

THE WORLD'S BEST In-house Learning Solutions

LEARN FROM THE BEST TO BE THE BEST



JOHN C. MAXWELL

- World's #1 Leadership Guru
- NY Times Best Selling Author of Over 50 Books



JACK CANFIELD

- World's Top Guru on Success & Peak Performance
- Guinness Book of World Records for Most Books on NY Times Best Sellers List



WILLIAM J. ROTHWELL

- Best Selling Author of Over 60 HR & Management Books
- World Renowned Consultant & Professor, Pennsylvania State University



ROBERT B. TUCKER

- World's Leading Innovation Guru
- Best Selling Author & Globally Renowned Innovation Consultant



THOMAS G. CRANE

- Author of Best Selling Book "The Heart of Coaching"
- World Renowned Consultant & Facilitator



ZIG ZIGLAR

- World's Top Sales & Motivation Guru
- Best Selling Author of Over 25 Books



ITD

ITD GROUP

INSTITUTE OF TRAINING
AND DEVELOPMENT

Lighting the Way as the Leading Multinational HRD Corporation

ITD Group's Competitive Advantage

World's Best In-house Learning Solutions

We make it possible for you to learn from the best to be the best. ITD - Mega Guru Signature programs are designed and delivered in partnership with the world's top gurus and authorities in respective fields.

Highest Quality Assured

We are ISO 9001:2000 Certified for Global Provision of Training and Development. ISO audit results found ITD Group's quality system to be completely in conformance with top quality international standards.

International HRD Award Winning Institution

We are the winner of the ARTDO (Asian Regional Training and Development Organization) International HRD Award. This highly prestigious international award recognizes ITD Group's outstanding contribution and excellence in international HRD.

The Leading Multinational HRD Organization

We have over 25 years of proven international track record. With established centers in many countries and a large resource pool of global and local expertise, we create a powerful worldwide reach and network synergy for your greatest benefit.

Leading Global & Local Clients

We fulfill the development needs of thousands of people from leading local and multinational organizations, the United Nations, American Embassy and Government organizations internationally.

Widest Range of Excellent Resource Persons

We have the widest range of excellent resource persons with ITD - Mega Gurus live in person, regional and local gurus, top master trainers, international certified trainers, coaches, consultants and top certified local trainers.

Comprehensive Solutions with Portfolio Synergy

We have over 238 superior quality programs that can be delivered via training, education, coaching, consulting, private events (conferences, study tours and outdoor retreats) and competency certification mode. We have strong expertise in combining the various modes in innovative ways to best meet your objectives. *(For directory of all programs please go to page 17, for ITD's Winning Delivery Systems Model, please go to page 22)*

Cost Effective & Innovative Results Driven Solutions

We add great value to decision makers and enable people to become champions at a higher level because we deliver solutions that are cost effective, innovative and produce superior results for the organization.



"I have personally worked with various teams at ITD Group all across Asia. My experience has been absolutely wonderful. They really add value to people and I found that they are a team of excellence with uncompromising integrity and they share the same values as mine. These are some of the reasons why I am really enjoying the partnership with ITD group."

Dr. John C. Maxwell,
World's #1 Leadership Guru & NY Times Best Selling Author of over 50 Books





ITD Group's Competitive Advantage Statement

ITD Group is an award winning, multinational HRD corporation that provides the world's best learning solutions to leading organizations globally. We offer the widest range of excellent resource persons and comprehensive solutions that are cost effective, innovative and produce superior results.



"The ITD Group is a highly impressive multinational organization. The realization of its vision - enabling organizational and HR development goals that enrich lives and create a better society is highly admired."

Jack Canfield, World's Top Guru on Success & Peak Performance, Guinness Book of World Records for Most Books on NY Times Best Seller List

"The ITD Group is a highly professional international HRD organization with a strong and talented multinational team. They have never failed to exceed my high expectations."

William J. Rothwell, Best Selling Author of Over 60 HR & Management Books; World Renowned Consultant & Professor, Pennsylvania State University



JOHN C. MAXWELL

World's #1 Leadership Guru & NY Times Best Selling Author of Over 50 Books

Developing The Leader Within You™

Elevating Leadership to Greater Levels

"A leadership team is much more effective than one leader. Everything rises and falls on leadership."

John C. Maxwell

Leaders need to grow if their organizations are to grow. Effective Leaders play the most important part in the success of any organization. In this workshop, participants will learn how to lift the lid of leadership and enable their organizations to grow beyond their current level. The higher leaders rise, the higher they take their organizations and ensure the long-term success of their organizations.

This interactive workshop will assess the participants' current leadership level, integrate the laws of leadership and create a Maximum Action Plan that participants can take back and implement into their daily practices. It aims to equip participants with the simple yet powerful principles, values and laws of leadership that can bring about positive behavioral changes to enhance their leadership effectiveness.



Key Benefits & Learning Focus

- Assimilate proven leadership principles from DR. JOHN C. MAXWELL
- Discover the FIVE LEVELS OF LEADERSHIP
- Internalize the most important laws of leadership effectiveness
- Recognize and remove the "leadership lid" that is holding back your leadership potential
- Master the 5-step equipping process for massive growth or your leadership team
- Learn the secrets to inspiring the people you lead
- Create your personal Leadership Action Plan to ensure lasting behavioral change
- Achieve your highest level of leadership potential

"Few leaders are successful unless a lot of people want them to be."

John C. Maxwell



The 360° Leader™

Developing Your Influence from
Anywhere in the Organization

The single most important determinant of sustainable organizational success is Leadership. It is imperative that you establish a strong team of leaders if you want to create the multiplier effect for massive growth. Effective leadership has just so many high order requirements. But in a great leadership team each member brings their unique leadership strengths that create synergy for success rather than relying on one leader.

Influence does not confine itself to positions of privilege. Leadership transcends titles. The true measure of a leader is not found in the amount and quality of influence the leader exerts within the organization. In fact, as Maxwell asserts, 99% of all leadership within a company comes from the middle – not the top.

The 360° Leader™ Workshop allows you to master the intricacies of how to take responsibility to lead and influence people at every level of the organization by leading down, up and across regardless of your position.

"Your greatest potential isn't in your leadership, it's your ability to take people with leadership potential and help them become successful leaders."

