TrainingConcepts

COMPANY PROFILE

About *Training Concepts*

A regional human capital development and business consulting firm, specialising in human potential development. For more than 25 years we have helped organisations build capability, lead change and get the best from their people.

25+
years of practice

15+
countries of delivery

2
strengths: consulting & training



01 Our story

Training Concepts is a regional human capital development and business consulting firm specialising in human potential development.

For over 25 years we have been driven by a simple belief: that with the right development, people and organisations can achieve far more than they imagine.

We are backed by a team driven by passion and a commitment to delivering innovative solutions that produce real results. We take a holistic approach to the design and delivery of our interventions, helping organisations implement strategic change and prepare their people for the challenges ahead.

From multinationals and government agencies to non-profits and fast-growing businesses, we design and deliver training and consulting solutions that turn strategy into measurable results.









Trusted by PSA, the Singapore Police Force, Nokia, Motorola, Prudential, Western Digital and many more.

02 Our philosophy

Our philosophy for doing business is simple: help others succeed.

We believe that access to a great network of people is central to the success of any business or career — and we bring that network to every client we work with.

We wear several hats for our clients:

As trainers

We share our learning-and-development expertise, alongside a network of consultants, coaches and facilitators, to find the right professional development solution for you.

As consultants

We help you make a constructive assessment of your organisation's effectiveness and culture, then design and deliver tailored solutions across a full range of human resource issues.

As development strategists

We deliver advanced training solutions that improve working culture, sharpen competitive advantage, build better teams and help you manage change more effectively.

As a partner

We provide expert advice and hands-on assistance in developing and maintaining sound personnel policies, procedures and practices.







03 What makes us different

01 Training needs are properly analysed, and programmes are custom-designed and integrated to achieve your organisational objectives — not off the shelf.

02 Personal enrichment programmes equip modern managers with the transformational skills to lead strategic change.

03 Highly creative programmes stimulate the mind, challenge assumptions and trigger genuine mindset change.

04 Flexible programmes meet organisational development needs while still delivering an enriching experience for each individual.

05 An international pool of professional trainers, drawn from both industry and academia.

06 Value-added human capital management consulting that goes beyond the classroom.



OUR SERVICE PROMISE

Course manuals

Every participant receives a comprehensive course manual on the day of the seminar.

Certificates

A certificate of participation on completion of the programme.

Venues

Venues selected in accordance with your needs.

Refreshments

Refreshments arranged to suit your programme.

04 Our approach: the partnering process

Training Concepts specialises in producing tangible organisational improvements. To do that, we team with your organisation on every project, working to three principles so that every engagement is grounded in holistic systems thinking and delivers true performance improvement.

01

Collaboration

We work alongside you to achieve goals and optimise outcomes. Our role is to guide — focusing effort, pinpointing issues and surfacing knowledge that is already there but not yet visible. Our facilitators break down traditional boundaries, involve the people who do the work, and remove roadblocks to change.

02

Structure

We apply a structured approach to every service and project to maximise efficiency and effectiveness. Together we define expectations and map the steps, timeframes, roles and responsibilities needed to achieve them — building the structure for shared success.

03

Business focus

Your business strategy sits at the core of everything we do. We keep the whole team focused on the goal and on the ideas that will achieve it, tracing every recommendation back to your original objectives to ensure alignment and optimal, business-driven outcomes.







05 Our business model

Today's organisations are focused on doing more at less cost — and investing strategically in the skills that make it possible.

Operating efficiently while raising the value they offer through better service and higher quality increasingly means outsourcing specialist work to trusted providers. Organisations that invest in their human capital consistently see it reflected in productivity, revenue and profitability.

Training Concepts is built around a partnering model. We seek out strategic partners — established training providers, non-profits and large multinationals — and collaborate on a mutual-gain basis.

We do not compete with our partners in their own markets. We complement and support their strategic and business goals with the expertise and resources they need to grow, working to formulas that let both organisations leverage each other's strengths.

For larger organisations, we help build internal capability in human potential development: we develop a strategic human resource development plan, support its implementation with employees as key drivers, then move into a strategic guidance role as internal capability grows.





STEP 01

Plan

A strategic human resource development plan built around your objectives.

STEP 02

Implement

Hands-on support to put the plan into practice, with your employees as key drivers.

STEP 03

Guide

We step back into a strategic guidance role as internal capability grows.

06 What we do

Training Concepts brings together two complementary strengths — consulting and training. Our consultants are drawn from industry and academia, and bring a broad range of skills that can be channelled into diagnosing organisational and human resource issues and designing the right interventions to address them.

CONSULTING SERVICES

Organisation development

- Organisational change
- Organisational diagnosis
- Project management
- Sociotechnical systems design
- Strategic planning
- Whole systems analysis

Group processes

- Conflict mediation
- Retreat facilitation
- Team-building processes
- Alternative dispute resolution

Surveys & research

- Climate assessment
- Mystery shopping
- Consumer opinion
- Culture surveys
- Customer satisfaction / marketing
- Diversity
- Employee attitude / opinion

Human capital management

- Compensation & benefits design
- Job analysis
- Job descriptions
- Policy manuals & handbooks
- Project recruiting
- HR outsourcing

Management & leadership development

- 360-degree feedback
- Executive coaching
- Management counselling
- Supervisor training
- Leadership training

TRAINING INTERVENTIONS

Organisation design

Bringing people together, developing team spirit and shaping strategies that help the organisation compete: Strategic Visioning, Client Care, Customer Relations, Telemarketing, Marketing Without Advertising, Service Excellence, Project Management and Business Process Reengineering.

Personal development

Sharpening the competencies of professionals and executives: Time Management, Boardroom Presentations, Power Communicator, Secretarial Skills, Speaking Skills and Presentation Skills for Marketeers.

Non-profit

Tailored to non-profits, government agencies and NGOs: Volunteer Management, Strategic Planning, Finance for Managers, Managing Change, Programme Planning and a Video Production Workshop.

07 Our clients

Over more than two decades we have consulted and trained for organisations across the public, private and non-profit sectors, throughout Asia and beyond.

- Port of Singapore Authority
- Singapore Police Force
- Nokia (regional)
- Motorola
- Merrill Lynch
- Shell (Brunei)
- FCB
- Western Digital
- Panalpina
- Telerate
- Prudential Assurance
- Neptune Orient Lines
- Behn Meyer (Malaysia)
- AIWA (Malaysia)
- Kejora Holdings (Malaysia)
- ORA Telecom (Thailand)
- Pacific Cellular (Thailand)
- Singapore Institute of Labour Studies
- Singapore Council of Social Services
- Singapore Government Servants' Thrift and Loan Society
- Avaplas Ltd
- Archives (Singapore)
- MATEX
- Informatics
- Internet Appliance
- City Hall (Kuala Lumpur)
- CfBT (Brunei)
- BICPA-FTMS (Brunei)
- FTMS Global (Hong Kong, Vietnam, Malaysia, Pakistan, Singapore)
- Management & Accountancy Development Centre (Kampala)

OUR WORK IN PRACTICE

CASE STUDY

The Nokia Experience

Research, strategy, recruitment, training, standards and regional roll-out for Nokia's new retail concept and its distributor network.

CASE STUDY

The InWEnt Experience

A training needs analysis for 25 cooperatives in Thailand that became the blueprint for an integrated ICT programme for cooperative trainers.

WORK WITH US

Ready to develop *your people?*

Tell us what your organisation needs and we will recommend the right approach — a single workshop, a full programme or a consulting engagement.

TrainingConcepts

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