



## **COMPANY PROFILE**



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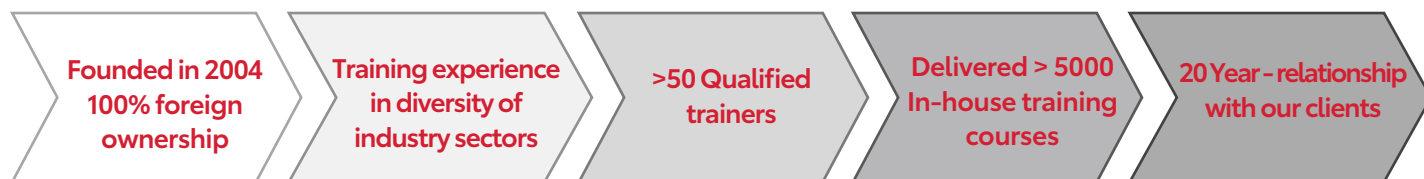
# ABOUT OUR COMPANY

Corporate Training Solutions (CTS) founded by Christopher James, has been delivering effective training programs to its clients since 2004. CTS is committed to developing people by being one of Vietnam's leading training providers, offering clients first-class learning and development programs.

Our trainers have industry experience supported with formal qualifications. All English language trainers hold internationally recognized English language qualifications and have extensive training expertise.



Christopher James - Founder of CTS



## Mission

Our mission is to create dynamic and challenging learning environments that provide every participant with a range of innovative opportunities for success, self-development and leadership.

## A solution for our clients

Corporate Training Solutions offers a portfolio of training programs that are relevant, meaningful and designed to reflect and reinforce your organisation's goals and objectives.

For your customised training programs, we individually match our qualified and experienced trainers with your needs to ensure effective outcomes. Whichever business or industry you are in, CTS has a customised training solution for you.

# **PROGRAM PORTFOLIO**

## ***BUSINESS & MANAGEMENT SOFT SKILLS AND LEADERSHIP TRAINING PROGRAMS***



### **» In-house Programs**

Short and long-term programs designed for our corporate clients



### **» Public Programs**

For individuals and corporate clients

## ***ENGLISH LANGUAGE TRAINING PROGRAMS***



### **» Business English Communication Skills**

### **» General English Communication Skills**

### **» Exam Preparation Skills**

## ***BUSINESS & MANAGEMENT SOFT SKILLS AND LEADERSHIP TRAINING PROGRAMS***

### **»» In-house Programs**

CTS offers tailored in-house training programs, which are designed to meet the demands and requirements of your company.

The client selects an appropriate training program. The duration of each program can be adapted to meet the client's needs.

CTS designs the content for the program based on your precise requirements.

The programs have a blended learning approach to appeal to all learning styles, and to integrate learning cognitively, emotionally and behaviourally.

The training methodology includes large and small group discussions, assessments, project team work, experiential exercises , simulations, action plans and a post-program follow-up.



CTS's trainers are specialists in their respective fields and are dedicated to enhancing the skills and knowledge of the trainees through practical, interactive and applicable training.

Our trainers facilitate, coach and guide learning - they do not lecture.



## ***BUSINESS & MANAGEMENT SOFT SKILLS AND LEADERSHIP TRAINING PROGRAMS***

### **» Public Programs**

CTS offers a wide range of training programs at premium conference venues in Ho Chi Minh City. Insights from the course facilitator, as well as delegates from a wide range of companies and industries, make our public training courses a rich learning and networking experience.

CTS's trainers are specialists in their respective fields and are dedicated to enhancing the skills and knowledge of our delegates through practical, interactive and applicable training.



