

TRAINING CATALOGUE

2025



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SKILL DEVELOPMENT COURSES BY FUNCTIONS

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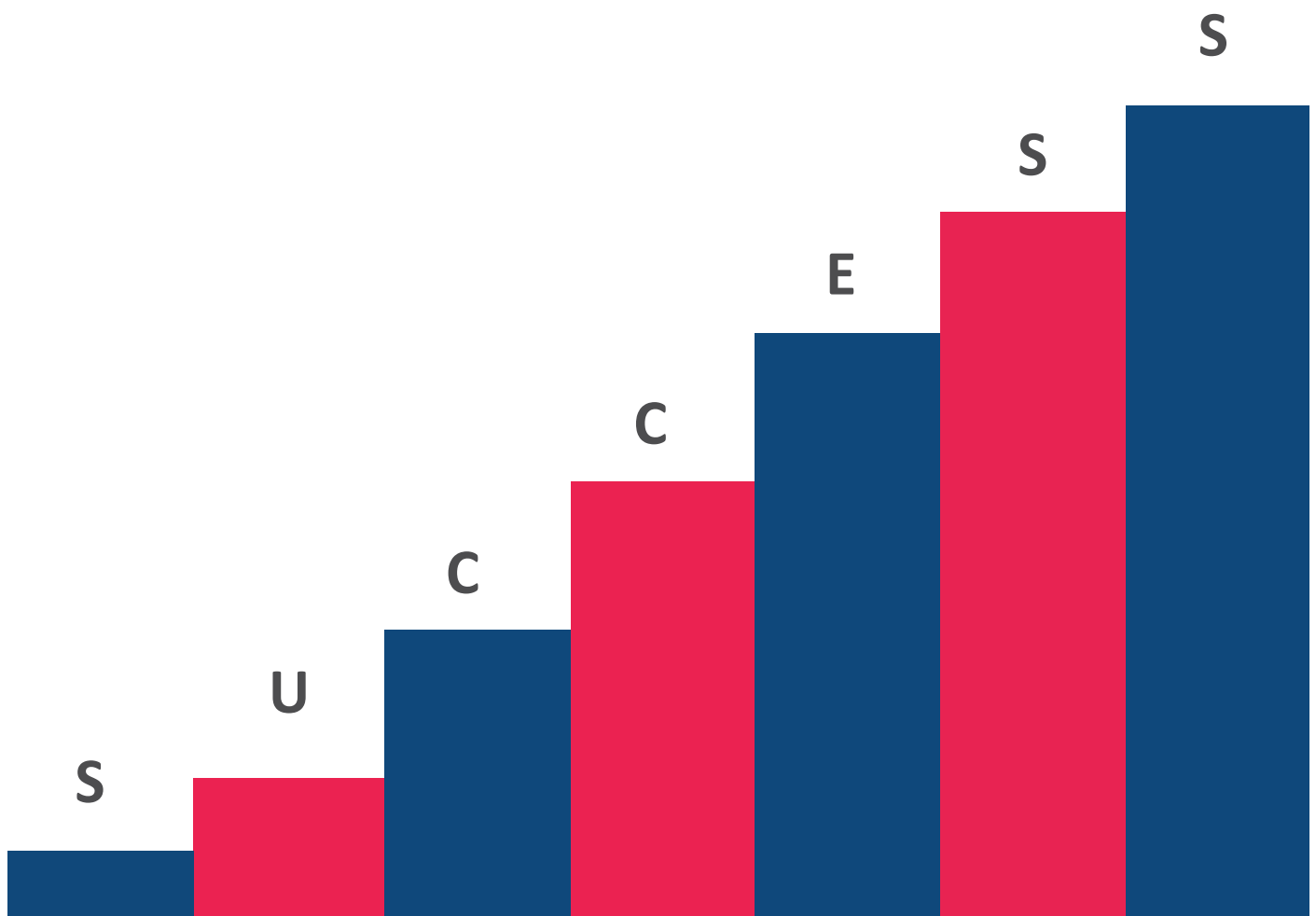
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Time Management Without Stress

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OUR COMMITMENTS



Quality Over Quantity

We are committed to providing high-quality training by collaborating exclusively with professional trainers who have extensive teaching experience in France, Myanmar, and internationally, as well as in various private sectors. Our trainers possess the highest level of qualifications and have substantial professional experience relevant to the subjects they teach. We limit the number of trainees we accept to ensure the quality of our tailor-made programs and to maximize interaction with trainers. Certificates will be awarded only to trainees who have completed the entire training.

Training Tailored To Professionals' Needs

Our training programs are designed to provide solutions to the daily challenges faced by Myanmar and international companies. We cater to Myanmar or foreign professionals with several years of experience who are looking to enhance their skills and competencies or supplement their experiences with additional knowledge. Our trainers, who are well-versed in both theory and practice, ensure that our training programs equip employees with a solid theoretical foundation as well as practical methods and tools that they can apply daily in their roles, regardless of their position within the company. Our goal is to enhance your employees' job performance, efficiency, and proactivity, contributing to the success of your company and its operations.

OUR TAILORED CORPORATE TRAININGS

« A LA CARTE » Training Adapted To Your Need

Our corporate training programs are designed with flexibility and adaptability in mind. We offer bespoke training that caters to the specific needs of our members, whether it's practical skills, team building, or other topics. With our extensive pool of trainers, we can offer a wide array of training programs covering nearly any subject. We strive to help you find solutions to the challenges you face. These training programs are custom-built by our trainers in direct collaboration with you, ensuring they meet your needs, objectives, schedule, requirements, and budget. As always, our corporate training programs emphasize practical knowledge and concrete tools, providing your staff with a skillset they can immediately apply in their daily tasks. This catalog provides various examples of what we can offer your employees, but all modules and training are adaptable to your needs. We offer both online and in-person training for the upcoming calendar year 2024, and we can also organize them at your office or other venues.

Payment Terms

All payments can be made in cash or via online bank transfer at the market rate set by CCI France Myanmar. Payments made from outside the country will need to be deposited into our bank in France. Please note that the process for transferring USD to foreign banks may change without prior notice. Payment terms and conditions will be discussed further upon client inquiry.

Training Rates

Please note that the in-person training rates for some trainers do not include travel and accommodation expenses.



OUR TRAINERS



Catherine Chai

Catherine is an accomplished professional with over 20 years of experience in brand strategy, learning & development, facilitation, and coaching. She is the author of 'From Bland to Brand – The Essential Branding Handbook for Asian Businesses' and has a successful track record in brand consulting for both B2B and B2C sectors.

Catherine is the founder of a thriving consulting firm with over 15 years of experience, having partnered with more than 200 organizations and empowered over 5,000 professionals across Asia. She holds an MBA from the University of Melbourne, is a Distinguished Master Coach certified by JMC Coaching & Consultancy, and a Professional Certified Coach (PCC) with the International Coaching Federation.

As an executive coach to leaders in Fortune 1000 companies, Catherine supports them in achieving meaningful personal growth and professional breakthroughs.



Dr. Giuseppe Sardone

Dr. Giuseppe Sardone is an experienced consultant, facilitator and trainer who has been working with small and medium-sized organisations, as well as family-owned companies, for over 20 years. He has been helping businesses in Myanmar since 2012 where he has built an impeccable reputation for enabling change in organisations and advocating for decision-making frameworks that are relevant in today's complex world.

He also mentors and coaches business leaders and entrepreneurs, helping them deal with the challenges they face and make the most of their opportunities.

Dr. Giuseppe trained as an Industrial Engineer and has a PhD in Management. Before moving to Southeast Asia, he worked in Europe and North America.

OUR TRAINERS



Eric Glover

Eric Glover is a Change management specialist, with a master degree in Project Management Engineering, Organisation analysis and development. He has been working in this field for the past 14 years. He is a Communication specialist as well, with 18 years of experience writing, broadcasting, shooting stories all over the world, mainly as a journalist. He graduated a master degree in Journalism and Communication from Ecole de Journalisme de Lille, deemed to be the best journalism's school in France.

