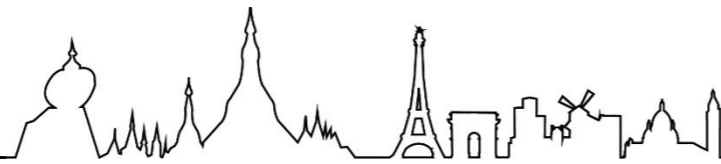
"We have been sending our team to different trainings organized by CCI France Myanmar for a few times now. Not only we have good feedback from our team but we also see significant improvements as a result of these trainings."

What I appreciate most is that all the lecturers are well experienced and able to encourage the team to place theories into actual business practices. Would definitely recommend to anyone!"

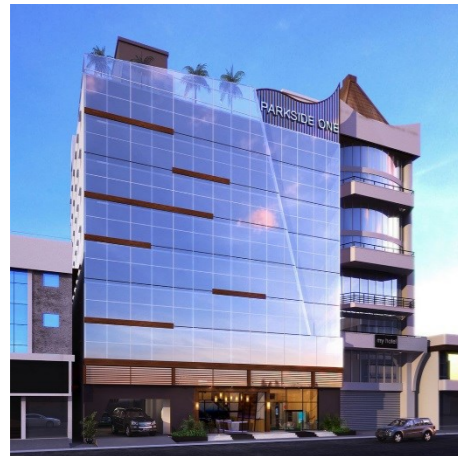
Zarchi Damloup
Managing Director
Akhuka Productions

REGULAR TRAININGS





OUR REGULAR TRAININGS



OUR TRAINING CENTRE

Our regular trainings take place at CCI France Myanmar, located in the centre of Yangon, in fully equipped rooms, with LED TV screens, video projector, white board, video conference system and WiFi.

We have two rooms with a capacity of 10 participants, and one room with a capacity of 20 participants. We also have a pantry for lunch breaks and a rooftop restaurant.

A TOOLBOX OF CONCRETE SKILLS

Our regular trainings are given in English, unless mentioned otherwise.

They bring together small groups of students (15 to 20 participants maximum) from different companies.

All trainings target professionals, either entrepreneurs or employees, who are looking for concrete tools and skills that they can use daily in their jobs and companies.

The content and level of the trainings are always adapted to the skills, experiences and profile of the students.

Certificates are awarded only to students who have followed the whole training till the end, during a special ceremony held at CCI France Myanmar.

4 TO 5-DAY TRAININGS

These 24-hour or 30-hour trainings are spanned over 4 to 5 weeks. They take place one day a week, on Mondays, Fridays or on Saturdays.

They provide basic theoretical knowledge, supported with documents prepared by the trainers, but mostly focus on improving working skills thanks to case studies, role playing and simulations.

They are always concluded by an additional 2-hour seminar, at Melia Hotel, during which two high-level professionals come to share their experiences on the same topic.

CALENDAR OF REGULAR TRAININGS



HUMAN RESOURCES

Dates: 06/2019

Duration: 30 hours (5 Saturdays)

Trainer: Daw Win Moh Moh Ko (P14)

Objectives: Master strategic human management and to develop solutions linked to business priorities.

Rates: \$250/Members - \$350/Non-members



SALES TECHNIQUES

Date: 07/2019

Duration: 24 hours (5 Mondays)

Trainer: Mrs. Carine Le Port (P11)

Objectives: Skills to establish confident relationships with customers, to master the information capture and selling process, and to handle objections to achieve objectives.

Rates: \$250/Members - \$350/Non-members



FINANCE & ACCOUNTING

Date: 09/2019

Duration: 30 hours (5 Saturdays)

Trainer: Daw Aye Aye Aung (P14)

Objectives: Better financial awareness to use the financial information in managing businesses. Interpretation of key financial statements and preparation of budget.

Rates: \$250/Members - \$350/Non-members



PROJECT MANAGEMENT

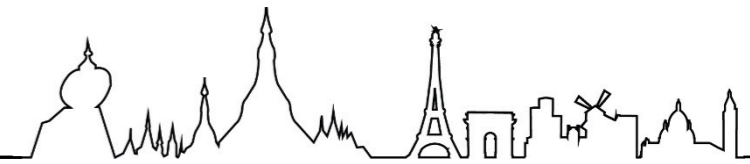
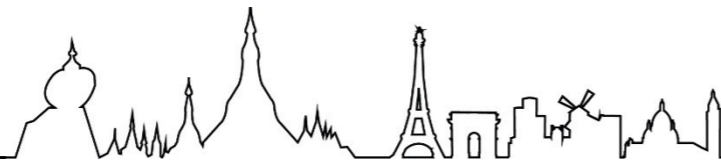
Dates: 10/2019

Duration: 48 hours (6 days)

Trainer: Mrs. Nathalie Ballerand (P11)

Objectives: Improvement of synergy with managers in an intercultural environment. Better understanding of daily task, managers' expectations, communication,...