Management Skills for Middle Manager Program



Persuasive Communication & Negotiation Skills Program



Emotional Intelligence Program



Creative Problem Solving Decision Making Program

## TRAINING PROGRAMS

### Management & Leadership

Agile and Adaptive Leadership	Leadership in Action
Bottom-up Feedback Programme for Managers	Leadership in Crisis and Change Management
Company Culture & Leadership	Leading A High Performance Team
Conflict Management	Leading Change
Data-Driven Decision-Making	Leading with Questions
Delegation Skills	Management Skills For Middle Managers
Developing Talent	Managing & Leading A Remote/ Hybrid Team
Diversity, Equity, and Inclusion (DEI)	Managing Transition/ Dynamics
Emotional Intelligence in Leadership	Mentoring & Coaching Skills
Ethical Leadership	Motivating and Developing Staff's Capabilities
Feedback Skills	Motivation Skills
Finance For Non-financial Managers	Performance Management
Fostering Collaboration & A Positive Work Culture	Positive Collaboration with Gen Z
Fundamental Management Skills	Prioritization & Productivity Enhancement
HR Skills For Non-HR Managers	Process Management
Inclusive Leadership	Purpose-Driven Leadership
Innovative Leadership	Setting Up KPIs & Evaluation
Inspiring Leadership Skills	Situational Leadership
Intercultural Leadership	Strategic Thinking & Planning
Key Figure Management in Daily Business	Supervisory Skills
Leadership Development and Succession Planning	Team Bonding
	Team Formation & Building Trusted Mentorship

### Specialized Programs

Breakthrough Thinking In Business Development	Marketing Concepts & Planning
Cross Selling vs Up Selling	Maximise Sales Performance
Customer Service & Handling Complaints	Modern Marketing Techniques
Digital Marketing	Sales Management
Direct Sales Skills (B2B, B2C)	Sales Pipeline Management
Enhancing Customer Experience	Sales Plan Development
Facilitative Selling vs Consultative Selling	Setting Up A Competency Framework
HR Analytics	Strategic HR Management
HR Overview	Tele-Sales Skills (B2B, B2C)
HR Report Writing Skills	The Ultimate Microsoft Office Application:
Interviewing & Selection of Candidates	Word, Excel, PowerPoint, etc
Labour Relations & Disciplines	Training Need Analysis & Developing Training Plan

## Professional Individual Development

Adaptability & Flexibility	How To Win Friends & Influence People
Applying Hou-Ren-Sou in Managing Risks	Implementation Skills
Breakthrough Thinking	Innovation & Creative Thinking
Business Ethics	Internal Communication Skills
Business Etiquette	Logical & Critical Thinking
Business Manners & Communication	Moderation Skills
Business Writing Skills	Negotiation Skills
Chairing The Meeting	Networking Skills
Change Management	Personal Effectiveness
Coaching on Career Development	Personal Profiling with D.i.S.C
Communication Skills	Persuading & Influencing Skills
Critical and Creative Thinking: Using the 6 Thinking Hats Method	Planning & Controlling Work Effectively with PDCA
Cross Functional Collaboration/ Team Working Skills	Positive Thinking & Attitudes
Cultural Intelligence & Communication	Problem Solving & Decision Making
Customer Service Mindset	Project Management
Data Analysis	Public Speaking & Presentation Skills
Data Storytelling	Relationship Management
Delivering Results	Report Writing Skills
Design Thinking	Self Management
Digital Communication Skills	Self Motivation Skills
Dress for Success	Shifting From Responsibility, Accountability To Ownership
Emotional Intelligence	Stakeholder Management & Influencing Skills
Event Management	Start-Up/Entrepreneurial Mindset
Facilitation Skills	Stress Management
Fostering Resilience & Agility	Time & Task Management Skills
Growth Mindset	Train The Online Trainer
How To Be A Highly Effective Person with 7 Habits	Train The Trainer
	Work-Life Balance

CTS can deliver other programs upon demand.



## ENGLISH LANGUAGE TRAINING PROGRAMS

CTS offers a comprehensive range of English programs for International and Vietnamese organizations tailored specifically to your needs.



### **Business English Communication Skills**

Business English programs have been specifically designed to meet the needs of professional people working in an increasingly international business environment.

**Levels: Elementary to  
Advanced**



### **General English Communication Skills**

Our programs cover the skills of reading, writing, listening and speaking, with particular emphasis on speaking, learning and pronunciation.

**Levels: Beginner to  
Upper-intermediate**



### **Exam Preparation Skills**

Our exam preparation training programs are for internationally recognized examinations.