Nuclear physicist by training, he has a thorough work approach, especially with data and figures, and always join practice and theory when training. Born from a French mother and a Mauritian father, Eric has a strong international working culture, having trained people in more than 15 countries.

Eric is also trained to implement the ISO14001 norm, which defines the Environmental Quality Management Standards.



Khine Lwin Phy

Khine brings over a decade of experience in the financial industry, specialising in brand innovation, marketing, and business development. She excels at crafting and enhancing brand identities by merging creativity with data analysis. Her expertise in brand strategy, campaign management, and stakeholder coordination has significantly boosted sales for both local and international companies. She earned a Bachelor of Business Management (BBM) from National Management Degree College and a Master of Business Administration (MBA) from Yangon University of Economics. Additionally, she is a Certified Director (MIOD's DCP). She is a co-founder of Auric Star, a boutique management consulting firm which helps businesses realise their full growth potential. She also has successful entrepreneurial experience as a restaurateur in the United States.

OUR TRAINERS



May Thandar Win

May, with nearly 20 years of experience in marketing, branding, media, PR, and communications in Myanmar, she combines deep local expertise with strong international exposure. May specializes in brand building, market entry strategy, and launching innovative products & services. With senior leadership experience at renowned global communications firms (UK & Singapore), she has worked with leading international and local brands.

May's diverse background in journalism, marketing, and PR equips her exceptional storytelling and audience-focused communication skills. This versatility allows her to excel across all aspects of marketing & branding. She recently launched Makers Matter, an innovation hub dedicated to empowering Myanmar's creative industries and foster entrepreneurial growth. In addition, May currently supports SMEs & MSMEs as a trainer and mentor through Women Transforming Myanmar (WTM) and other organizations equipping entrepreneurs to gain practical skills and strategies for business growth.



Shwe Sin Soe

Shwe Sin Soe has experience as lecturer/instructor in Management & Accountancy Training Limited (MAT) for "Practical Quantitative Research Method by Using SPSS Statistics" training, "Applied Internal Control System" training, and "Data Analytics Courses" training from 2023 to Current.

She is also working as a Project Supervisor in Management & Accountancy Training Limited. She joined Management & Accountancy Training Limited since 2014 and has various experienced in Internal Audit, Financial Audit, Review of Management Accounts, System Set Up, Internal Control Review Service, Financial Statement Preparation Service, IFRS Training and Implementation Service, Costing Calculation Service, and Other Transaction Advisory Services from 2014 to Current.

OUR TRAINERS



Win Thu Aung

Win Thu Aung is a Senior Lecturer & Corporate Trainer at Strategy First University and the Swiss Business School (Myanmar Campus), lecturing Entrepreneurship, Project Management, Financial Management, and Strategic Management in MBA programs. Currently pursuing a Ph.D. in Business at the University of the Cumberlands (USA). He holds an MSc (Financial Engineering) from WorldQuant University, an MPA from the University of Illinois (USA), and a Stanford Certified Project Manager credential.

Prior to 2015, Win served as a Field Research Director at Nielsen TV Ratings (NY), overseeing citywide meter markets, ensuring data quality for clients, and driving revenue through client negotiations. Earlier, as General Manager of Operations at Hudson Group (a leading North American travel retailer), he boosted same-store sales by 4-5% annually and mentored 5 GMs and 10 Assistant Managers.



Yee Mon Kyaw

Yee Mon is an accomplished HR executive with over a decade of experience in international organizations. She is the founder of GIFT-Ed, an initiative aimed at fostering better workplace communities. Yee Mon's expertise lies in global HR practices and business competence, and she is passionate about facilitating individual and organizational growth. Her work is guided by the belief that everyone has the potential to succeed when nurtured in the right environment.

OUR TRAINING PARTNERS



Primer International

BRANDING & MARKETING



Branding Fundamentals



Why This Training

This training is ideal for corporates, individuals, and small business owners alike. For corporate teams, it ensures a consistent understanding of branding across the organization, vital for a unified brand image. Individuals looking to excel in marketing or brand management will find foundational knowledge crucial for their career growth. Small business owners stand to gain significantly, as the training equips them with skills to establish a distinct market presence, critical in competing with larger businesses.

Duration	6 hours (2Days)
Venue	In-person
Trainer	Khine Lwin Phyo
Language	English/Burmese
Rate	850,000 MMK/members 1,000,000 MMK/non-members
No. of Trainees	Max 15

For full course content and further discussion, please contact us.

Main Objectives

Our branding fundamentals course serves as an essential foundation for those embarking on the journey of brand creation or stepping into the branding field as beginners. This course is designed to learn about the important pieces that make up the heart of a brand.

Course Outline

- Introduction to Branding
- The Evolution of Brands and Branding Over Time
- Key Elements of a Brand and its value
- Fundamentals of a Brand Strategy
- Developing a brand guideline
- Communicating your brand
- Case Studies
- Group Activity

Who Should Attend

- Small Business Owners
- Startup Entrepreneurs
- Junior staffs in Sales, Branding and Marketing Departments



From Bland to Brand – Building a Winning Brand



Why This Training

This practical and intensive workshop is specially designed to provide businesses and organizations with a clear step-by-step guide to build a successful brand. The workshop is packed with insights from both global and Asian brands that can be implemented quickly and inexpensively. This is a hands-on and highly experiential workshop.

Duration	6 hours (2Days)
Venue	Virtual
Trainer	Catherine Chai
Language	English
Rate	650 USD /members 800 USD /non-members
No. of Trainees	Max 20

For full course content and further discussion, please contact us.

Main Objectives

- To create a robust brand strategy blueprint
- To determine the brand's sweet spot that is relevant and compelling to the target audience
- How to rebrand, reposition and refresh a tired brand
- How to align everyone in the organization towards the same brand direction

Course Outline

- BROOC Brand building framework
- Brand Discovery: Determine the current state of the brand
- Review & Strategize: Determine the most appropriate positioning strategy to differentiate
- Orchestrate The Experience: Develop a multisensory brand experience
- Create Brand Assets: Identify and reinforce what brings value to customers and key stakeholders
- Common mistakes and pitfalls
- Brand Action Plan

Who Should Attend

- Senior managers
- Marketers
- Business owners
- Start-ups entrepreneurs



Marketing First Steps



Why This Training

This training is essential for both corporate teams and individuals, as it lays the foundation for effective marketing strategies that are crucial in today's competitive business environment. For corporations, this training aligns marketing efforts with business goals, ensuring that teams are equipped with the latest techniques and insights to drive brand growth, sales drive, and customer engagement. For individuals, whether entrepreneurs or marketing professionals, it provides the skills and knowledge necessary to understand market dynamics, target the right audience, and effectively communicate the value of products or services.

Duration	6 hours (2Days)
Venue	In-person
Trainer	Khine Lwin Phyo
Language	English/Burmese
Rate	850,000 MMK/members 1,000,000 MMK/non-members
No. of Trainees	Max 15

For full course content and further discussion, please contact us.

Main Objectives

This basic training covers key concepts such as market research, consumer behavior, strategies and its tools. It also introduces the principles of digital marketing, advertising, and communication techniques. Participants learn how to identify target markets, develop effective basic marketing plans, and use various tools to analyze market trends and consumer needs.

Course Outline

- The fundamental concepts of marketing
- Understanding the market and the consumers
- Introduction to Marketing Strategies
- Basics of Digital Marketing
- Marketing communication
- Case Studies
- Interactive Sessions

Who Should Attend

- Small Business Owners
- Startup Entrepreneurs
- Marketing Newcomers
- Brand Developers
- Customer Service Representatives
- Sales Professionals



The Marketing Playbook: Strategy, Innovation & Impact



Why This Training

Marketing today is faster, smarter, and more competitive than ever—but many businesses struggle to connect strategy with execution. The Marketing Playbook helps professionals move beyond trial-and-error marketing and build a solid game plan that drives sustainable growth. Whether you're an entrepreneur, a corporate leader, or a marketing professional, this training will empower you with practical tools, proven strategies, and real-world insights to create measurable impact. Attendees will gain a competitive edge, the ability to anticipate market shifts, and the confidence to make bold marketing decisions in an evolving business environment.

