

THE WORLD'S BEST In-House Learning Solutions

LEARN FROM THE BEST TO BE THE BEST



JACK CANFIELD

- World's top guru on Success & Peak Performance
- Guinness Book of World Records for Most Books on NY Times best-sellers list



JOHN C. MAXWELL

- World's #1 leadership guru
- NY Times best-selling author of over 50 books



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



BRIAN TRACY

- Top business and personal success trainer in 56 countries
- Written 52 books in 38 languages, produced 500 audio and video learning programs



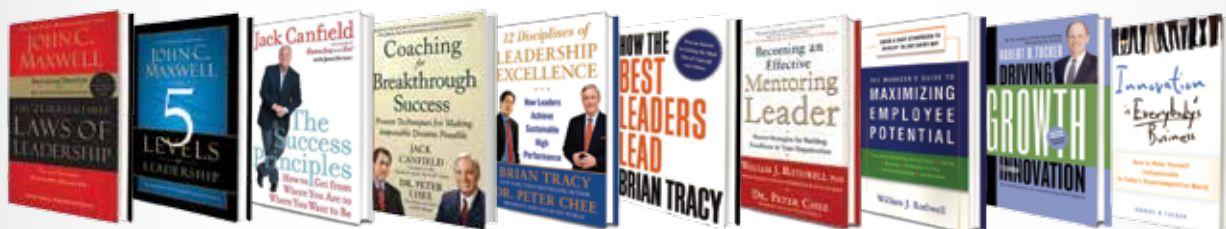
WILLIAM J. ROTHWELL

- Best-selling author of over 88 HR & Management books
- World renowned consultant & professor, Pennsylvania State University



PETER CHEE

- ITD World's chief coach & mega guru who has developed leaders from over 80 countries
- Author of Coaching for Breakthrough Success & inventor of the Situational Coaching Model



MISSION: TRANSFORMING LEADERS AND CHANGING THE WORLD FOR THE BETTER

ITD World'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 World'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 World'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 13, for ITD's Winning Delivery Systems Model, please go to page 18)

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 World 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 World."

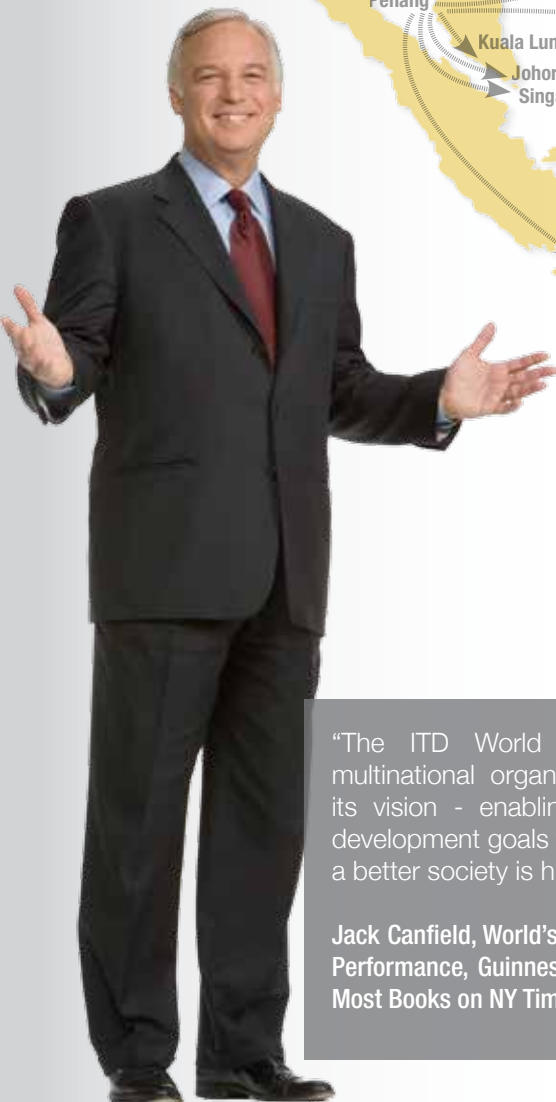
Dr. John C. Maxwell,
World's #1 Leadership Guru & NY Times Best Selling Author of over 50 Books





ITD World's Competitive Advantage Statement

ITD World 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 World 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 World 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