Rates: \$500/Members - \$700/Non-members



P34

ADMIN & SECRETARY

Dates: 02/2020
Duration: 24 hours (4 Fridays)
Trainer: Mrs. Ania Muchnicka (P11)
Objectives: Improvement of synergy with managers in an intercultural environment. Better understanding of daily task, managers' expectations, communication,...
Rates: \$250/Members - \$350/Non-members



P35

EFFECTIVE MANAGER

Dates: 02/2020
Duration: 24 hours (4 Saturdays)
Trainer: Mrs. Ania Muchnicka (P11)
Objectives: Skills to become a better leader at work. Motivation of different personality types, development of your team and leadership during crisis.
Rates: \$250/Members - \$350/Non-members



P36

INTEROFFICE COMMUNICATION

Date: 03/2020
Duration: 24 hours (4 Mondays)
Trainer: Mrs. Raphaelae Vallauri (P11)
Objectives: Evaluation of international communication tools and results, setting up an intercommunication plan to serve the company' strategy.
Rates: \$250/Members - \$350/Non-members



P37

DIGITAL MARKETING

Dates: 05/2020
Duration: 24 hours (4 Mondays)
Trainer: Mrs. Carine Le Port (P11)
Objectives: Improvement of environment analysis to win market shares, and communicate efficiently in social media. Identification of targets, media and messages.
Rates: \$250/Members - \$350/Non-members

HUMAN RESOURCES



Dates: June 2019
Duration: 30 hours (5 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Daw Win Moh Moh Ko
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

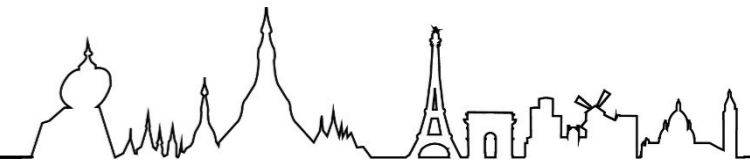
You are dealing with Human Resources missions or matters in Myanmar or simply interested in Strategic Human Capital Management? We give you the opportunity to master strategic human management and to develop solutions linked to business priorities with this 30-hours training.

DETAILED CURRICULUM

- The whole Spectrum of Strategic Human Capital Management
- Recruitment and Talent Acquisition
- On Boarding and Performance Goal Setting for each and every Profiles
- Employee Engagement
- Learning and Development
- Remuneration and Benefits Management

WHO SHOULD ATTEND?

Everyone dealing with HR missions and matters in a company in Myanmar wanting to develop their skills.



SALES TECHNIQUES



Date: July 2019
Duration: 24 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Carine Le Port
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

- Understand customer personality styles and adapt to them
- Master the selling process
- Negotiations: collaborate to win
- Handling objections

DETAILED CURRICULUM

This training will be entirely run as a workshop to maximize practical learning:

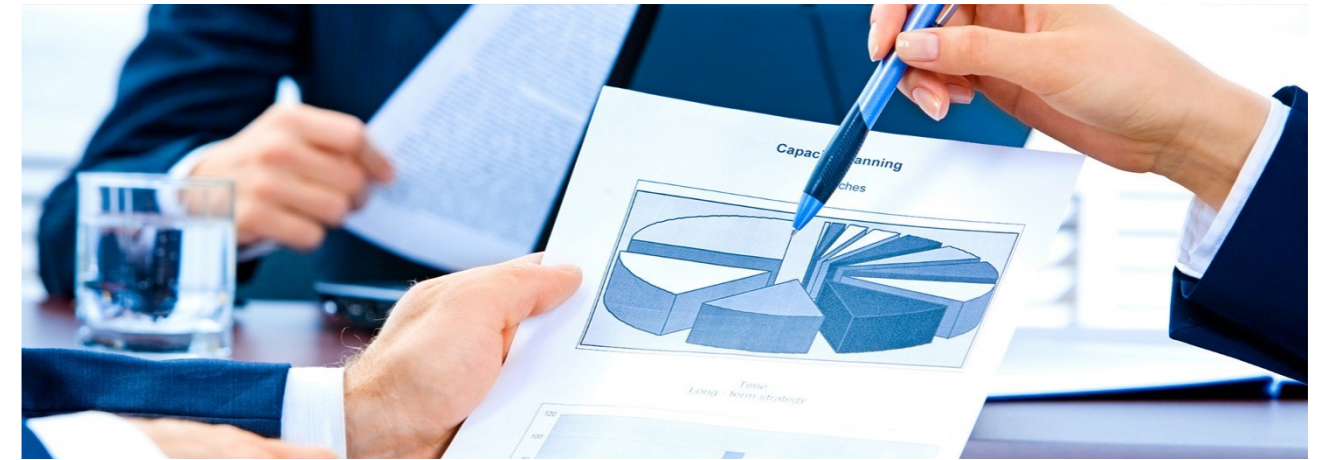
- Interpersonal and communication skills for sales person
- Cold calling, business networking and building rapport techniques
- Key account management (KAM)

WHO SHOULD ATTEND?