Duration	4 hours per day/ 2 days
Venue	In-person
Trainer	May Thandar Win
Language	English/Burmese
Rate	2,100,000 MMK/members 2,500,000 MMK/non-members
No. of Trainees	15-20

For full course content and further discussion, please contact us.

Main Objectives

The Marketing Playbook is designed to equip professionals with the tools and frameworks needed to craft data-driven, customer-centric marketing strategies that drive real business growth. This training will help participants analyze market trends, decode consumer behavior, and develop a winning marketing playbook tailored to their organization. Attendees will learn how to integrate digital and traditional marketing, create strong brand narratives, and measure ROI effectively.

Course Outline

- Introduction to Strategic Marketing: Key Concepts & Importance
- Analysing Market and Trends
- Marketing Channels and Integration
- Data-Driven Decision-Making in Marketing
- Customer-Centric Strategy
- Understanding Marketing ROI and How to Set a Marketing Budget
- Building Your Marketing Playbook

Who Should Attend

- Marketing/Brand Managers & Executives
- Business Owners & Entrepreneurs
- Sales & Business Development Professionals
- Corporate Strategy & Innovation Teams
- Freelancers & Consultants



The Brand Strategy Bootcamp



Why This Training

The marketplace is oversaturated with brands fighting for attention. The ones that win? They have a clear strategy, a strong identity, and a compelling story. However, many businesses struggle to articulate what makes them different and why customers should care. This training is essential because it bridges the gap between brand vision and execution. It's not about theory—it's about building a practical, results-driven brand strategy. Whether you're an entrepreneur, a marketing professional, or a business leader, this bootcamp will equip you with real-world tools to create a brand that stands out, engages, and converts.

Duration	6 hours / 1 day
Venue	In-person
Trainer	May Thandar Win
Language	English/Burmese
Rate	1,550,000 MMK/members 1,900,000 MMK/non-members
No. of Trainees	15-20

For full course content and further discussion, please contact us.

Main Objectives

The Brand Strategy Bootcamp is designed to build a strong, differentiated brand that captures attention and creates long-term loyalty. This intensive session will provide practical, no-fluff strategies to define a brand's unique positioning, craft compelling messaging, and create a brand identity that sticks. Participants will gain a clear understanding of brand differentiation, storytelling, and emotional connection with customers. This bootcamp will equip you with the tools to transform your brand from unknown to unforgettable.

Course Outline

- The Brand Mindset Shift
- Positioning Like a Pro
- The Art of Differentiation
- Visual & Verbal Identity
- Emotional Branding
- Brand Touchpoints & Consistency

Who Should Attend

- Entrepreneurs & Startups
- Marketing & Branding Professionals
- Business Owners
- Freelancers & Consultants



FINANCE & ACCOUNTING



Finance for Non-Finance Manager



Why This Training

Corporates and individuals need this training to comprehend financial reports, make informed decisions, and understand the financial implications of their actions within a business context.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,900,000 MMK/members 4,600,000 MMK/non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

The course aims to provide non-finance professionals with an understanding of basic financial principles and management tools for decision-making. Participants will learn to analyze financial statements, understand accounting concepts, and apply various financial analysis techniques.

Course Outline

- Session 1: Understanding Finance and Accounting
- Session 2: Financial Health Evaluation
- Session 3: Business Funding and Capital Costs
- Session 4: Investment Evaluation Techniques

Who Should Attend

- Professionals from non-financial backgrounds who need to understand financial information.
- Managers responsible for budgeting and financial planning.
- Any professional seeking to make informed business decisions using financial data.



Finance Strategy & Planning



Why This Training

Corporates and individuals need this training to comprehend financial reports, make informed decisions, and understand the financial implications of their actions within a business context. Attending this training is crucial for professionals aiming to refine their financial leadership skills. It offers advanced insights into strategic financial management, empowering attendees to contribute significantly to their organization's financial strategy and align fiscal decisions with business goals.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,900,000 MMK/members 4,600,000 MMK/non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

This advanced course is designed to expand the financial expertise of professionals and executives. Participants will delve into sophisticated financial analysis, strategic planning, investment decisions, and leadership, equipping them to propel their organizations towards fiscal excellence and strategic triumph.

Course Outline

- **Module 1: Advanced Financial Analysis**
- **Module 2: Strategic Financial Planning**
- **Module 3: Investment Strategies and Portfolio Management**
- **Module 4: Financial Leadership and Decision Making**

Who Should Attend

- Finance Professionals
- Individuals involved in financial planning within their organizations
- Executives and those responsible for strategic decision-making



HUMAN RESOURCES, LEARNING & DEVELOPMENT



HR for Start Ups & Entrepreneurs



Why This Training

Imagine you attract the best talents in the market to come and work for your company, all your employees are highly-motivated and strive their best to create more wins for your company, your employees are passionate and obsessed with innovating new ideas, products and services every day. This program will enable you to obtain the tools which you can use to create the right culture and people processes to harness people power for business success.

Duration	16 hours (8 hours for 2 Days)
Venue	In-person
Trainer	Yee Mon Kyaw
Language	English/Burmese
Rate	5,200,000 /members 6,200,000/non-members
No. of Trainees	15 to 20

For full course content and further discussion, please contact us.

Main Objectives

By the end of this Program, participants will be able to

- Gain clarity on what really matters and where your HR focus should be
- Develop a positive and authentic company culture
- Learn how to strategize processes around employer branding, talent attraction, performance management and total rewards

Course Outline

- Identify your needs and prioritize impact
- Develop a positive and authentic company culture
- Build your employer brand and attract A-players
- Discover what truly drives performance and structure performance management system
- Structure total Rewards system

Who Should Attend

- Start up founders and Entrepreneurs
- People managers
- HR professionals



Structuring a Performance Management System



Why This Training

If we want to drive better financial performance for businesses, it is important to understand the key enablers in unlocking performance potential of people. Having the right performance strategy and processes allows businesses to motivate people and drive desired performance while creating a positive culture. This program will provide you with the tools to do just that.

Duration	12 hours (1 and a half day)
Venue	In-person
Trainer	Yee Mon Kyaw
Language	English/Burmese
Rate	3,900,000 MMK/members 4,700,000 MMK/non-members
No. of Trainees	15 to 20

For full course content and further discussion, please contact us.

Main Objectives

- Understand the motivational factors that drive employee performance
- Structure a performance management process which includes
 - setting the right KPIs
 - setting the review periods
 - encouraging ongoing performance conversations between managers and employees
 - linking performance with reward

Course Outline

- Various theories around motivation and performance
- What end to end Performance Management Process looks like
- How to decide what to measure
- How to encourage managers to have quality conversations to enhance employee performance
- Linking performance with reward

Who Should Attend

- HR professionals
- People managers



Training of Trainers



Why This Training

Knowledge management is nowadays a major issue for all companies, and more specifically for services and sales companies. All major companies in the world take the time to train their newly hired staff to the company's culture so they understand why and what for they work. But to be able to share properly your experience goes beyond just talking and telling stories. To be efficient and productive, it must be framed and organized. That's what participants to this training will be able to do at the end of the 3 days.

Duration	18 hours (3 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese translation
Rate	6,750,000 MMK/members 8,000,000 MMK/non-members
No. of Trainees	Max 8

For full course content and further discussion, please contact us.

Main Objectives

- To prepare anyone who will have to train people or share his/her knowledge systematically with others.
- To make clear what training is about?
 - How to draft proper learning goals?
 - How to address a public of adult?
 - How to prepare a curriculum?
 - How to design and implement one?
- To understand why feedback is important and how to deliver and receive constructive feedback.