**IELTS  
TOEIC**

## Business English Communication Skills

### » Specialist Group English Programs

Specialist Group Programs enable participants to improve their language skills in a specific professional or communication area. Discussion topics and activities are chosen based on the needs of the group participants. Programs can include elements of business and general English.

Some examples of our programs:



- English for Banking & Finance
- English for Energy Industry
- English for Engineers
- English for Hospitality Industry
- English for Hotel Industry
- English for Human Resources
- English for IT Industry
- English for Law
- English for Marketing
- Business Report Writing Skills
- English for Negotiations
- English for Presentations
- English for Secretaries
- English for Socializing
- Technical English
- Telephone Skills
- English for Sales
- English for Tourism
- English for Meetings
- Writing Business Letters

### » One to One English Programs

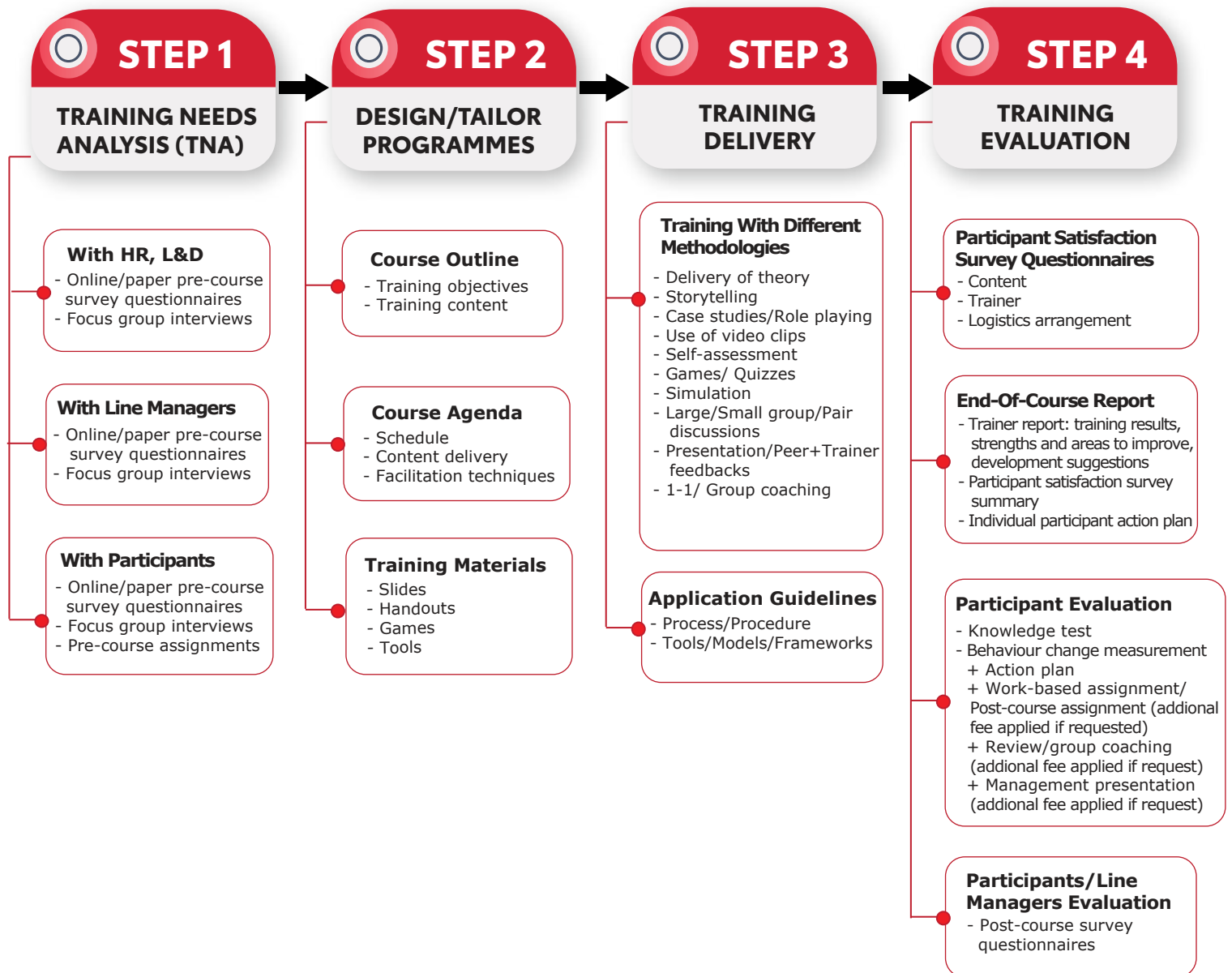
These programs are designed to ensure that an individual's learning is as effective as possible. As the courses are individual, the programs are designed to meet the training requirements of each participant, taking into account such practical areas as:

- Participant's individual key objectives.
- Their current language level
- Their experience of language learning
- How they will be using the language for meetings or presentations, for social events, writing reports etc.
- Whether they need to use specific technical vocabulary in their work.



# CTS PROCESS

CTS works closely with its clients using the following four-step process. This ensures that all training programs are designed, delivered and followed up successfully in line with the clients requirements.



# WHY CHOOSE CTS?



## TAILORED TO MEET YOUR SPECIFIC NEEDS

All of CTS's in-house training programs are carefully customised to meet the precise requirement of our clients.



## CONSISTENT AND RELEVANT CONTENT

Ensure that the learning is transferable to the workplace and that the action plans developed are relevant, applicable and encourage on-going learning and development.



## LEADING SPECIALIST TRAINERS

Select one of our trainers with experience and a training style most suited to your industry and organizational culture.



## EXPERIENCED BUSINESS DEVELOPMENT TEAM

Our highly professional and experienced team will consult and offer a suitable learning pathway which exactly meets the objectives of the trainees and your organisation.



## COST-EFFECTIVE, FLEXIBLE TIMING & LOCATIONS

CTS offers cost effective training programs which are delivered in a location and schedule which are most convenient to the client.



## DELIVERED ON-SITE OR OFF-SITE

Enabling you to utilise your own training facilities or for us to organize the venue for you with delegates focusing on their learning in an environment away from the office.

# OUR CLIENTS



This is a small selection of our clients.



# CLIENT TESTIMONIAL

“

L'ORÉAL

The course helped participants enhance their personal thinking development skills. Participants approached the course with a relaxed and cheerful attitude, and absorbed knowledge to renew and develop themselves in a better direction, and work more effectively.

”

“



Training with CTS offered substantial benefits to our organisation and individuals because the goals achieved were placed within the context of the overall goals of our organisation. The development of the competencies of our managers has supported the overall development of our organisation.

”

“



Beside the knowledge shared in the program, CTS trainers also provided additional guidance and shared experience with participants on methods of practicing important skills. This included negotiation, presentation skills as well as improving communication with colleagues, superiors, partners and customers.

”

“



CTS has conveyed a better understanding of cultural gaps at work, particularly between Vietnamese and Western cultures. Exploring cultural values, differences between Asians and Westerners, and communication styles has enhanced participants cross-cultural skills. Analysis of real case scenarios and comparison of cultural profiles have further enriched participants' understanding.

”

“



We have gained a thorough understanding of the standard format and sub-sections of writing technical reports. Moreover, we have mastered efficient planning and organizing techniques, effective message delivery, and the skillful use of graphics, statistics, flowcharts, technical procedures, and instructions. The ability to write concisely and to produce an impactful report has greatly improved.

”

# CTS IN ACTION



AEON Mall  
Time Management & Planning



Boehringer Ingelheim Speaker Forum  
The Art of Integrating Soft Skills in  
Presenting Scientific Data



FrieslandCampina  
Problem Solving & Decision Making Skills



FV Hospital  
The 6 Thinking Hats - In Theory and Practice



HDBank  
Management Skills for Middle Managers



Mapleleertree  
Presenting with confidence



NSRP  
Logical & Critical Thinking



Pfizer  
Business Manners and Communication



PORSCHE  
Communication & Customer Service Skills

# GET IN TOUCH

CTS loves to listen and we are eagerly waiting to talk to you regarding your interest.



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