Any professional who interacts with a prospects and clients: sales representatives, business development managers, entrepreneurs, purchase managers, independent traders, trade professionals, ...

Anyone whose job is to understand and convince customers and winning negotiations, and who wants to establish confident relationships with customers, master the information capture, the selling process and how to handle objections.

FINANCE & ACCOUNTING



Date: September 2019
Duration: 30 hours (5 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Daw Aye Aye Aung
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

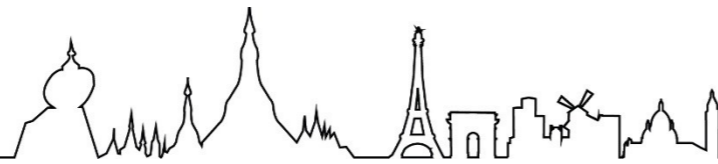
- Learning to prepare accounting closing files
- Building step by step Profit or Loss statement, statement of financial position and cash flow statement
- Case study: simulation of a full accounting closing
- Appropriating accounting tools provided to you during this training to use them in your company

DETAILED CURRICULUM

- Introduction to Finance basics, terms and key financial statements
- Understanding of Income statement and financial position.
- Understanding of cash flows and interpretation
- Budget, Operational plan, Planning and Monitoring

WHO SHOULD ATTEND?

Any person in charge of accounting (accounting services and CPA assistant). Any person who has to enforce accounting skills for the next closing Anyone looking to to raise their level of financial awareness to use the financial information provided to make better short-term or long-term decisions in managing businesses, to explain their impact on organizational finances and interpret key facts, and to interpret the three key financial statements as well a how to monitor a budget.



PROJECT MANAGEMENT



Date: September
Duration: 48 hours (6 days) deployed over 11 weeks
Hours: 8-12 am / 1-5 pm
Venue: CCI France Myanmar
Trainer: Nathalie Ballerand
Language: English - Bilingual material (Burmese and English)
Rate: \$500/Members
 \$700/Non-members
 Option for 5 x 1 hour individual coaching for 500 USD

WHO SHOULD ATTEND?

For the Project Manager who has been given the responsibility of a key project which is about to start or which has just started. Biography:

OBJECTIVES

In real time, successfully manage the actual company project to be immediately implemented: Initiate -> Frame -> Plan -> Realise -> Engage -> Conclude
 Build confidence in project management and immediately implement project management tools
 Be able to transfer skills to other company employees

DETAILED CURRICULUM

*This training includes 6 sessions deployed over 11 weeks.**

Module 1 : Initialise

Project initiation phase: introduce your project

Module 2 : Frame

Identify stakeholder / Assess and manage risks

Module 3 : Plan

Scope, schedule and cost / Build project team

Module 4 : Realize

Communication / Measure the progress

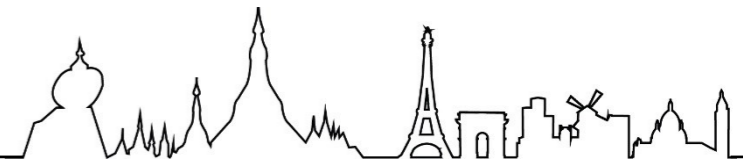
Module 5 : Engage

People management: stakeholders and team

Module 6 : Conclude

Stakeholders feedback / Lessons learnt / Benefits and ownership

**Optional: 5 sessions of 1 hour individual coaching every 2 weeks*



ADMIN & SECRETARY



Date: February 2020
Duration: 30 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Ania Muchnicka
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

- Practicing effective formal writing skills
- Acquiring organizational and communication skills
- Practicing intercultural communication at work
- Using problem solving techniques
- Resolve cross-cultural misunderstandings at work

DETAILED CURRICULUM

1. Communication in multinational corporations

- Face-to-face, phone and written communication
- Training in problem solving methods

2. Effective corporate written communication

- Writing formal emails and letters
- Writing formal notes & minutes of meeting

3. Effective note-taking and event planning

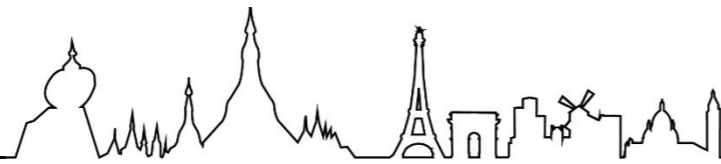
- Techniques of event planning
- Practicing taking notes at a meeting

4. Time management

- How to organize your tasks and prioritization
- Setting an agenda

5. Working in multicultural environment

- Business etiquette - Western vs. Myanmar
- How to read body language?