Course Outline

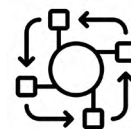
- What is training
- The methods
- Characteristics of adult learning
- Learning types
- How to select contents
- The curriculum
- How to deliver a constructive feedback

Who Should Attend

- People with working experience who want or have to share it
- Learning and Development professionals
- Trainers
- Human Resources Specialists



Developing an Effective Learning & Development Process



Why This Training

Having the structured approach to learning and development will enable organizations to focus on the right learning programs which will have a true impact on employee performance and business performance. This program will provide you with the tools to be able to come up with the right learning and development interventions for the organization.

Duration	12 hours (1 and a half day)
Venue	In-person
Trainer	Yee Mon Kyaw
Language	English/Burmese
Rate	3,900,000 MMK/members 4,700,000 MMK /non-members
No. of Trainees	15 to 20

For full course content and further discussion, please contact us.

Main Objectives

- To understand the different methods in assessing learning needs of the organization
- To have effective diagnostic conversations with key stakeholders
- To design, develop and implement learning programs according to learning needs
- To evaluate and communicate learning effectiveness, and plan actions

Course Outline

- Conducting Learning Needs Assessment
- Designing, Developing and Implementing learning programs
- Evaluating learning effectiveness

Who Should Attend

- HR professionals
- People managers



Internal Communication



Why This Training

Who must do what? Who is in charge of a project? Who is entitled to take decisions? How do I get or do I find the proper information to be able to do my job consistently and properly? Without a proper controlled answer to these questions, a manager loses a lot of time to check all goals and activities.

This training is an opportunity to question and improve your internal processes and to make sure the proper information goes on time to the proper people.

Duration	6 hours (1 Day)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese translation
Rate	2,250,000 MMK/members 2,700,000 MMK /non-members
No. of Trainees	Max 8

For full course content and further discussion, please contact us.

Main Objectives

- To understand why a proper internal communication is a key to the development and efficiency of a company.
- To know the various internal communication models and to be able to choose purposely and knowingly the one you want for your own firm.
- To control the information circulating in the company and to make sure your human resources or/and communication staff understand how to send the right message to the right people.

Course Outline

- Formal and informal communication
- The 4 basic formal flows, their benefits and limits:
 - Downward
 - Upward
 - Lateral
 - Diagonal
- Informal communication
 - The Grapevine Model
- The medium is the message

Who Should Attend

- Human resources specialists
- Staff in charge of the communication



Business Performance Management for Myanmar-Based Companies



Why This Training

Managing teams today demands more clarity, focus, and impact. This training equips managers with a proven framework to move beyond daily firefighting and create a high-performing, goal-driven culture. Whether you're leading a small team or an entire department, you'll gain practical tools, clear strategies, and actionable insights to drive results. Attendees will leave with the skills to set priorities, engage employees, measure performance, and make confident, data-backed decisions that fuel long-term success.

Duration	4 sessions of 3 hours each
Venue	In-person
Trainer	Dr. Giuseppe Sardone
Language	English with Burmese translator
Rate	5,500,000 MMK/ members 6,500,000 MMK/ non-members
No. of Trainees	Up to 10 trainees

For full course content and further discussion, please contact us.

Main Objectives

By the end of this module, participants will be able to:

- Define business objectives aligned with their strategic urgencies
- Identify and create key performance indicators (KPIs) tailored to their business
- Implement a performance management system to track, evaluate, and improve results

Course Outline

- Session 1. Overview and Objective Setting
- Session 2. Data Collection and Measuring Performance
- Session 3. Managing by Objectives and Setting Targets
- Session 4. A Performance Management System for Fair Appraisals

Who Should Attend

- Business Owners & Senior Managers
- Team Leaders & HR Managers
- Accountants & Financial Managers



Creating a Winning Employer Brand to Attract & Retain Talent



Why This Training

Employer branding is the process of building a reputation for your company as an employer of choice. It is about portraying your company in the best possible light to attract and retain talent. Without a strong employer brand your company is missing out on top candidates and wasting money. Furthermore your reputation could be adversely affected if any negative opinion is shared by your employees.

Duration	6 hours (1-Day)
Venue	Virtual
Trainer	Catherine Chai
Language	English
Rate	650 USD/ members 800 USD/ non-members
No. of Trainees	Max 20

For full course content and further discussion, please contact us.

Main Objectives

- This course is designed for team leads, HR and talent acquisition professionals who want to master employer branding to help their organizations attract and retain the best talent, and to propel their own careers.
- This course will cover why employer branding matters in the age of transparency, how organizations can build their brands and how to track the effectiveness of your employer branding efforts. This course will help you create an employer brand strategy or enhance an existing one.

Course Outline

- What is Employer Branding
- Components of Employer Brand Strategy
- Different types of positioning strategies
- How to build engagement with prospective, current and future employees
- How to align internal and external messages
- How to get your employees behind the employer brand
- How to manage the employee/ employer experience

Who Should Attend

- Team Leads
- HODs
- HR & OD



OPERATIONS



Operation Management



Why This Training

This Operation Management training is essential for corporate and individual growth as it provides the tools and insights necessary to navigate the complex landscape of modern business operations. By learning to manage operations strategically and understanding the nuances of productivity, quality, and efficiency, individuals can contribute to their organizations' competitive edge. Corporates need this training to stay relevant in the fast-paced market, adapt to changing consumer demands, and drive continuous improvement.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,900,000 MMK /members 4,600,000 MMK/non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

The training is designed to impart comprehensive knowledge of strategic and efficient management within organizations. It covers a wide array of techniques and theories to ensure the participants can apply these to enhance the overall operational effectiveness. Understanding the linkages between strategy and operations, this course aims to enable individuals to drive improvements in productivity, quality, and competitiveness, thus aligning operational outcomes alongside with business objectives.

Course Outline

- Manage operation strategically
- Productivity and Efficiency
- Linear regression and Poisson method
- 5s, Kaizen, and Poke-Yoke
- Enterprise Resource Planning (ERP) and more....

Who Should Attend

- Individuals who are part of the operations management team or who aspire to be.
- Middle to upper management levels, particularly those involved in strategic decision-making for operations.
- Professionals seeking to enhance their understanding of operational frameworks and their application in diverse industries.



Business Process Mapping & Design



Why This Training

This training is ideal for department heads and other managers who are tasked with redesigning and improving their work processes and SOPs, and want to enhance their team's efficiency and clarity. Trainees will acquire basic tools to map and display their department's processes, a key step in improving workflow and collaboration with other departments. The training emphasizes the importance of defining each team member's role, significantly reducing workplace misunderstandings and conflicts. Participants will engage in practical exercises to identify and remedy workflow bottlenecks, leading to a more productive and harmonious team environment.

Duration	9 hours (3 Half-days)
Venue	Virtual/ In-person
Trainer	Dr. Giuseppe Sardone
Language	English
Rate	4,800,000 MMK /members 5,700,000 MMK /non-members
No. of Trainees	Min 5 - Max 15

For full course content and further discussion, please contact us.

Main Objectives

This program is meant to equip participants with practical skills to map and visualize their own business processes, so that they will be able to redesign them to increase effectiveness and improve efficiency. It teaches tools and knowledge for writing down SOP and clarifying responsibilities within departments and across departments and sites.

Course Outline

- Session 1: Intro to Business Process Mapping and Tools for Visualization
- Session 2: Process Analysis and Optimization
- Session 3: Real case applications from participants' own experience

Who Should Attend

- Heads of Department
- Business Leaders and
- Mid to senior management roles who are seeking to adopt a systematic approach to management, improve workflows, and enhance team collaboration



Project Management

(Option-1)



Why This Training

Project Management training is vital for corporates and individuals as it provides critical insights into effectively managing projects within time and budget constraints. The ability to analyze and navigate complex project environments is an indispensable skill in today's dynamic work landscape. This training empowers professionals to enhance their project delivery capabilities, drive successful outcomes, and effectively manage stakeholder expectations, thereby contributing to the sustainable growth and competitive advantage of their organizations.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,900,000 MMK/members 4,600,000 MMK /non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

The course equips participants with a thorough understanding and implementation skills of the main project management areas. It aims to prepare individuals to proficiently initiate, plan, execute, control, and close projects, ensuring they comprehend the complexities of the project lifecycle and can navigate various project management challenges effectively.