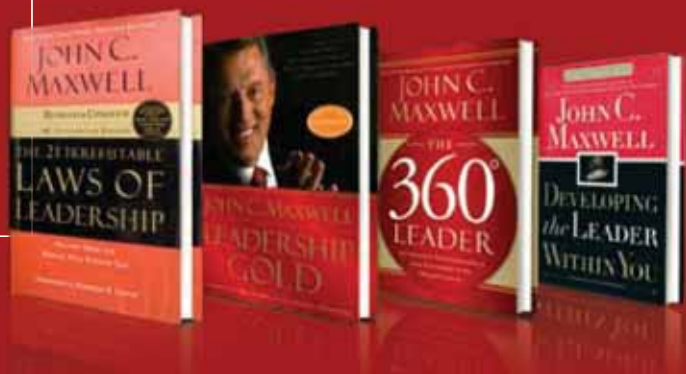
John C. Maxwell

"Don't wait for that promotion, start leading now from where you are!"

John C. Maxwell

Key Benefits & Learning Focus

- Be a 360° Leader™ that influences people at every level of the organization
- Deliver great results with those working below, above and around you
- Become a valued problem-solver by learning how to communicate to leadership what they need to hear, not what they want to hear
- Discover how to anticipate the needs of upper level leadership and craft solutions to meet them
- Gain the reputation of a go-to player by assuming responsibility for tough assignments
- Win the admiration of co-workers by identifying ways to add value to them and contribute to their projects



The Laws of Teamwork™

Makes the Dream Work!

Based on Dr. John C. Maxwell's The Laws of Teamwork™ this workshop teaches a framework on which you can build a dynamic team culture. Each participant will learn what it takes to be a valuable team player and an exceptional team leader. Drawing from research and the team-building experiences of John C. Maxwell, The Laws of Teamwork™ are proven principles to guide your team toward its goals. Teamwork is a prerequisite for success, and investing in your teams will yield enormous benefits for your entire organization.

The Laws of Teamwork™ Workshop is the perfect solution to building a more productive and cohesive team. The concentrated, learning-style setting provides an ideal laboratory for the team leaders and team players to discover the essential qualities that define the best teams. Equip your team to engage tasks with better problem-solving approaches and enhanced cooperation. Position team members to maximize their strengths in order to generate peak team performance.



Key Benefits & Learning Focus

- Spend quality time with your team members and engage in strategic innovative brainstorming
- Benefit from the content built by John C. Maxwell – the world's #1 Leadership and teamwork guru
- Learn how to apply the most important Laws that enable team excellence
- Get comprehensive learning materials and tools that support powerful application and reference
- Minimize cost and save resources by having a staff-team outing, teambuilding, creative brainstorming and mega guru learning at one go
- Enjoy the beauty of nature and creative ambiance and have a fun filled time that highly energizes the team (for outdoor workshops)

“Absolutely beneficial - in creating strong group cohesion. Excellent subject matter experts. Excellent course, we recommend ITD to others.”

ATO, The American Embassy, Bangkok



Winning With People

And Becoming a Person of Influence

The strength of your leadership is found in your daily relationships with those you lead and those you influence all around you. Becoming the best leader you can be requires you to maximize your relationship skills.

In this Winning with People and Becoming a Person of Influence workshop you will learn to master the core people principles and the art of becoming a person of influence.



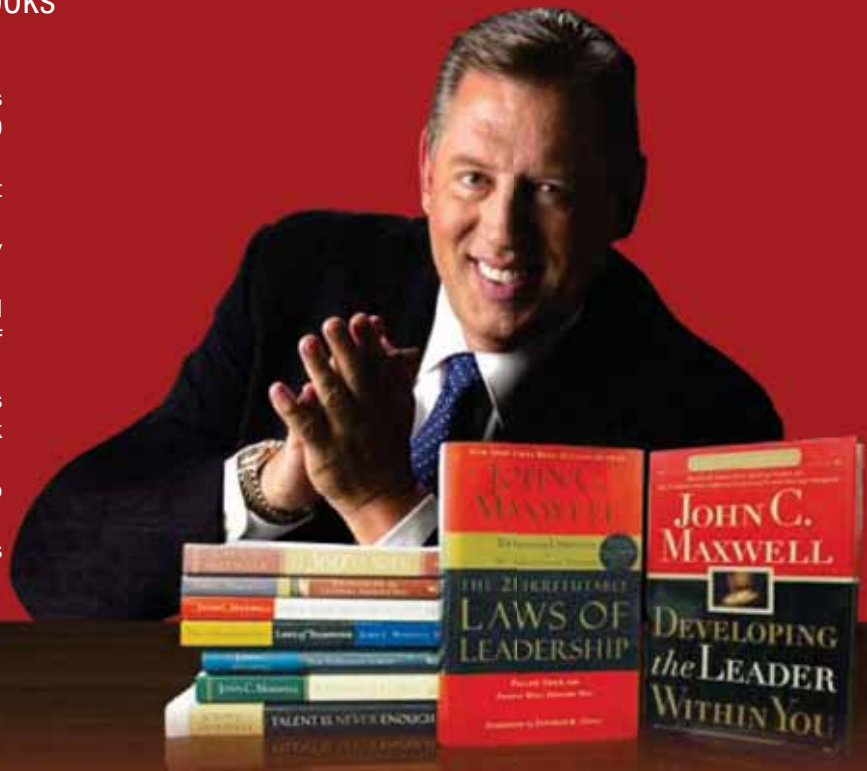
Key Benefits & Learning Focus

- Connecting with people
- Creating win-win relationships
- Nurturing other people
- Having integrity and building trust with people
- Having faith in others
- Understanding and listening to people
- Enlarging and adding value to people
- Navigating with people
- Empowering people
- Reproducing other influencers

Dr. John C. Maxwell

World's #1 Leadership Guru & NY Times Best Selling Author of Over 50 Books

- NY Times, Wall Street Journal and Business Week best selling author with over 50 books
- Internationally recognized leadership expert with over 13 million books sold
- Named the World's Top Leadership Guru by leadershipgurus.net
- One of the 25 authors and artists named to Amazon.com's 10th anniversary hall of fame
- Has the most top ranking leadership books at Amazon.com, the world's largest book supplier
- Founder of EQUIP, INJOY Stewardship Services and Maximum Impact
- Trained more than 2 million leaders worldwide



*** Train the Trainer Certification Available for All Programs**

Be certified to train people in your organization for John C. Maxwell programs.

* In the Philippines, ITD Group collaborates with INSPIRE Leadership Consultancy which is the exclusive provider of Giant Impact - John Maxwell programs.



JACK CANFIELD

World's Top Guru on Success & Peak Performance;
Guinness Book of World Records for Most Books on NY Times Best Sellers List.