EFFECTIVE MANAGER



Date: February 2020
Duration: 24 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Ania Muchnicka
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

Outstanding managers and employees are strategic decision makers. They are more than just a boss. They inspire action and are a real example for others. This training is designed for those who realize their leadership potential and want to contribute to their company's success.

DETAILED CURRICULUM

Module 1

- Find your leadership style
- Become an inspiring leader

Module 2

- Improve your team's effectiveness
- Develop your team

Module 3

- Manage different types of workers
- Persuade with emotional intelligence

Module 4

- Manage stress and reduce absence and grievances
- Deal successfully with workplace conflicts

Module 5

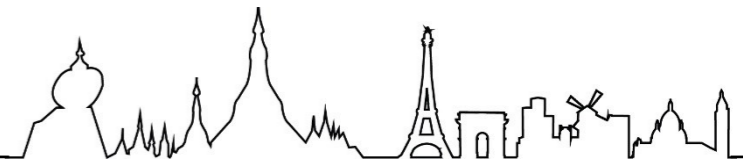
- Rewarding and motivating people
- Managing around the world

WHO SHOULD ATTEND?

Anyone with a management position: CEO, Executive Director, Managing Director, Middle Manager, team leader.

Anyone who wants to improve their managing and leadership style to bring their company and team to success. You will practice motivating different personality types, discover how to develop your team and how to lead even in times of crisis.

Anyone willing to bring change and new ideas to their organization.



INTEROFFICE COMMUNICATION



Date: March 2019
Duration: 24 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Raphaëlle Vallauri
Language: English
Rate: \$250/Members
 \$350/Non-members

OBJECTIVES

- Understand the mission and the importance of the internal communication (IC) in each organization
- Evaluate the internal communication tools and results in order to make recommendations
- Establish an internal communication plan to serve the organization strategy

DETAILED CURRICULUM

Module 1 — Internal Communication (IC)

The organization, its mission and values, goals and objectives / The main purpose of internal communication

Module 2 — Strategy, diagnostic and planning

Why plan the internal communication/ Evaluate existing tools and run a diagnostic / Setting the goals / The internal communication plan: steps, evaluation and correction

Module 3 — Internal communication: how to motivate your staff and retain employees?

The IC: steps, evaluation and correction / Case study: what can we learn and adapt in your organization

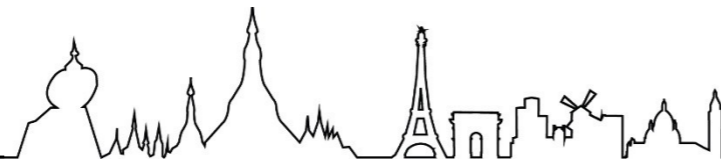
Module 4 — Internal Communication: a management tool

Well being at work / cross-cultural management / solving problems with the internal communication

WHO SHOULD ATTEND?

Anyone dealing with internal communication missions within a company, aiming at developing their assets on effective internal communication processes and its strategic and operative aspects.

Participants will have the occasion to work specifically on their company cases during workshops. They will assess their internal communication strategy and plan with the support of the instructor.



DIGITAL MARKETING



Dates: May 2019
Duration: 24 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Carine Le Port
Language: English
Rate: \$250/Members
 \$350/Non-members

WHO SHOULD ATTEND?

Any person in charge of the marketing analysis and definition of business plans.

Any person who has to enforce strategic actions.

Any person in charge of developing online shopping, of developing the business of the company online, of planning the strategy and the communication, of finding new targets...

Any entrepreneur in charge of their own company or start-up.

OBJECTIVES

To orientate economic actions and win market shares implies an efficient environment analysis that considers strategic elements and shows up opportunities in a clear and structured business plan.