Course Outline

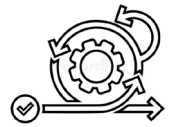
- Project Life Cycle
- Effective Negotiation & Conflict Management Techniques
- Monitoring & Evaluation of the Project (Internal & External View)
- Risk assessment (Quantitative & Qualitative)
- Client Market and Competitors Analysis and more....

Who Should Attend

- Project Managers and team members seeking to enhance their project management skills.
- Professionals in charge of planning, executing, and overseeing projects.
- Individuals aiming to learn contemporary project management tools and techniques.
- Stakeholders involved in project selection, risk assessment, and quality control.



Agile Project Management



Why This Training

Agile methods are currently becoming more and more relevant in all project management's fields. Consequently, anyone who wants to be a project manager or is currently a project manager using waterfall approach, who wants to understand the current transformations of project management field needs to know Agile methods, because they are widely used.

Duration	18 hours (3 days)
Venue	In-person
Trainer	Eric Glover
Language	English
Rate	6,750,000 MMK/member 8,000,000 MMK/non-member
No. of Trainees	8 to 10

For full course content and further discussion, please contact us.

Main Objectives

- To understand the principles of Agile, the Agile Manifesto, and how Agile differs from traditional project management approaches.
- To gain a deep understanding of Scrum, one of the most widely adopted Agile frameworks.
- To learn about key Agile tools and techniques to support project management in an Agile environment.

Course Outline

- Introduction to Agile Project Management
 - Agile Manifesto & Principles
 - Agile Roles & Responsibilities
 - Managing Agile Teams
- Scrum Framework Overview
- Agile Tools and Techniques
 - Sprint Execution
 - User Stories and Epics
 - Kanban & Task Boards
 - Burndown Charts & Velocity

Who Should Attend

- Professionals with some project management experience
- High-level managers (Executives, Directors)
- Decision-making managers (seeking Agile insights for strategic planning)



Project Management

(Option-2)



Why This Training

Project Management is now a very trendy concept...although most people don't really understand it! It is currently very fashionable, and "projects" are everywhere. But there are actually not so many people who really understand what a project is, how to plan and handle one properly, how to prepare and implement all steps in an orderly manner. Consequently, we developed this very practical approach to make Project Management accessible to everyone without any specific knowledge ahead.

Duration	18 hours/6 days (3 hours a day)
Venue	In-person
Trainer	Eric Glover
Language	English, with the possibility of translation into Burmese
Rate	6,750,000 MMK/ member 8,000,000 MMK/ non-member
No. of Trainees	Up to 8

For full course content and further discussion, please contact us.

Main Objectives

- To understand project management through a practical approach.
- To apply and work on a company/ personal project during the sessions.
- To progress from planning to execution with structured guidance.

Course Outline

- What is project management: an overview
- Purpose and needs assessment
- Goals, objectives, targets
- Inputs and activities: The Logframe
- Resource: human, time, budget
- Monitoring and evaluation, risks and risks management
- Reporting, archives and memory

Who Should Attend

- Anyone who wants to learn Project Management
- People already involved in Project Management but without theoretical basics (including people with only a title of officer)



SALES



The Sales Essentials



Why This Training

This training is a must-attend for both corporate entities and individual professionals eager to excel in the dynamic field of sales. For corporate teams, it offers a chance to align their sales strategies, fostering a more effective and cohesive sales force. Individuals will find this training particularly beneficial for personal skill enhancement, providing them with the tools to navigate complex sales scenarios with greater ease and confidence. This training is structured to address real-world challenges, making it a valuable investment for anyone looking to boost their sales prowess and drive meaningful business growth.

For full course content and further discussion, please contact us.

Main Objectives

This course is crafted to enhance essential sales skills, focusing on developing strong communication and negotiation abilities. Participants will learn innovative techniques for crafting compelling sales pitches and effectively handling objections. The training also includes strategies for successful deal closures and insights into the significance of sales reporting for tracking and improving performance.

Course Outline

- Building Sales Mindsets
- Understanding the Sales Process
- Communication and Negotiation Skills
- Crafting an effective Sales Pitch
- Handling Objections and Closing Techniques
- Importance of Sales Reporting in Tracking Performance
- How to create a simple sales report

Who Should Attend

- Sales Representatives and Executives
- Marketing Professionals
- Small Business Owners and Entrepreneurs
- Customer Service Representatives
- New Sales Managers
- Corporate Sales Teams



Tailor Making & Designing of Sales



Why This Training

This training offers a timely opportunity for professionals in Myanmar to rethink their sales approaches and strategies. By embracing compassionate selling techniques, organizations can revolutionize their interactions with customers and clients, fostering trust, loyalty, and long-term partnerships.

Whether operating in last-mile distribution networks, engaging in B2B transactions, or serving smallholder retail markets, attendees will gain invaluable insights and tools to thrive amidst challenges and uncertainties. It serves as a beacon of hope, empowering organizations to adapt, innovate, and succeed in Myanmar's dynamic and ever-changing business environment.

Duration	8 hours (2Days)
Venue	In-person
Trainer	Primer International
Language	English/Burmese
Rate	2,800,000 MMK /members 3,300,000 MMK/non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

The primary objective is to equip sales professionals with the mindset, techniques, and actions necessary to conduct sales transactions with empathy and efficacy. Participants will learn to embody a compassionate sales approach, enhancing customer relationships and driving sales growth.

Course Outline

- Sales Mentality and what is selling
- Importance of mindset for sales person and how it can effect your sales
- Stages of mindset
- How to manage your mindset
- How to stay in the mindful while handling customer
- how to know your customer before you meet them
- SMART Planning and setting your target and more...

Who Should Attend

This training is particularly suited for a diverse range of professionals who interact directly with customers or clients in various sectors, including:

- Social Enterprises and NGOs
- Business Organizations in B2B Industries
- Small Holders Retail Industries



Sales Trainings



Why This Training

This training presents a crucial chance for professionals in Myanmar to reassess their sales tactics and strategies. By adopting empathetic selling methods, businesses can transform their customer and client interactions, cultivating trust, loyalty, and enduring partnerships.

Whether they're working in last-mile distribution networks, participating in B2B transactions, or catering to smallholder retail markets, participants will acquire essential knowledge and tools to prosper in the face of difficulties and uncertainties. This training acts as a guiding light, enabling organizations to adjust, innovate, and thrive in Myanmar's vibrant and constantly evolving business landscape.

Duration	8 hours (3 Days)
Venue	In-person
Trainer	Primer International
Language	English/Burmese
Rate	5,600,000 MMK /members 6,700,000 MMK /non-members
No. of Trainees	Max 15

For full course content and further discussion, please contact us.

Main Objectives

The main goal is to prepare sales experts with the necessary mindset, methods, and actions for carrying out sales operations with understanding and effectiveness. Attendees will be trained to adopt a sympathetic approach to sales, which will improve customer relationships and boost sales expansion.

Course Outline

- Understanding purchase mentality and what customer wants
- Types of sales methodology and their effectiveness
- Creating a strong customer base
- Compassionate selling method and where it come from
- Compassionate selling method framework and how to sell with empathy and more...

Who Should Attend

- Sales teams, & customer relationship specialists
- Entrepreneurs & small business owners
- Frontline staff & service providers



DATA ANALYTICS



Basic Data Analytic with Microsoft Excel Training



Why This Training

In today's data-driven world, the ability to analyze and interpret data effectively is a crucial skill. Many professionals struggle to leverage Microsoft Excel beyond basic functions, limiting their ability to make informed decisions. This training is designed to bridge that gap by providing hands-on, practical learning in data analytics using Excel. This course equips you with essential techniques, from fundamental formulas to advanced data visualization and analysis.

