

# GIL TRAINING CALENDAR 2019

Care . Share

GIL Consultancy Pte Ltd  
Co Reg No.: 200608944R  
GST Reg No.: 200608944R

1 Coleman Street #07-11 The Adelphi Singapore 179803  
e : enquiries@gil.com.sg t : 6423-1130

Supported by  
**VITAL AMPLIOS ACADEMY**  
Shared Services Management Training

Established since 1999

SDF Approved Courses

Eligible for SkillsFuture Credit

Call us for details on hotel venue, early bird, promotional or package discounts for our courses.

Course fee includes lunch and refreshments when held at hotel venues.

Check with us for SDF Grant or SkillsFuture Credit eligibility.

For most current information, visit [www.gil.com.sg](http://www.gil.com.sg)

Note: All Prices are before GST



COMMUNICATION SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Art of Giving Feedback	VTLOK1AGF	\$390	\$340	17	13	14	18	16	13	18	15	19	17	14	19
Communication and Relationship Management	VTLOK1CRM	\$580	\$480	-	20-21	-	29-30	-	19-20	-	07-08	-	02-03	-	-
Editing Skills <small>(NEW)</small>	VTLOK1EDS	\$400	\$350	04	-	12	-	30	-	-	06	-	14	-	10
Effective Business Writing	VTLOK1RBW	Call	Available on Request Only. Call us for a free consultation.												
Effective Communication Skills	VTLOK1ECS	\$390	\$340	-	11	-	-	06	-	-	-	05	-	-	-
Effective Communication Skills Level 2	VTLOK1CS2	\$390	\$340	-	12	-	-	07	-	-	-	06	-	-	-
EP1 - Develop an Effective Presentation <small>(NEW)</small>	VTLOK1EP1	\$390	\$340	-	-	-	-	-	03	-	01	-	-	-	-
EP2 - Deliver an Effective Presentation <small>(NEW)</small>	VTLOK1EP2	\$400	\$350	-	-	-	-	-	04	-	02	-	-	-	-
Essential Grammar for Effective Writing	VTLOK1EGW	\$390	\$340	31	-	11	-	-	07	16	-	09	-	12	-
Report Writing	VTLOK1RTW	Call	Available on Request Only. Call us for a free consultation.												
Speak Standard English or Singlish at the Workplace	VTLOK1SES	\$390	\$340	-	-	04	-	-	11	-	-	02	-	04	-
Writing Better Emails <small>(COURSE TITLE CHANGE)</small>	VTLOK1WBE	\$390	\$340	-	-	-	-	-	06	15	-	10	-	11	-
Writing Minutes of Meeting	VTLOK1WMM	\$580	\$480	10-11	-	07-08	-	-	03-04	-	-	-	-	-	-
Writing Minutes of Meeting <small>(REVISED)</small>	VTLOK1WMM	\$400	\$350	-	-	-	-	-	-	16	-	09	-	12	-

CUSTOMER SERVICE SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Dealing with Challenging Customers' Situations	VTLOK2CCS	\$390	\$340	Available on Request Only. Call us for a free consultation.											
EI Skills In Handling Difficult Customer	VTLOK2EDC	Call	Available on Request Only. Call us for a free consultation.												
Handling Difficult Callers on the Phone	VTLOK2DCP	\$390	\$340	23	-	-	05	-	-	15	-	-	08	-	-
Manage Customers' Complaints [Feedback]	VTLOK2MCC	\$590	\$490	14-15	-	14-15	-	-	-	-	-	-	21-22	-	-
Serving Customers with PRIDE™	VTLOK2SCP	\$390	\$340	-	20	-	-	30	-	02	-	-	-	-	-

INTERPERSONAL SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Effective Interpersonal Skills Level 1	VTLOK3IS1	\$390	\$340	07	-	04	-	-	-	08	-	-	-	07	-
Effective Interpersonal Skills Level 2	VTLOK3IS2	\$390	\$340	08	-	05	-	-	-	09	-	-	-	08	-

LEADERSHIP SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Empower and Re-energize for High Team Performance	VTLOK5HTP	\$390	\$340	16	-	20	-	15	-	17	-	-	-	27	-
Engage People - Engaging Leadership	VTLOK5EPL	\$580	\$480	-	25-26	-	08-09	-	-	-	-	09-10	-	-	-

MANAGEMENT SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AR1 - Team Empowerment to Achieve Results <small>(NEW)</small>	VTLOK6AR1	\$410	\$360	-	-	-	-	21	-	-	13	-	-	-	-
AR2 - Coach Towards Achieving Results <small>(NEW)</small>	VTLOK6AR2	\$410	\$360	-	-	-	-	22	-	-	14	-	-	-	-
SS1 - Essential Supervisory Skills <small>(NEW)</small>	VTLOK6SS1	\$400	\$350	-	-	-	-	-	17	-	-	16	-	-	-
SS2 - Enthusiastic Supervisory Skills <small>(NEW)</small>	VTLOK6SS2	\$410	\$360	-	-	-	-	-	18	-	-	17	-	-	-
Introduction to Data Analytics <small>(NEW)</small>	VTLOK6IDA	\$400	\$350	-	28	20	-	-	26	-	16	-	-	-	-
Kaizen Core	VTLOK6KCO	\$420	\$370	09	-	13	-	-	-	03	-	-	01	-	-
Kaizen Event Management	VTLOK6KEM	\$600	\$500	-	14-15	-	-	-	06-07	-	-	-	17-18	-	-
Supervisory Leadership	VTLOK6SPL	\$580	\$480	09-10	-	06-07	-	08-09	-	10-11	-	04-05	-	06-07	11-12

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**Request for dates** not stated in this training calendar and **onsite training** can be arranged. Call us for details.

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PERSONAL PRODUCTIVITY SKILLS	Course Code	Fees	Early Bird	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Adapt to Change	VTLOK7ATC	\$590	\$490	-	27-28	-	24-25	-	26-27	-	21-22	-	23-24	-	-
Art of Getting Things Done	VTLOK7GTD	\$400	\$350	-	-	13	22	29	12	31	28	18	16	13	18
Art of Good Housekeeping using 5S Techniques	VTLOK7AGH	\$590	\$490	23-24	-	27-28	-	22-23	-	23-24	-	25-26	-	20-21	-
Critical Thinking for Self-Development <small>[NEW]</small>	VTLOK7CTS	\$390	\$340	-	-	-	12	-	-	12	-	-	-	01	-
PS1 - Find the Root Cause of a Problem <small>[NEW]</small>	VTLOK7FRP	\$410	\$360	-	-	-	-	-	-	18	-	-	-	21	-
PS2 - Making a Decision to Solve Problems <small>[NEW]</small>	VTLOK7MDP	\$410	\$360	-	-	-	-	-	-	19	-	-	-	22	-
Steps to an Effective Negotiation Outcome <small>[NEW]</small>	VTLOK7ENO	\$390	\$340	-	-	-	-	-	21	-	15	-	-	-	-
Ways to Manage Stress <small>[NEW]</small>	VTLOK7WMS	\$390	\$340	-	-	-	-	-	14	-	07	-	-	-	-

## HOW TO REGISTER FOR OUR COURSES

**Online** : [www.gil.com.sg](http://www.gil.com.sg) (from the respective course page)  
**Email/Fax** : Download registration form: <http://www.gil.com.sg/courses/gilc-reg.xlsx>