Personal Excellence & The Success Principles™

for Organizational Success

Incorporating: The Secret Law of Attraction

DR. JACK CANFIELD

- World's Top Guru on Success & Peak Performance
- Guinness Book of World Records – Most Books on New York Times Best Seller List
- Has 110 Books and Over 100 Million Copies in Print in 46 Languages

DR. PETER CHEE

- Jack Canfield's Top Master Trainer & Co-Developer
- President and CEO of ITD Group – Asia's Leading Multinational HRD Provider

What Will You Learn and Gain?

This program will enable you to build resilience and develop the core competencies required to thrive and achieve peak performance even in the most challenging times.

At this life-changing workshop you will learn effective applications of the Success Principles and the Secret Law of Attraction to ensure sustainable growth and success for you and your organization. Our proven 10 Steps to Success Formulae and tools for success shows you exactly how to create greater achievements faster. It's a blueprint for living a more successful and fulfilling life.

PART 1

- Building 100% responsibility for determining the success and outcome that you and your team want
- The building blocks of high self esteem and maximum confidence
- Getting past your limiting beliefs and releasing guilt, anger and resentment
- Developing a winner's mindset and an attitude of gratitude to achieve more
- Transforming your inner critic into your inner coach
- Dealing effectively with negative people and situations
- How to stay motivated and keep your team motivated for breakthrough results
- Fuel your success with passion and inspiration for non-stop gains in every area



PART 2

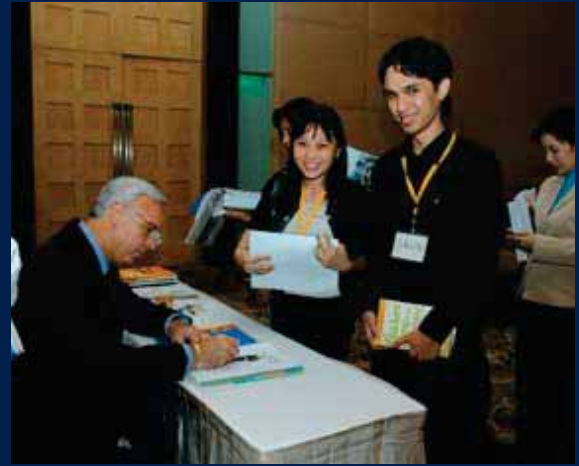
- Identifying and using your giftedness and focusing on your core genius
- Creating a compelling purpose and vision for yourself, your team and to attract greater abundance
- Setting powerful goals and objectives and unleashing the amazing power of visualization to successfully meet any goal faster and easier
- Using Affirmations to "Release the Brakes!" for accelerated accomplishments
- Establishing an effective action planning and tracking system with clear strategies and tactics for high performance
- Overcoming rejection and the fears that stop people from taking action
- Taking action, asking and getting things done quickly to achieve great results
- Practicing "The Rule of 5" and creating powerful achievements

PART 3

- The single success discipline that can put you in the top 1% of your field
- Asking for and responding to feedback to keep learning and getting better
- Persevering in the face of any obstacles or road block
- Practicing uncommon appreciation and having an attitude of gratitude
- Reaping the rewards, acknowledging & celebrating each achievement in your success journey
- Using “The Daily Disciplines of the Secret Law of Attraction” for better results and rapid growth
- Applying the 10 steps to success action system and using visual tools to move you and your team to peak performance and organizational success
- Life lessons in mastering the Secret Law of Attraction and The Success Principles

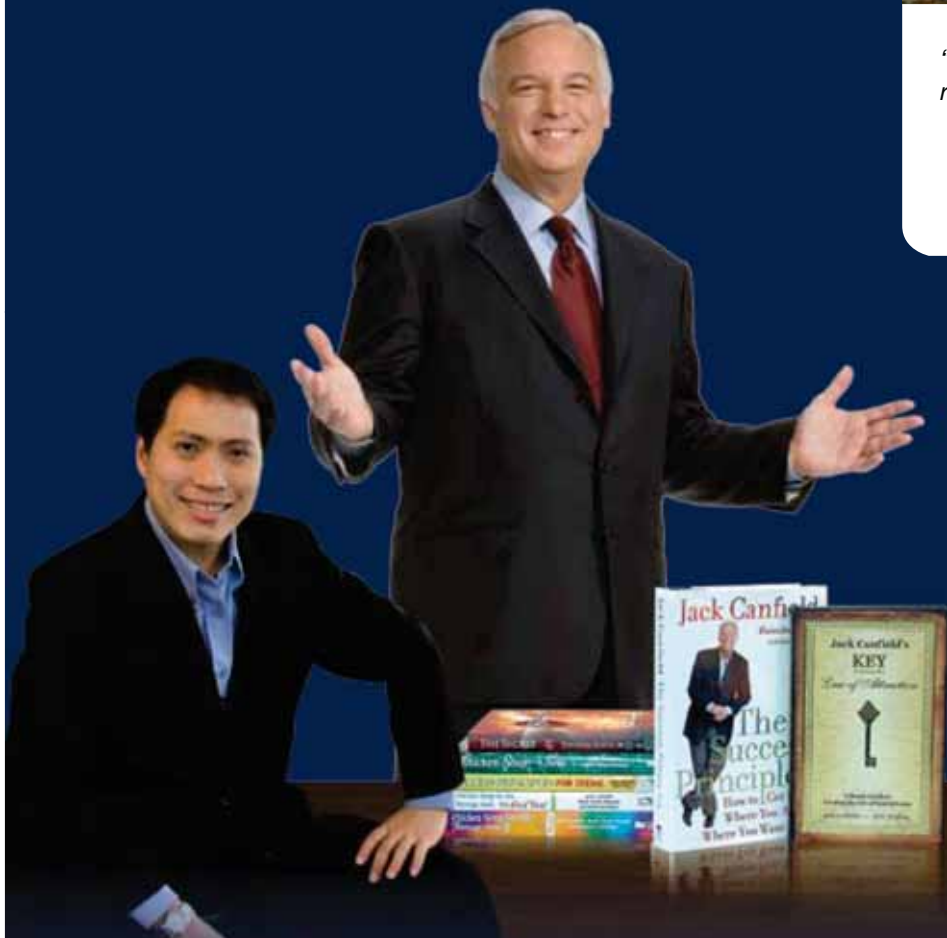
Continuous Learning Resources, Tools & Follow Up

This is the most comprehensive continuous learning solution on peak performance and success. As added value, a comprehensive range of materials and application tools will be provided plus free access to updated internet-based learning resources for ongoing application of learning.