Duration	30 hours
Venue	In-person
Trainer	Shwe Sin Soe
Language	Burmese
Rate	130,000 MMK/member 160,000 MMK/non-member

For full course content and further discussion, please contact us.

Main Objectives

This course is designed for professionals who want to develop foundational data analytics skills using Microsoft Excel. Participants will learn key concepts of data analytics, explore different types of analytics, and understand the data analysis process. With multiple case studies and over 32 Excel functions, empowering them to analyze and interpret data effectively.

Course Outline

- Introduction
- Data Analysis Model
- Knowledge of Data Tab in Microsoft Excel
- Step by Step Data Analysis

Who Should Attend

- Business Professionals & Analysts
- Entrepreneurs & Business Owners
- Finance & Accounting Professionals
- Freelancers & Consultants



Microsoft Excel for Data Analytics Training



Why This Training

Mastering Microsoft Excel is a fundamental skill for professionals across industries. This training provides a structured, hands-on approach to learning key Excel functionalities, from formulas and functions to data visualization and Power Query. Whether you're looking to streamline workflows, analyze large datasets, or enhance reporting, this course will equip you with practical skills to transform raw data into meaningful insights.

Duration	12 hours
Venue	In-person
Trainer	Shwe Sin Soe
Language	Burmese
Rate	130,000 MMK/member 160,000 MMK/non-member

For full course content and further discussion, please contact us.

Main Objectives

This course is tailored for professionals seeking to enhance their data analytics capabilities using Microsoft Excel. The course will delve into advanced Excel functions, data visualization techniques, and Power Query to understand Excel's powerful features to analyze data, create meaningful visualizations, and streamline data processing for better decision-making.

Course Outline

- Introduction
- Functions & Formulas
- Data Visualization
- Power Query

Who Should Attend

- Business & Data Professionals
- Finance & Accounting Experts
- Entrepreneurs & Small Business Owners
- Freelancers & Consultants



CAREER

DEVELOPMENT COURSES



Decision Making for CEOs



Why This Training

Myanmar is unique. On top of the same challenges that all decision makers face around the world, Myanmar CEOs have extra obstacles which foreigners can not even imagine. And yet local CEOs are tasked with important decisions every day. How do you make sense of a continuously changing environment and make the right decision? During the three conversations, the CEO and the key decision makers will be introduced to a new way of looking at problems/opportunities.

Duration	9 hours (3 Half-days)
Venue	In-person
Trainer	Dr. Giuseppe Sardone
Language	English
Rate	4,800,000 MMK/members 5,700,000 MMK/non-members
No. of Trainees	Max 5 (Only decision level)

For full course content and further discussion, please contact us.

Main Objectives

CEOs have the responsibility to make decisions which have significant and long lasting impact. But how to make the right decisions when faced with an ever changing political and regulatory landscape, ongoing conflicts, unreliable electricity supply, unstable foreign currency rates, increasing costs of raw materials, broken logistics, scarcity of skills, just to name some of the challenges. We explore a framework to use different styles of decision making for different levels of complexity.

Course Outline

- Session 1: Ordered vs Complex vs Chaos: how to differentiate the types of domain and how to use the appropriate decision making approach.
- Session 2: How to identify trends and capture weak signals before anybody else, and how to “make sense” of your problems in order to make the right decisions.
- Session 3: How to elevate the level of maturity of your organization and equip it to tackle intractable issues.

Who Should Attend

- CEOs
- High-level decision-makers (Founders, Managing Directors, C-suite executives)



From Manager to Leader



Why This Training

Upon completing the course, participants will return to their organizations equipped with a deeper self-awareness of their unique leadership style and clear insights into their personal development areas. They will carry with them knowledge, practical tools, and renewed confidence, essential for inspiring and motivating their teams effectively. This course empowers them to be the catalysts of positive change, positioning them to drive organizational success and foster a results-driven and positively engaging culture.

Duration	6 hours (1 Day)
Venue	Virtual
Trainer	Catherine Chai
Language	English
Rate	650 USD/members 800 USD/non-members
No. of Trainees	Max 20

For full course content and further discussion, please contact us.

Main Objectives

- Leaders are not just born; they are made. This course is built on the belief that leadership is a learnable skill accessible to anyone ready to embrace growth and change.
- Whether you've recently stepped into a management role, are eyeing a leadership position, or wish to enhance your team-building capabilities, this course will guide your transition. Leadership is a multifaceted skill, encompassing everything from communication and problem-solving to vision and motivation.

Course Outline

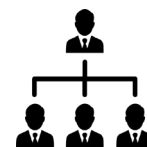
- Understanding Your Leadership Style
- Exploring the Five Levels of Leadership
- Effective Communication and Team Engagement
- Personal Leadership Development Plan

Who Should Attend

- Managers new to leadership training.
- Managers seeking effective leadership methods.
- High-potential employees identified for leadership roles.



Basic Management



Why This Training

Management is for sure one of the most misunderstood skills in the Business field. Many people believe that having power and giving orders is managing and of course this impacts their department or their company negatively. We developed this course to provide all the most needed basics of management to the people open-minded enough to build their capacities in order to develop professionally.

Duration	12 hours/2 days
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	4,500,000 MMK/members 5,300,000 MMK /non-members
No. of Trainees	Max 14

For full course content and further discussion, please contact us.

Main Objectives

- To provide people with all the needed tools to properly plan, organise, implement and control their activities.
- To learn the theory behind management and to be able to implement it in a practical way.
- To implement the theory you learnt and know – and the attitude, the will to implement, to take risk, to get really out of your comfort zone.

Course Outline

- What is a manager? The various level of management
- The basic management skills
- Constructive feedback
- How to properly delegate
- Timing
- How to measure working performance
- How to handle conflicts and dispute
- How to develop staff motivation

Who Should Attend

- Anyone in charge of a team
- People newly promoted to management position (including people with only a title of officer)
- People who have already some management experience but want to frame it into a robust theoretical knowledge



Strategic Performance Management



Why This Training

Oftentimes important goals are set by the organization leaders without a process in place to translate strategy into operational terms and to align the organization to the strategy. When that happens it is difficult to measure whether the organization is moving closer to its goals, employees do not understand how their tasks affect the long term goals and there is a general sense of not having everybody's efforts aligned with the goals.

This course focuses on instilling discipline into the strategic planning process and will enhance the organization's ability to achieve its goals.

Duration	9 hours (3 Half-days)
Venue	Virtual/In-person
Trainer	Dr. Giuseppe Sardone
Language	English
Rate	4,800,000 MMK/members 5,700,000 MMK/non-members
No. of Trainees	Min 10 - Max 20

For full course content and further discussion, please contact us.

Main Objectives

The course intends to equip the participants with practical tools to define and articulate a Strategy, and measure and manage its implementation. These tools allow organizations to set important goals and to align the whole workforce (from the top level down to the last employee) to achieve those goals.

Course Outline

- Session 1: Define strategic goals; Prepare Strategy Maps to identify and describe how to achieve them
- Session 2: Set measurements and targets to measure and monitor the implementation of a Strategy
- Session 3: Work on own company's goals

Who Should Attend

- Middle to senior level management
- Decision makers



Leadership



Why This Training

In a competitive context, teams need vision and guidance to achieve high performances. However, there is a common confusion between management and leadership. And because most managers are not leaders and don't know how to become one, this confusion put them under pressure and stress, as well as their teams. It usually results in a decrease of performance. This training provides knowledge, tools and understanding that makes the difference and allows participants to make a difference when they are back to work.

Duration	24 hours (4 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	9,000,000 MMK/members 10,500,000 MMK/non-members
No. of Trainees	6 to 8

For full course content and further discussion, please contact us.

Main Objectives

- To equip you with the key leadership skills necessary to lead teams, make impactful decisions, and foster a positive work environment.
- To gain a deeper understanding of their leadership style and areas for growth.
- To provide practical tools for improving communication, influence, and team leadership.
- To create a personal action plan for ongoing leadership development.