DETAILED CURRICULUM

1. Principals of digital marketing

The buyer's journey / Traditional vs digital marketing / Understanding your audience, segments and targets / Using social channels to build relationships and trust / 3i principles / Digital Channels

2. Planning your content

Learn to build a content plan / Implementing a plan on emails, Facebook, and Instagram / Preparing content that attracts the attention of your audiences [part 1]

3. Dealing with content and feedback

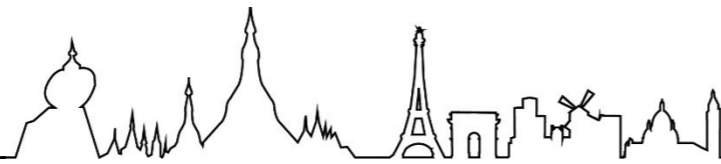
Preparing content that attracts the attention of your audiences [part 2] / Commenting and dealing with comments / Using email to build customer relationships

4. Facebook management

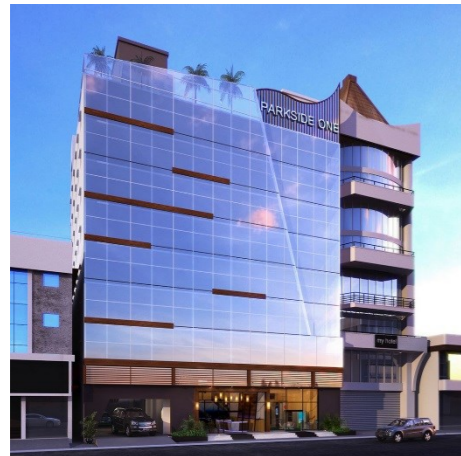
Discovering Facebook tools
 Campaign Development / Audience Insights / Ads Manager / Evaluating campaign performance

WORKSHOPS





WORKSHOPS



OUR TRAINING CENTRE

Our flash trainings take place at CCI France Myanmar, located in the centre of Yangon, in fully equipped rooms, with LED TV screens, video projector, white board, video conference system and WiFi.

We have two rooms with a capacity of 10 participants, and one room with a capacity of 20 participants. We also have a pantry for lunch breaks and a rooftop restaurant.

INSTANT VALUE ON TARGETED SKILLS

Those short 3 to 6-hour workshops take place on week days. They are built to focus on basic skills or very specific topics, to develop instant value and improve your efficiency at work.

The separate modules are built to cover different topics and skills related to related subjects, industries, positions or missions, thus offering the trainees participating in different modules, the possibility to acquire a wide range of skills, equivalent to full long-term training.

CALENDAR OF WORKSHOPS



CULTURAL INTEGRATION

Date: 08/2019
Duration: 6 hours (1 day)
Trainer: Ms. Hana Bui (P11)
Rates: Upon request at contact@ccifrance-myanmar.org



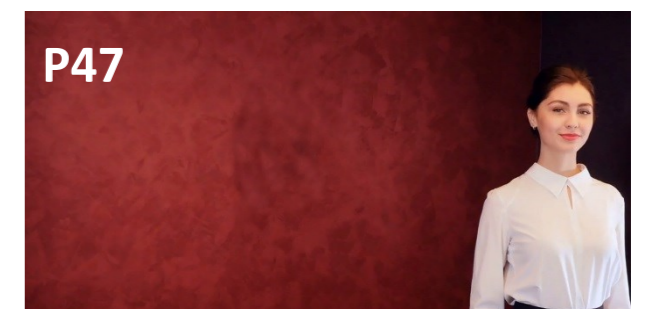
LEGAL & COMPLIANCE

Dates: 09/2019
Duration: 6 hours (1 day)
Trainer: Luther Law Firm (P14)
Rates: \$100/Members
 \$150/Non-members



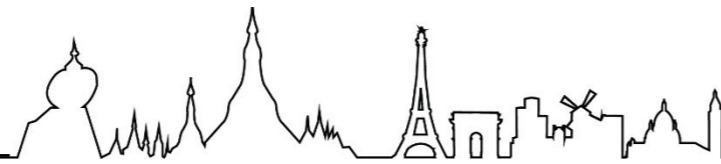
SUPERVISORY SKILLS

Dates: 11/2019
Duration: 3 hours/module
Trainer: Mrs. Carine Le Port (P11)
Rates/module: \$35/Members
 \$50/Non-members
Rates/package: \$90/Members
(3 modules) \$120/Non-members



CUSTOMER SERVICES ORIENTED EMPLOYEES

Date: 01/2020
Duration: 3 hours/module
Trainer: Mrs. Carine Le Port (P11)
Rates/module: \$35/Members
 \$50/Non-members
Rates/package: \$140/Members
(5 modules) \$200/Non-members



CALENDAR OF WORKSHOPS



EFFECTIVE PROBLEM SOLVER

Dates: 02/2020
Duration: 6 hours (1 day)
Trainer: Ania Muchnicka (P11)
Rates: \$100/Members
 \$150/Non-members