“Canfield’s principles are simple, but the results you’ll achieve will be extraordinary.”

Anthony Robbins, author of *Awaken the Giant Within* and *Unlimited Power*



*** Train the Trainer Certification Available**

Be certified to train people in your organization for greater success.



Innovation

for Breakthrough Results & Sustainable Growth

In this practical, action-packed, interactive workshop, you will learn the latest strategies and in-depth research of the world's most innovative companies. Participants will go behind the scenes inside such firms as Google, Proctor & Gamble, Nokia, IBM, BMW, Whirlpool and many others to benchmark and analyze their best practices.

This workshop doesn't just describe leading edge methods. Through various exercises and extensive group and individual participation, you'll be able to apply Tucker's powerful strategies to your company, with the result that you achieve breakthrough results and sustainable growth for years to come.

- Master the latest methods being used by Global Innovation Elite companies to transform innovation into an embedded, systematic, sustainable and measurable process
- Enable rapid innovation for competitive advantage
- Create a culture of Innovation that energizes teams in the organization



Workshop Modules

- A Systematic & Strategic Approach to the Practice of Innovation
- Business Model & Product Innovation
- Challenging Your Assumptions and Leading Innovation
- Mining the Future of Innovation
- Fortifying Your Innovative Idea Factory
- Cultivating the Culture of Innovation
- Building Support for Innovative Ideas and a New Approach to Innovation
- Taking Action for Innovation in Your Organization
- Develop an innovation blueprint for implementation back in the workplace



Innovation

Tools and Techniques for all Teams

In this “nuts and bolts” seminar you will learn that organizations the world over are seeking out “innovation adept workers.” These individuals have the skills, the tools and the know-how to deliver results – even when times are tough. This seminar addresses what it takes to implement innovation where you work.

You’ll meet innovation champions who are using these skills and tools in their work to “get new things done.” You’ll be inspired by managers like Brent Gow, who revolutionized Starbucks’ payroll department and halved costs while raising employee satisfaction. You’ll learn the innovation secrets of managers like Jennifer Rock, who spearheaded a new department of Internal Communications at global retailer Best Buy, and helped reduce employee turnover by 34 percent. And you’ll learn the success secrets of Philippi Passerini, who, as head of Global Business Services at Proctor & Gamble led a huge transformation that has already saved the company over a billion dollars and was “just getting started.”

- Master the latest methods and tools used by innovation vanguard managers to solve problems, cut costs, improve efficiency, and open new competitive space.
- Discover how to think ahead of the curve, to identify and seize upon trends and emerging markets for your products and services.
- Discover how to apply innovative thinking to your work no matter what you do, no matter where you work.



“I spent 40 years developing new products for 3M and I found myself agreeing with everything Robert Tucker says about Innovation.”

Art Fry, Inventor of 3M Post-it Notes

Workshop Modules

- Winning in the Age of the 3 D’s: Disruption, Discontinuity and Dislocation
- Designing Your Personal Innovation Strategy
- The Mindset of Opportunity for Innovation
- Thinking Ahead of the Curve
- Filling the Creative Funnel and Nurturing the Innovative Idea Factory
- Leading Innovation Teams
- Gaining Buy In and Ownership for Internal Change and Innovation
- Taking Action for Personal and Team-based Innovation in Your Organization
- Developing an Innovation Action Plan for Application back in your Workplace

*** Train the Trainer Certification Programs Available**

Be certified to train people in your organization for innovation.

ZIG ZIGLAR

World's Top Sales & Motivation Guru; Best Selling Author of Over 25 Books.



"It's your attitude more than your aptitude that determines your altitude."

Zig Ziglar

"Selling is more than a profession; it is a way of life. Every productive person is involved in selling a service or a product or an idea that convinces others to buy in."

Zig Ziglar

Ziglar Sales System

Ziglar Sales System provides a means for immediate and major improvements in sales performance. This training isn't about "selling" someone on a product; it is about helping the person "buy" a solution that will truly serve them.

Ziglar Sales System teaches sales performance through an easy-to-apply and powerful sales formula that is built on TRUST. When followed and applied, sales professionals can yield tremendous results in a remarkably short period of time.

We provide you with the solution for achieving sales goals that increases revenue and shortens sales cycles, creating greater market share, increasing referrals, and improving sales closing ratio, customer relationship, satisfaction and loyalty.

Strategies for Success

Every organization wants to succeed. The difference between the ones that will and the ones that won't is simple. The answer lies in the parts that make up the whole. Each of your employees has the potential to tap into True Performance. By incrementally increasing each person's performance, your company can experience dramatic results.

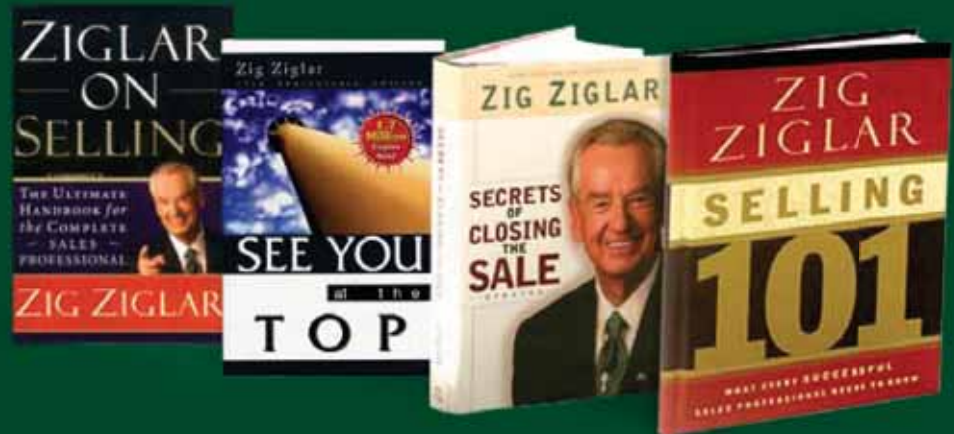
Ziglar's Strategies for Success was created with a focus on helping your people succeed. This program is designed to help each person in your organization grow personally and professionally in four critical areas: qualities, abilities, skills and attitudes. By focusing on these core areas, your company gains characteristics of success, professionalism, excellence, and perhaps the very best return of all: improved overall performance. Other tangible results include improved internal and external customer relations and employees who energetically live your company's mission and vision.

"Every sale has five basic obstacles: no need, no money, no hurry, no desire and no trust."