Course Outline

- What makes a great leader?
- Emotional intelligence in leadership
- Developing a leadership mindset
- Leadership influence & persuasion
- Leading through conflict
- Visionary leadership
- Decision-making under pressure
- Building high-performance teams

Who Should Attend

- Emerging leaders (new to management roles)
- Anyone transitioning into a leadership position



Networking: How to Interact with People for Business



Why This Training

Many professionals rely on their connections and their reputation to develop their business or their boss' business. But often, especially when starting in a exposed position, people are a little bit reserved, feeling awkward, not knowing how to handle the situation.

This training is designed to build the confidence of the participants. It provides tips on how to build a network. It gives them the clues to proper and fruitful interactions and, through different exercises, it prepares them to meet with other people they don't know yet but they need to discuss with.

Duration	6 hours (1 Day)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	2,250,000 MMK/members 2,700,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To build awareness about how important good networking is when it comes to commercial activities.
- To understand why and how to build an efficient and relevant network.
- To learn how to select the networking events or organization to join, how to prepare when going to an event, how to interact and discuss, and how to keep their network active and dynamic.

Course Outline

- How to build a Network
- Set your goals
- Networking is not selling
- Listen, help, stay positive
- Attending events:
 - Before an event: be prepared
 - During an event: make connections
 - After an event: follow up
- Maintain your network
- The barriers to good networking

Who Should Attend

- All individuals in Public Relations' activities
- People with exposure who need to develop their business/company's activities



Proper Reporting



Why This Training

Many professionals have to write reports after achieving their tasks and duties. However, to achieve a task and to report about it are two very different skills. Indeed, many people are afraid at the moment to start their report as they don't know where and how to start, what to deliver exactly, how to organize the whole reporting work.

This training provides a framework and techniques to deliver what really matters in an organized and structured way.

Duration	6 hours (1 Day)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	2,250,000 MMK/members 2,700,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To be able to deliver a professional and useful report once a project or a work is achieved.
- To learn how to structure a report, what each step covers, how to select relevant information to deliver, where to put it, how to organize it for the best impact.
- To explore deeply on examples and case studies brought by the trainees.

Course Outline

- What is to report?
- How to structure a report?
- What contents goes where...
- Tips for good reporting

Who Should Attend

- All individuals who want to deliver consistent reports with report quality and structured framework



Business Report Writing



Why This Training

The ability to write and present effective business reports is critical in the modern corporate world. This workshop is designed for those seeking to influence decision-making processes, drive strategic initiatives, and advance their professional capabilities in report writing and presentation.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,900,000 MMK/members 4,600,000 MMK/non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

The “Business Report Writing Mastery” workshop is meticulously designed to enhance professionals’ abilities in constructing impactful business reports. Participants will gain essential skills in articulating complex data, structuring reports for maximum clarity, and delivering insights that drive strategic decisions.

Course Outline

- Session 1: Introduction to Business Report Writing
- Session 2: Writing Clear and Concise Business Reports
- Session 3: Data Gathering and Analysis
- Session 4: Report Writing Exercise
- Session 5: Effective Recommendations and Conclusions
- Session 6: Editing and Proofreading and more...

Who Should Attend

- Individuals looking to strengthen their report writing skills
- Managers and team leaders responsible for creating and presenting reports
- Professionals across various roles who partake in business communication and strategy



Team Building



Why This Training

All companies developing complex activities rely on their staff skills and their ability to work together in a quickly changing national and international economy. Consequently, staff have to be willing to improve their skills and ability relentlessly, and the company must be able to help them in this process.

Best companies must develop a culture of change and challenge and encourage their employees to adapt and work as a team. But this is not always natural and to achieve the highest efficiency, individuals need to learn how to work together practically, how to accept others' differences, how to adapt to changes and how to perform as a whole.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	4,500,000 MMK/members 5,300,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To build awareness about the impact mindset has on productivity and efficiency, both at personal and company levels.
- To help participants evaluate their own mindset and move it or develop it from fixed to growth mindset.
- To have participants understand how an efficient team builds, and how to maintain it working efficiently.

Course Outline

- What is mindset?
- Fixed Mindset vs Growth Mindset
- How to change your mindset?
- The benefits to work as a team
- The 5 stages of team development
- Make your team work together
- The ground rules to efficiency
- Make differences an asset
- Balancing the team skills
- Team exercises

Who Should Attend

- Human resources specialists
- All people who have to work as a team
- Mid-level and high-level deciders who must manage projects in a company



Change Management

(Option-1)



Why This Training

To think that change can be forced through sheer power is at least naïve, at most ignorance.

Many ways exist to get the changes ones want but they all share the same point: people must be involved as they are the key element to success... or failure.

This training provides key knowledge and methods to prepare and conduct all steps of a proper change, with people being part of it and able to accept and use it once the process ends.

Duration	18 Hours (3 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	6,750,000 MMK /members 8,000,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To understand what is really Change Management? What are the challenges one has to overcome? What are the common mistakes to avoid? And what it takes to conduct proper and efficient Change Management...
- To focus on what to do? How to do it? How to make sure of the impact? ...And how to measure it?
- To balance practices from examples and exercises, and theory from presentations and guided discussion.

Course Outline

- Session 1: The basics of change management
- Session 2: Let's discuss "Objectives"
- Session 3: Let's discuss "Communication"
- Session 4: Let's discuss "People"
- Session 5: Let's discuss "Measure and Follow Up"

Who Should Attend

- High level and decision-making managers
- All managers who want to be able to conduct changes in their departments



Change Management

(Option-2)



Why This Training

Professionals need this training to understand change as a constant in competitive business environments. It is crucial for driving innovation, staying ahead in the market, and managing the human side of change processes.

Duration	10 hours (2 Days)
Venue	In-person
Trainer	Win Thu Aung
Language	English/Burmese
Rate	3,250,000 MMK/members 3,870,000 MMK /non-members
No. of Trainees	Max 25

For full course content and further discussion, please contact us.

Main Objectives

This course aims to equip participants with skills to navigate and lead organizational change effectively. It delves into the dynamics of change within organizations, addressing both internal and external drivers, and furnishing participants with strategies to overcome resistance and foster a culture of adaptability.

Course Outline

- Section 1: Foundations of Change Management
- Section 2: Stakeholders and Resistance
- Section 3: Strategies and Culture in Change Management
- Section 4: Leadership and Communication in Change

Who Should Attend

- Leaders and managers responsible for implementing change.
- Team members involved in change management processes.
- Professionals interested in understanding the change dynamics in business.



Critical Thinking & Effective Problem Solving (Option-1)



Why This Training

This training is essential for improving decision-making and analytical abilities, crucial in navigating difficult professional scenarios. It fosters creative and innovative thinking, enabling participants to devise unique solutions to challenges. By enhancing critical analysis and evaluation skills, the program empowers individuals to make informed decisions and explain those decisions to their bosses and colleagues.

Duration	6 hours (2 Half-days)
Venue	Virtual/ In-person
Trainer	Dr. Giuseppe Sardone
Language	English
Rate	3,200,000 MMK/members 3,800,000 MMK/non-members
No. of Trainees	Min 7 - Max 20

For full course content and further discussion, please contact us.

Main Objectives

To equip participants with the skills and techniques necessary for effective critical thinking and problem-solving in professional and personal contexts.

Course Outline

- Session 1: Critical Thinking (Introduction, Techniques and Practical Exercises)
- Session 2: Effective Problem Solving (Fundamentals, Strategies and Interactive Activities)

Who Should Attend

- This course is for anyone who wants to make better judgements and decisions at work and become more accountable and independent.
- Particularly beneficial for managers and team leaders who guide others through difficult problems.