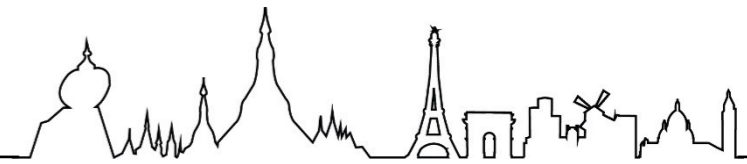
SALES PROFESSIONALS FUNDAMENTALS

Date: 03/2020
Duration: 6 hours (1 day)
Trainer: Ania Muchnicka (P11)
Rates: \$100/Members
 \$150/Non-members



"Great course! This training exceeded my expectations and was well worth the time investment. The content was highly engaging and informative meaning I didn't want to miss a second. Following the training I couldn't wait to put my new skills and knowledge to practice. In summary I loved this course and would highly recommend it."

Khine Khoon Cho @ Estella
 Leasing Executive
 Yoma Land Home Rentals



INTERCULTURAL COMMUNICATION IN MYANMAR



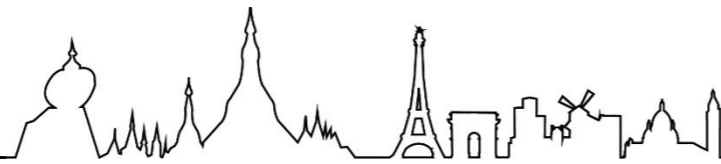
Date: August 2019
Duration: 6 hours (1 day)
Hours: 9 - 12 am / 1 - 4 pm
Venue: CCI France Myanmar
Trainer: Ms. Hana Bui
Language: English
Rate: Upon request at contact@ccifrance-myanmar.org

WHO SHOULD ATTEND?

Any expatriate recently arrived in Myanmar who wants to learn main characteristics and specificities of the Myanmar business and work cultures, in order to succeed in their missions, their projects and in their professional responsibilities in Myanmar.
 Any expatriate who want to raise their performance to succeed.

DETAILED MODULES' CURRICULUM

- 1. Understanding culture and its impact**
 - Impact of culture on our values and behaviours
 - Exploring our own assumptions
 - Building up a cultural profile
- 2. Understand Myanmar culture and develop culture skills for it**
 - Exploring Myanmar in various aspects
 - Discovering the key cultural values here
 - Case studies of cultural conflicts between expats and locals
- 3. How to work in Myanmar for success**
 - How to communicate verbally and non-verbal
 - How to foster relationships with local colleagues, plus business practices and etiquettes
 - How to manage local colleagues and partners
- 4. How to live in Myanmar for happiness**
 - How to manage culture shock and avoid the expat ghetto
 - How to navigate your life here practically (health, transport, leisure, etc.)
 - How to draw a suitable adjustment strategy and plan, using SWOT model



LEGAL & COMPLIANCE



Date: September 2019
Duration: 6 hours (1 day)
Hours: 9 - 12 am / 1 - 4 pm
Venue: CCI France Myanmar
Trainer: Luther Law Firm Ltd.
Language: English
Rate: \$100/Members
 \$150/Non-members

OBJECTIVES

To provide an overview of the most important compliance matters to be considered when operating in Myanmar

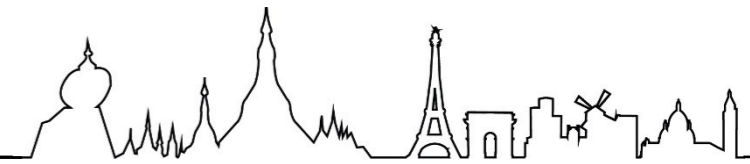
DETAILED CURRICULUM

1. **Registration Requirements**
2. **CorpSec**
3. **Accounting/ Corporate Tax / Audit**
4. **Payroll / Personal Tax**
5. **Employment Law / Immigration**
6. **Legal Updates 2018/19**

WHO SHOULD ATTEND?

Head of companies, Finance Managers, HR Managers, Compliance Officers, Internal Controllers, Corporate Secretaries, legal and financial staff of Myanmar and international companies, as well as investors and entrepreneurs starting or wishing to start their own enterprises.

Only for in-house personnel and persons outside of the legal, accounting and tax services sector.