Zig Ziglar

"You were born to win, but to be a winner you must plan to win, prepare to win, and expect to win."

Zig Ziglar



Assuring Customer Loyalty

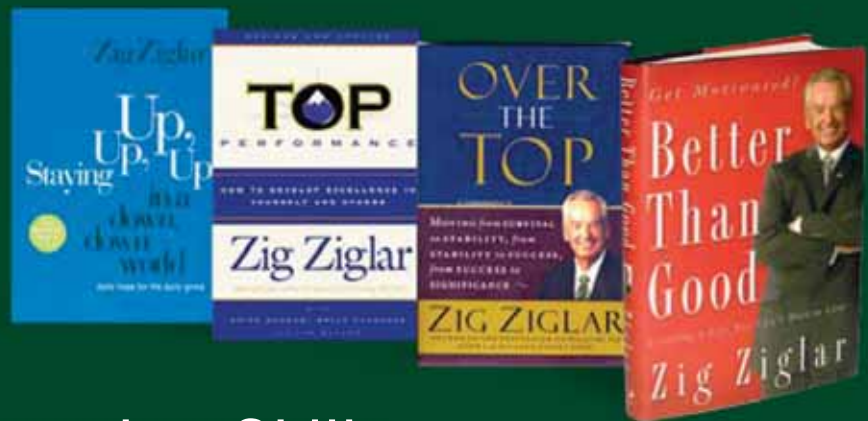
Client relationships are the lifeblood of an organization. To earn a customer is simply not enough. Today's top companies know that true value is derived from lifelong customers - those who come back year after year.

Each time your employees interact with customers, your business earns a customer service opportunity. Every day, all day long, each person in your organization has the chance to serve - and delight - your customers. Do you know if your company is capturing these opportunities? Have you equipped your employees with the ability, the know-how, and the expectation that they are responsible for not only spotting these opportunities, but also seizing them?

Ziglar's Assuring Customer Loyalty program combines the dynamic principles of Total Client Delight (TCD) with the best of Total Quality Management (TQM). The combination creates lifelong customers who will also tell others. Through customized training programs, Ziglar's Assuring Customer Loyalty unites the very best of Ziglar with your organization's core values. This facilitated program is participant-driven for optimal results.

"Statistics show that when customers complain, business owners and managers ought to get excited about it. The complaining customer represents a huge opportunity for more business."

Zig Ziglar



Essential Presentation Skills

Effective presenters are made, not born. You can become an effective presenter if you have the desire and persistence to do so. Ziglar's Essential Presentation Skills program provides an easy-to-use formula to increase and improve your performance in this area.

Did you know that more people fear public speaking than fear death? Ziglar's Essential Presentation Skills make taking the leap easier and give you trade secrets gleaned from one of America's most beloved motivational presenters - Zig Ziglar.

Ziglar's Essential Presentation Skills program provides the tools to move your presentations from information daze to presentation pizzazz. Full of meaningful examples and memorable illustrations, your presentations will make a lasting impression on your audience. With the added skill of persuasion, you will find yourself moving people like never before.

*** Train the Trainer Certification Available for All Programs**

Be certified to train people in your organization for Zig Ziglar programs.

* In the Philippines, ITD Group collaborates with INSPIRE Leadership Consultancy which is the exclusive provider for Zig Ziglar programs.



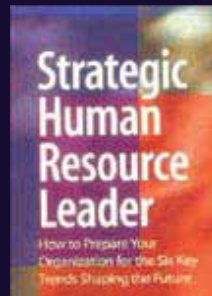
WILLIAM J. ROTHWELL

Author of Best Selling and Award Winning Books with Over 60 Internationally Published Titles;
President, Rothwell & Associates; World Renowned Consultant; Professor, Pennsylvania
State University; Heads the #1-ranked graduate program in HRD in the USA.

Achieving KPIs with Human Performance Improvement (HPI)

Building Competence for a High Performance Workplace

This workshop enables participants to understand and apply HPI. It equips future leaders and aspiring leaders with the advanced competencies they need that are essential to analyzing human performance, selecting, planning, implementing and evaluating key performance improvement interventions so as to create a High Performance Workplace (HPW) where Key Performance Indicators (KPIs) are constantly achieved.



Key Benefits

- Learn the how to effectively solve performance problems in the workplace
- Plan and implement a real action project that produces bottom-line results
- Develop competencies as a performance consultant and reap the rich rewards
- Gain a cutting edge toolkit that supports effective implementation of what is learned
- Enable a High Performance workplace where KPIs are constantly achieved



Certificate in Talent Management, Competency & Succession Management

Pennsylvania State University, USA

PENNSYLVANIA STATE UNIVERSITY

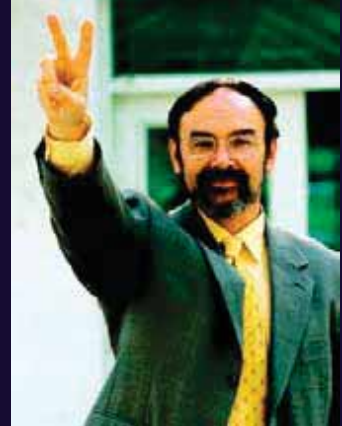


This program will bring you to the cutting edge of your profession and enable you use effective talent, competency and succession management strategies and tactics to create competitive advantage for your organization which is sustainable through good and challenging economic times.

Real world research has proved the fact that a talented employee can be as much as 20 times more productive than the average worker. Just imagine how much more we are capable of achieving with more talent in our organization.

Key Benefits

- Gain a Certificate from Pen State – a top ranked university
- Master the art and science of competency modeling
- Apply the latest talent and succession management techniques for outstanding results
- Receive cutting edge materials and toolkit to support practical application
- Effectively manage succession and win the talent war for sustainable competitive advantage

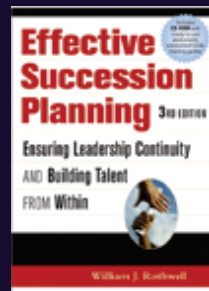
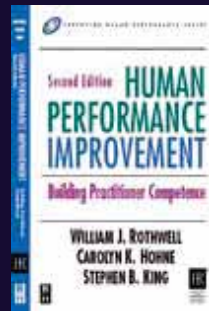


Certificate in Leading Strategic HR Transformation and Organization Development (OD)

Pennsylvania State University, USA

Organization and HR leaders face many challenges and must see the big picture, understand the global trends and realize its implications. They will need to adopt a more strategic role and approach towards managing HR performance that delivers bottom-line results whilst recruiting, motivating, training, rewarding and retaining the best talents.