Critical Thinking & Effective Problem Solving (Option-2)



Why This Training

One of managers' main tasks is to anticipate challenges to come. And to do so efficiently, they need to master "what if" scenarios, to create possible solutions and then test them out. This requires strong problem-solving skills and critical thinking attitude. To develop these two skills jointly is an asset for competition. Whether you're answering a customer facing different issues or creating innovative solutions inside your company get more efficiency, you need to feel confidence in your methodology and the tools you use. This is what this training is about.

Duration	18 hours (3 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	6,750,000 MMK/members 8,000,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To understand the critical thinking process and to be able to develop this specific attitude to solve problems.
- To change attitude and approach towards challenges and issues and create more enthusiasm to tackle them.
- Participants practice problem-solving skills and develop ability to use some specific analysis' tools, including SWOT and Mind mapping.

Course Outline

- What is critical thinking? Why we need to develop this attitude?
- How to build a proper reasoning?
- Problem statement, problem solving: the IDEAL method
- The critical thinking process
- Organise your thoughts
- Reflective judgement

Who Should Attend

- Managers and deciders who want to improve their decision-making process
- Employees who have to work under minimum guidance



Conflict Management: Manage Difficult People at Work



Why This Training

Having to manage difficult employees is a common challenge and it costs time and energy, and consequently money. And because conflict involves emotions, it can also cause stress and anxiety, impacting managers efficiency at all levels, for all tasks.

This course provides an in-depth understanding of conflictual situations. Participants are provided with a conceptual framework as well as some exercises and practice to be able to address such situation the best way.

Duration	18 hours (3 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	6,750,000 MMK/members 8,000,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To learn how to handle difficult people and conflictual situations at work.
- To understand the link between management style and people's behaviour.
- To learn how conflicts start, how they develop and how to end them.
- To understand the various factors involved in a conflict and to have clues to adapt your behaviour/attitude to these different situations.

Course Outline

- Understand what it means to "manage people"
- Understand how conflicts start and develop
- Understand some basic social behaviours and their impacts
- The two factors to control
- Change your attitude towards conflict
- Learn various approaches to handle a conflict
- what do we really want when in conflictual situations?

Who Should Attend

- Managers and officers who have to manage people
- Human resources specialists



Constructive Feedback for Better Teamwork



Why This Training

Giving and receiving feedback is an everyday activity in a company, and the main way to know practically when we perform and when we don't!

But feedback can easily run out of control, with feelings involved, judgement, conflict, or irrelevant feedback... And even a documented and proper feedback is not so easy to receive: sometimes, it triggers a negative reaction, hurting people instead of giving them clues to improve.

Actually, giving and receiving feedback is a skill, and thus it is never given, it can and must be learnt. That's what participants will do.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	4,500,000 MMK /members 5,300,000 MMK /non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To practice various feedback technics and understand their impacts.
- To understand what is a team, how it works and why feedback matters so much to its efficiency and proper development.
- To develop feedback skills via theories, exercises, and applied practices. Participants exchange feedback, tackle realistic cases, and incrementally build competence in delivering and receiving feedback_while observing its tangible effects.

Course Outline

- Understand the basic patterns of people's behaviour
- Understand how a team builds up and develop
- Understand your management style and its consequences
- Understand the impact of feedback
- Pay a special attention to the violence hidden in a judgement
- Practice different feedback's technics

Who Should Attend

- Managers or officers in charge of a team
- People in contact with customers or suppliers



INDIVIDUAL DEVELOPMENT COURSES



Effective Basic Communication



Why This Training

In a company, everything is communication: orders, finance, marketing, sales. Everything relies on a correct and strong flow of understood and relevant information that staff and management can use to implement their tasks and create a strategy. However, effective communication is usually an underestimated element of a company strategy. Mainly, it is understood as “image”, “brand” and “marketing”, forgetting the key point: human resources.

This training provides participants with all the tools to develop a better communication and consequently to be more efficient and productive at work.

Duration	12 hours (2 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	4,500,000 MMK /members 5,300,000 MMK/non-members
No. of Trainees	14

For full course content and further discussion, please contact us.

Main Objectives

- To understand the different parts of communication and to improve your own ways to share, deliver, receive messages and produce more useful and relevant information.
- To be able to build effective team and develop a stronger cohesion in the company.
- To allow and maintain efficiency in a company where different cultures have to work together.

Course Outline

- What is communication? Why communicate?
- The Communication pattern
- The learning types
- The message
- Non-verbal communication
- Inter-cultural communication
- Empathy, feedback, advocacy
- Internal communication

Who Should Attend

- People in contact with customers, whatever the field: HRM, marketing, sales...
- Human resources professionals
- Any individual willing to improve his/her ability to send the proper message to the proper people



How to Talk Efficiently In Public



Why This Training

Many people have to make speech in front of a large public. When they are not used to it, they are often stressed. When they are used to it, they often speak in a “routine” way. This training corrects both of these biases. We work on a specific speech and we record the trainees while they talk, then we show them the video and we work very practically to improve both verbal and non-verbal communication.

Duration	6 hours (1 Day)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	2,250,000 MMK/members 2,700,000 MMK/non-members
No. of Trainees	Max 4

For full course content and further discussion, please contact us.

Main Objectives

- To prepare people to speak in public, facing either a small or a large crowd.
- To learn how to prepare a speech, how to deliver it without reading it, how to control their body language and show confidence and assertiveness.
- To learn how to be listened at! Participants will also get confidence in interacting positively with the assistance, and to handle awkward situations if any.

Course Outline

- Practical tools to prepare a speech or presentation
- Analysing audience
- Practice dynamic gestures and motions on stage
- Prepare for Q&A
- Improve your non-verbal communication

Who Should Attend

- All individuals who have to often deliver speeches in front of other people.



Time Management

Without Stress



Why This Training

“Time is Money”! To manage time properly means to develop your team and company efficiency. Consequently, it is a key skill for everyone in the firm, from the top management to the first level employees. Working efficiently, planning and organizing the work properly, reporting on time, wasting no-time... and being able to do it on the long-term give you a major edge on your competitors and enhance profitability.

This training provides participants with awareness about their own behaviors and with methods and techniques to face and fix their time issues

Duration	6 or 12 hours (1 or 2 Days)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	2,250,000 MMK/members 2,700,000 MMK/non-members
No. of Trainees	Max 14

For full course content and further discussion, please contact us.

Main Objectives

- To learn how to plan your work the most efficiently timewise: how to set up priorities, how to establish proper and relevant criteria to organize your tasks and duties? And those of your staff?
- To learn how to mark “bad habits”. And find out how to spot their own specific “time killers” and then they are trained to fight them and finally to be more productive.

Course Outline

- What is time management?
- Why do we sometimes have issues with time? The RAC approach.
- The Time killers and their antidotes... Procrastination, the Salami technic...
- The benefit of a clear set of goals
- Deal with your stress linked to time
- Know when you have finished your tasks and achieved your goals.

Who Should Attend

- All employees with Time management issues
- Managers who want to improve their team's efficiency



Negotiation



Why This Training

Negotiation is an important skill in business, and one many people don't really master. There are many common mistakes to avoid, especially at emotional levels, and this usually need to be practiced. Hopefully, like all skills, negotiation can be learnt. People who understand well the whole process and have a good control of it are the most likely to get the best out of any negotiation process.

Duration	6 hours (1 Day)
Venue	In-person
Trainer	Eric Glover
Language	English, with possible Burmese Translation
Rate	2,250,000 MMK/members 2,700,000 MMK/non-members
No. of Trainees	Max 10

For full course content and further discussion, please contact us.

Main Objectives

- To provide a clear understanding of the negotiation process.
- To build awareness of the different negotiation profiles and which one of them have the most chances to stand and be beneficial.
- To learn basic skills involved in a negotiation process and to practice them.

Course Outline

- What is negotiation?
- Who de we negotiate with?
- Why negotiate?
- How to negotiatee
- Preparation
- The negotiation window
- The discussion/bargaining
- Closing the negotiation

Who Should Attend

- Managers and deciders at all levels of a company
- All staff involved in contact with suppliers or customers





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