SUPERVISORY SKILLS



Dates: November 2019
Duration: 3 hours/module
Hours: 9 am - 12 pm
Venue: CCI France Myanmar
Trainer: Mrs. Carine Le Port
Language: English
Rate: \$25/Members
 /module \$35/Non-members

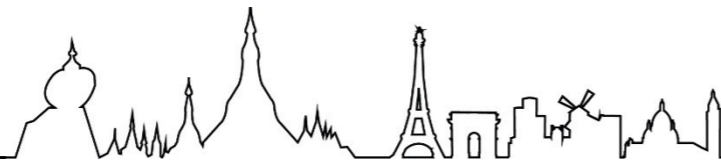
DETAILED MODULES' CURRICULUM

1. **Module 1 - Decision making (3 hrs)**
 - Introduction to problem solving techniques
 - Evaluating options
 - Avoiding common decision making mistakes
2. **Module 2 - Team Management Skills (3 hrs)**
 - Delegating
 - Motivating your team
 - Coaching your team
3. **Module 3 - Positive discipline (3 hrs)**
 - Myanmar legal framework on discipline
 - Positive discipline process
 - Effective communication in challenging situations

WHO SHOULD ATTEND?

Any recently appointed manager wanting to overcome many of the supervisory problems and challenges they may encounter in their new function.

Any manager convinced that leading a group does imply to be flexible and open to change, prompt to react and adapt goal and path, and that the adhesion of the entire group to their project is the best way to make it happens.



CUSTOMER SERVICES ORIENTED EMPLOYEES



Date: January 2020
Duration: 3 hours/module
Hours: 9 am - 12 pm
Venue: CCI France Myanmar
Trainer: Mrs. Carine Le Port
Language: English
Rate: \$25/Members
/module \$35/Non-members

WHO SHOULD ATTEND?

Any employee dealing with customer needs and demands and wanting to increase their professionalism and their efficiency.

Any manager wanting to reach a better customers relationship's brand and increase their sales.

DETAILED MODULES' CURRICULUM

1. Module 1 - How to spot personality styles? (3 hrs)

- Understanding the four common personality styles
- How to communicate with each style
- Sales techniques / complaint resolutions based on personality styles

2. Module 2 - Effective first impression (3 hrs)

- Create an unforgettable first impression
- Process for meeting and greeting customers
- Body language and mirroring techniques

3. Module 3 - Effective business writing skills (3 hrs)

- Emails etiquette
- Business letter and memorandum structure
- Tips on effective proofreading

4. Module 4 - Complaint resolution (3 hrs)

- Handling demanding customers
- Facing difficult situation professionally
- Complain resolution process in practice (role play)

5. Module 5 - Telephone skills (3 hrs)

- Telephone manners
- Active listening techniques
- Techniques for favorable customer attention in calls
- Facing difficult situation professionally



EFFECTIVE PROBLEM SOLVER



Date: February 2020
Duration: 6 hours (1 day)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Ania Muchnicka
Language: English
Rate: \$100/Members
 \$150/Non-members

WHO SHOULD ATTEND?

Myanmar and foreigners - all level employees who want to improve their problem solving skills through practice, become more confident and proactive at work. The more diverse the group of people, from different hierarchical levels, cultures and backgrounds - the more effective and creative solutions will be generated and the better you will understand your uniqueness in the company.

WHY YOU SHOULD ATTEND?

With tools and practice you can solve problems quickly and effectively. Without them, your solutions may be ineffective, or you'll get stuck and do nothing, with sometimes painful consequences for you and your company. Become a proactive, productive and effective problem solver.

DETAILED CURRICULUM

- Learn and practice powerful tools to solve a problem individually and in a group session
- Understand what is your main role in the company and why your opinion and input is crucial
- Practice problem solving and leadership skills necessary to find solutions
- Change your attitude towards problems and work, create more enthusiasm to tackle any problem
- You will receive scenarios, tools and practice in a safe environment



SALES PROFESSIONALS FUNDAMENTALS



Date:	March 2020
Duration:	6 hours (1 day)
Hours:	9-12 am / 1-4 pm
Venue:	CCI France Myanmar
Trainer:	Mrs. Ania Muchnicka
Language:	English
Rate:	\$100/Members \$150/Non-members

WHY YOU SHOULD ATTEND?

Any successful business has these two things in common: a great product and a stellar marketing/sales people who believe in what they do.

These skills are not to be learned from a book. You need to practice them and thoroughly analyse your service, customer and your company's marketing strategy. Can you access the almost limitless mental resources you possess? We will take a look at how you can use tools to help you sell better, present better and relate better to your clients.

WHO SHOULD ATTEND?