Learn how you how you can transform your roles and contribution as an HR and OD Leader to enable your organization to realize its business goals. Master the latest HR and OD Tools and Technologies that will allow you to greatly accelerate your contribution towards sustainable high performance.



Key Benefits

- Transform HR to become more strategic, business savvy and contribute to bottom-line
- Use OD and Appreciative Inquiry as a key choice for HR transformation
- Create a synergy between HR and OD for sustainable growth
- Gain a Certificate from Pen State – a top ranked University
- Receive cutting edge materials and toolkit to support practical action
- Develop a blueprint for Strategic HR transformation plan and implementation

*** Train the Trainer Certification Programs Available**

Be certified to train people in your organization for Rothwell programs.

For the full list of William J. Rothwell learning solutions please refer to page 17.



THOMAS G. CRANE

Author of Best Selling Book "The Heart of Coaching"; World Renowned Consultant & Facilitator.

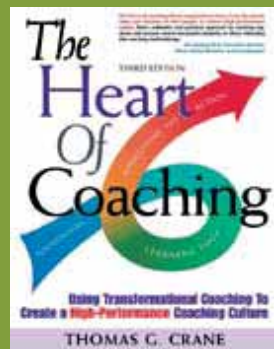
The Heart of Coaching

Creating a Coaching Culture for Outstanding Results

Organizations around the world have come to recognize the power of coaching. Findings derived from research and practice reveal that training can improve performance by an average of 22% whereas training applied with follow-on coaching produces 88% improvement in performance. This translates to a 400% improvement in results produced when comparing training to coaching being used as follow-on after training.

The Heart of Coaching workshop fully equips people with Transformational Coaching techniques, plus 6 other variations on coaching interactions. This creates a powerful and versatile toolkit of 7 coaching and/or feedback delivery methodologies that fit ANY scenario – from coaching one’s Staff or Boss or one’s Peer, to efficient Coaching Shorthand, to Team Coaching, to Problem-Solving Coaching, to only delivering Feedback.

- Learn how coaching can be a most powerful improvement solution
- Discover the 7 core competencies of Transformational Coaching
- Understand what it means to ‘become’ an effective coach
- Enable a coaching culture for sustainable high performance
- Learn 5 specific ways one can coach others – based on common situations
- Assess one’s personal coaching competency and create an action plan to improve
- Create an implementation plan for immediate action and impact with your team



“The Heart of Coaching shows organizations how to tap the power, ideas and wisdom of their people to deliver high performance results. This authentic and practical approach to coaching (up, down and across) creates invaluable benefits to those following this coaching methodology.”

Val Harding Ph.D
Executive Director
Pfizer Global Research and Development



*** Train the Trainer Certification Programs Available**

Be certified to develop effective coaches in your organization.

DIRECTORY OF IN-HOUSE LEARNING SOLUTIONS

Depending on needs, each programme can be delivered by ITD Master Trainers,
Certified Trainers, or the Mega Guru Live.

Programs can be customized as needed. Additional programs can be designed and developed as required.

ITD - MEGA GURU SIGNATURE PROGRAM

No. Program Title

JOHN C. MAXWELL'S LEARNING SOLUTIONS

World's #1 Leadership Guru & NY Times Best Selling Author of Over 50 Books

- | | |
|---|--|
| 1 | Developing the Leader within You™ |
| 2 | The 360° Leader™ |
| 3 | The Laws of Teamwork™ |
| 4 | Winning with People |
| 5 | Train the Trainer Certification: Developing the Leader within You™ |
| 6 | Train the Trainer Certification: The 360° Leader™ |
| 7 | Train the Trainer Certification: The Laws of Teamwork™ |
| 8 | Train the Trainer Certification: Winning with People |

JACK CANFIELD'S LEARNING SOLUTIONS

World's Top Guru on Success & Peak Performance; Guinness Book of World Records for Most Books on NY Times Best Sellers List

- | | |
|----|---|
| 9 | Personal Excellence & The Success Principles™ for Organizational Success |
| 10 | The Success Principles & The Secret Law of Attraction |
| 11 | Train the Trainer Certification: Personal Excellence & The Success Principles™ for Organizational Success |
| 12 | Train the Trainer Certification: The Success Principles & The Secret Law of Attraction |

THOMAS G. CRANE'S LEARNING SOLUTIONS

Author of Best Selling Book "The Heart of Coaching"; World Renowned Consultant & Facilitator

- | | |
|----|---|
| 13 | The Heart of Coaching: Creating a Coaching Culture for Outstanding Results |
| 14 | Train the Trainer Certification: The Heart of Coaching: Creating a Coaching Culture for Outstanding Results |

ZIG ZIGLAR'S LEARNING SOLUTIONS

World's Top Sales & Motivation Guru; Best Selling Author of Over 25 Books

- | | |
|----|--|
| 15 | Ziglar Sales System |
| 16 | Assuring Customer Loyalty |
| 17 | Essential Presentation Skills |
| 18 | Strategies for Success |
| 19 | Top Performance |
| 20 | Train the Trainer Certification: Ziglar Sales System |
| 21 | Train the Trainer Certification: Assuring Customer Loyalty |
| 22 | Train the Trainer Certification: Essential Presentation Skills |
| 23 | Train the Trainer Certification: Strategies for Success |
| 24 | Train the Trainer Certification: Top Performance |

WILLIAM J. ROTHWELL'S LEARNING SOLUTIONS

World Renowned Consultant, Professor & Best Selling Author of Over 60 HR & Management Books

- | | |
|----|---|
| 25 | Strategic Talent Management, Competency, & Values Modeling |
| 26 | Achieving KPIs with Human Performance Improvement |
| 27 | Certificate in Leading Strategic HR Transformation |
| 28 | Certificate in Strategic HR Transformation and Organization Development |
| 29 | An Introduction to Performance Improvement and Performance Consulting |
| 30 | Analyzing Performance Problems, Assessing Training Needs and Evaluating HRD Results |
| 31 | Appreciative Inquiry: The Power of Managing Change |
| 32 | Beyond Management Succession Planning to Technical Succession Planning |
| 33 | Building a Learning Culture |
| 34 | Building a Successful Corporate University |
| 35 | Building an In-House On-The-Job Training Program |
| 36 | Building In-House Leadership and Management Development Programs |
| 37 | Building Learning Competence |
| 38 | Building the Facilitation and Process Consultation Skills of an OD and Change Management Leader |
| 39 | Building the High Performance Workplace |
| 40 | Building World-Class Talent Through Human Resource Management |
| 41 | Creating Career Development Programs |

No.	Program Title
42	Effective On-the-Job Training & Mentoring
43	Effective Organizational Change Leadership
44	Effective Talent and Succession Management: Developing a Succession Management System from Scratch
45	Effective Technical Talent Management
46	Establishing and Maintaining Effective Succession Planning
47	Executive Coaching
48	From Building Employee Engagement to Building A Performance Culture
49	Implementing Competency and Values Modeling
50	Managing Change Positively
51	Organizational and Work Design and Redesign: Organizing Your People and Processes to Competitive Advantage
52	Strategic Planning for Human Resource Development
53	Supervision & Leadership: Exerting Positive Influence & Leading People
54	The Workplace Learner: Making Your Workers More Self-Directed in Their Self-Directed Learning
55	What Managers Should Do Every Day to Attract, Develop & Retain Talent
56	Workplace Learning and Performance: Overview of WLP and the Roles of the WLP Manager and Analyst

ROBERT B. TUCKER'S LEARNING SOLUTIONS

World's Leading Innovation Guru; Best Selling Author & Globally Renowned Innovation Consultant.

- | | |
|----|--|
| 57 | Innovation for Breakthrough Results and Sustainable Growth |
| 58 | Innovation Tools and Techniques for all Teams |
| 59 | Innovation and Creativity for Students (Age 15-22) |

LEONARD YONG'S LEARNING SOLUTIONS

Master World Class Trainer, Author & Inventor of LPI Profiling Tool

- | | |
|----|--|
| 60 | EQ for Communication & Relationship Building |
| 61 | EQ for Innovative Leadership |
| 62 | EQ for Self Management and Relationship Building |
| 63 | Winning with Emotional Excellence |

ITD PROFESSIONAL COMPETENCY CERTIFICATION PROGRAMS

- | | |
|----|--|
| 64 | Certified Talent & Competency Professional (CTCP) with Dr. William J. Rothwell & ARTDO International |
| 65 | Certified Training Professional (CTP) with Dr. Mario del Castillo & ARTDO International |
| 66 | Certified Performance Coach (CPC) with Thomas G. Crane |
| 67 | Certified Human Resource Professional (CHRP) with ARTDO International |
| 68 | Certified Performance Coach (CPC) with Thomas G. Crane & William J. Rothwell |

ITD WORLD CLASS IN HOUSE PROGRAMS

GENERAL & STRATEGIC MANAGEMENT

- | | |
|----|--|
| 69 | Business Ethics |
| 70 | Competitive Strategy |
| 71 | Conflict Resolution & Management |
| 72 | Contemporary Management Skills |
| 73 | Crisis Management |
| 74 | FISH! Philosophy & Fun in the Workplace |
| 75 | Management by Objectives |
| 76 | Problem Solving & Decision Making |
| 77 | Strategic Planning & Strategic Management |
| 78 | Strategic Thinking for Competitive Advantage |
| 79 | Strategy Execution and Leadership during Uncertain Times |
| 80 | Sustainable Corporate Strategy |

PERFORMANCE MANAGEMENT & IMPROVEMENT

- | | |
|----|--|
| 81 | Balanced Scorecard & Performance Management |
| 82 | Benchmarking Performance Indicators Measurements (KPI) |
| 83 | Improving Human Performance |
| 84 | Performance Appraisal |
| 85 | Performance Management & Improvement |

ORGANIZATIONAL DEVELOPMENT & CHANGE MANAGEMENT

- | | |
|----|--|
| 86 | Effective Organizational Change Management |
| 87 | Leadership & Change Management |

No.	Program Title
88	Leadership Challenge & Organizational Psychology
89	Leading & Managing Change
90	Organizational & Work Design & Redesign
91	Practicing Organizational Development
LEADERSHIP & TEAM EXCELLENCE	
92	Creating Synergistic Work Teams
93	Effective Supervisory Skills
94	Leaders for the New Era
95	Leadership Challenge for Senior Managers
96	Leadership Dynamics
97	Leading & Managing People
98	Leading from Good to Great
99	Teambuilding: Indoor & Outdoor
CREATIVITY & INNOVATION	
100	Creative & Innovative Thinking
101	Creativity & Mind Mapping at Work
102	Inspiring Innovation & Creativity
103	Think Out of the Box
104	Unleashing Your Creativity
TRAINING, COACHING, MENTORING & ACTION LEARNING	
105	Action Learning at Work
106	Career Development for Training Professionals
107	Coaching Skills
108	Effective Mentoring
109	Executive Coaching
110	On-Job-Training
111	Performance Coaching
112	Superior Coaching & Mentoring Skills
113	Train the Trainer
114	Training Design & Development
115	Training Evaluation
116	Training Implementation
117	Training Needs Analysis
TALENT, COMPETENCY, HR MANAGEMENT & SUCCESSION PLANNING	
118	Application Tools for Talent Management & Competency Modeling
119	Competency-Based Interviewing Skills
120	Competency-Based Recruitment, Selection & Performance Management
121	Competency Management-Action Project
122	Competency Modeling & Competency-based Human Resource Development
123	Contemporary HR Management Skills
124	Developing & Retaining Talent
125	Domestic Inquiry & Grievance Handling
126	Essentials of Talent & Competency Management
127	HR Management Skills for Non-HR Managers
128	Labour Law & Domestic Inquiry
129	Selection and Interview Techniques
PERSONAL EXCELLENCE & EMOTIONAL QUOTIENT (EQ)	
130	Business & Social Etiquette
131	Enhancing Personal Effectiveness
132	EQ for Communication & Relationship Building
133	EQ for Innovative Leadership
134	EQ for Self Management and Relationship Building
135	Neuro Linguistic Programming (NLP)
136	Peak Performance & Personal Excellence - The Secret Law of Attraction and Beyond
137	Personal Effectiveness & Improvement
138	Planning & Organizing Skills
139	Stress Management