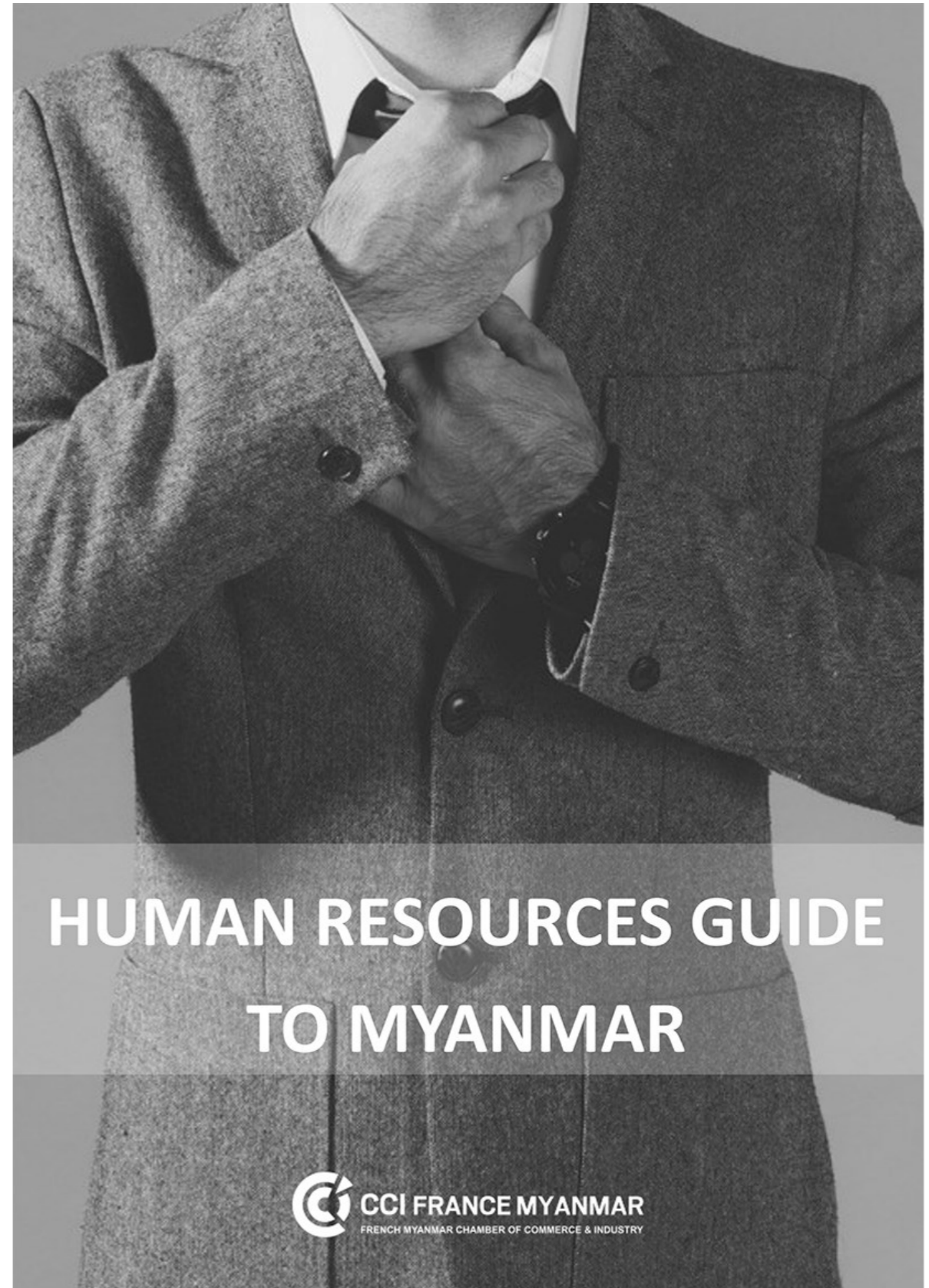
Myanmar all level salespeople who want to improve their skills through practice.

Foreigners working in Myanmar who want to effectively sell and understand their Myanmar customers.

All employees who consider career in sales or want to improve sales skills. It will be a great occasion to learn from professionals in a safe environment and network.

DETAILED CURRICULUM

- Fundamental powerful skills you must have to succeed in sales
 - Understand your customer and their need to adapt your selling offer
 - Create compelling products and services value proposal customers want to buy
- * Modules will be adapted to the specific group's needs and dynamics



HUMAN RESOURCES GUIDE TO MYANMAR



Download our Human Resources Guide for free on www.ccifrance-myanmar.org



THEY CHOSE US





YANGON OFFICE

Parkside One Building - 271/273 Bagayar Street
Sanchaung Township - Yangon - Myanmar
+95 9 425 450 546
contact@ccifrance-myanmar.org

MANDALAY OFFICE

Block 2 - Unit 5 - 2nd Floor
Between Mingalar 2 and 3 Street
Mingalar Mandalay Compound
Chan Mya Tar Zi Township – Mandalay – Myanmar
+95 9 798 975 853
contact@ccifrance-myanmar.org



www.ccifrance-myanmar.org