No.	Program Title
140	Time Management
141	Winning with Emotional Excellence
INTERPERSONAL & COMMUNICATION SKILLS & NEGOTIATION	
142	Assertive Communication Skills
143	Business English at Work
144	Communication Skills for Leaders
145	Effective Business Writing Skills
146	Effective Presentation Skills
147	Influence & Persuasion using Advanced NLP Techniques
148	Influencing Skills
149	Interviewing Skills
150	Leadership Communication
151	Leading Effective Meetings
152	Negotiating for Results
153	Persuasive Communication
154	Public Speaking Skills for Managers
155	Technical Project Presentation
LEAN, KAIZEN, OPERATIONS & QUALITY MANAGEMENT	
156	5S of Managing Workplace
157	7 New QC Tools
158	7QC Problem Solving Skills
159	8D Problem Solving Methodology
160	Business Process Analysis
161	Cost of Quality Implementation
162	Cycle Time Reduction
163	Effective Production Management Skills
164	FMEA: Failure Mode and Effect Analysis
165	Good Manufacturing Practices
166	GR & R: Gage Repeatability & Reproducibility
167	Hazard Analysis & Critical Control Points
168	Internal Quality Audit (IQA)
169	ISO 14001 Environmental Management System
170	ISO 9001 Quality Management System
171	ISO/TS 16949 Automotive Quality Management System
172	Lean Manufacturing
173	Line Balancing Techniques
174	Manufacturing Productivity & Cost Improvement
175	Occupational Hazard Identification & Risk Assessment
176	OHSAS 18001 Occupational Health & Safety Management
177	Operation Management System
178	Operation Planning & Control
179	PDCA: Problem Solving & Application
180	Poka-Yoke to Achieve Zero Defects
181	Production & Inventory Control
182	Project Management
183	Quality Control Circles (QCC)
184	Statistical Process Control (SPC) for Process & Quality Improvement
185	The Kaizen Process of Continuous Improvement
186	Total Preventive & Predictive Maintenance
187	Total Productive Manufacturing
188	Total Quality Management
189	Understanding ISO 14001: 2004
LOGISTIC & SUPPLY CHAIN MANAGEMENT	
190	Advanced Forecasting & Inventory Management
191	Cases in Logictis & Supply Chain
192	Enterprise Resource Planning
193	Integrated Logistics Management
194	Project Planning & Control
195	Supply Chain Design & Management

No.	Program Title
196	Supply Chain Management
197	Supply Chain Modelling & Simulation
198	Systems Approach to Supply Chain Management

MARKETING, SALES & CUSTOMER SERVICE

199	Achieving Sales & Service Excellence
200	Advanced Selling Skills
201	Branding & Brand Management
202	Communication Strategies for Sales & Marketing Personnel
203	Consultative Selling Skills
204	Creating a Lasting First Impression
205	Creative & Accountable Marketing
206	Customer Service Excellence
207	Effective Selling Skills
208	International Marketing Management
209	Key Account Management
210	Marketing & Competitive Strategies
211	Marketing Research & Consumer Behaviour
212	NLP for Sales Professionals
213	Persuasion Skills for Sales Professional
214	Presentation Skills for Sales Professional
215	Process Mapping for Improved Customer Service
216	Public Relations Management
217	Sales Management
218	Supervising a Winning Sales Team

ACCOUNTING & FINANCE

219	Accounting for Decision Making
220	Contemporary Financial Skills for Executives
221	Finance for Non-Finance Executives
222	Financial Risk Management
223	Managerial Accounting Skills
224	Managerial Finance

ICT & KNOWLEDGE MANAGEMENT

225	Business Process Engineering for e-Commerce
226	Collaboration and e-Commerce
227	Databases
228	e-Commerce Technology
229	Economic Decisions in Technology Management
230	Information Systems and Competitive Advantage
231	Internet Technology and Web Engineering
232	IT Planning and Management
233	IT Project Management
234	Knowledge Management & Organizational Learning
235	Management of Advanced Technology
236	Network Technology
237	Organizational Information Systems
238	Technology Innovation and Principles of R&D Management

ITD's Winning Delivery Systems Model

This is an example of a 3-month results-based learning solution. The actual program title, content and duration is customized according to client's needs and objectives:

Part:	1	2	3	4
Month:	-1	0	1.5	3
Contact Period:	As needed	3 days	3 days	3 days
Mode of Learning & Intervention:	Program Customization & Consultation	1. Training delivery 2. Action Learning & Planning	1. Group & individual coaching 2. Review of workplace application & assignment - 1 3. Consulting & advisory support - 1	1. Group & individual coaching 2. Review of workplace application & assignment - 2 3. Consulting & advisory support - 2 4. Presentation of summary & action report
During Interval - Between Contact Time:		Workplace application & assignment - 1	Workplace application & assignment - 2	Certificate of Achievement & Continuous life-long workplace application
Levels (L) of Evaluation: L 1: Reaction L 2: Learning L 3: Application & Behavior Change		Level 1 & 2 (formative evaluation)	Level 1, 2 & 3 (formative evaluation)	Level 1, 2, & 3 (summative evaluation & report)

Brief Description of the ITD - Winning Delivery Systems Model

Part 1

Experts from ITD will communicate with the client and consult on problems faced, objectives and needs of clients to ensure that the program is customized to deliver best results.

Part 2

The training program equips participants with the knowledge and skills for workplace application. They are required to come up with a plan of action and commitment for improvement. Work-based assignments are given along with tools that facilitate reporting of progress made. After the contact period, participants will work individually and in assigned groups for 1.5 months to complete work based assignments and apply what they have learned.

Part 3

On month 1.5, all participants will come together with the resource person for individual and group action coaching, consulting and advisory support. A review of work-based assignments and application of learning will be done.

After the contact period, participants will work individually and in assigned groups for another 1.5 months to complete further work-based assignments and apply what they have learned. During this period they are expected to make further improvements over and above what was achieved in part 2.



Part 4

On month 3, all participants will come together with the resource person for individual and group action coaching and consulting and advisory support. A review of further work based assignments and application of learning will be done. This enables participants to make even further improvements to what was already accomplished in part 2 and 3 and to facilitate the inculcation of sustainable new improved habits for continuous lifelong workplace application.



Before completion of the 3-month program the participants and resource person will present a summary report including summative evaluations showing progress made and results produced. A certificate of achievements will be presented to each participant for successful learning and improvements achieved.



Key Advantages of ITD - Winning Delivery Systems Model

- A result-based continuous learning solution that is distinctly differentiated & delivers far greater value as compared to one-shot training
- Participants have a much stronger commitment and motivation for learning and performance improvement
- Uses the synergistic power of training, coaching, consulting, action and experiential learning – all in one comprehensive solution



Next Action Step

For detailed proposals and further information on ITD Group's in-house training, coaching, consulting, private events, competency certification and education solutions, please contact "The Center Head" in respective locations. Contact details are available on the back cover of this prospectus.



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