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

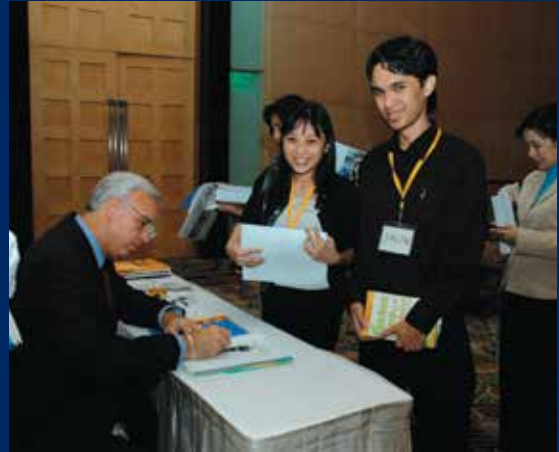
- Identifying and using your giftedness and focusing on your core genius
- Creating a compelling purpose and vision for yourself, your team and to attract greater abundance
- Setting powerful goals and objectives and unleashing the amazing power of visualization to successfully meet any goal faster and 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

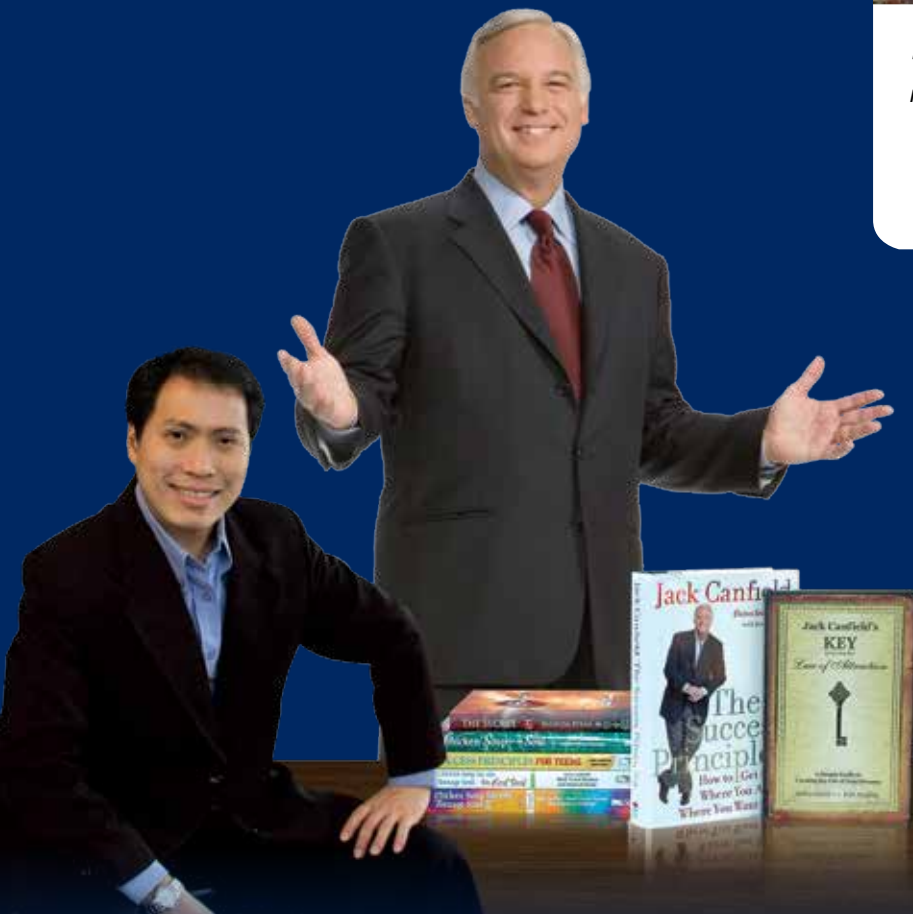
Continuous Learning Resources, Tools & Follow Up

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.

ROBERT B. TUCKER

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



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.

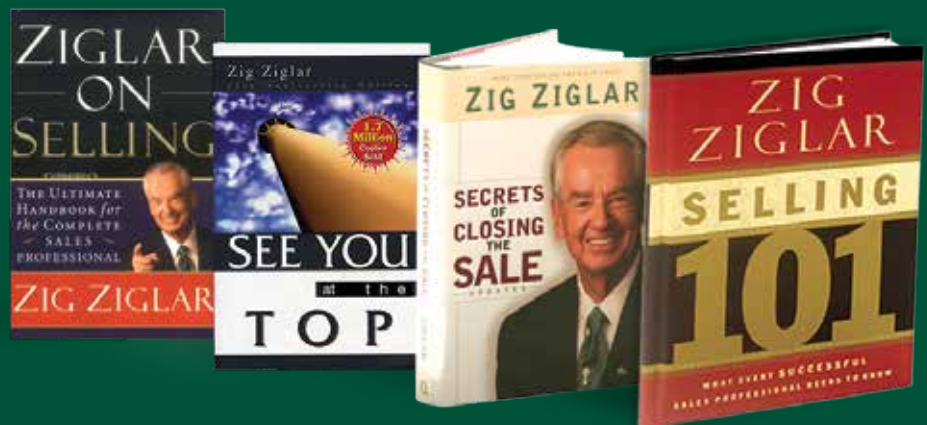
Ziglar's Strategies for Success was created with a focus on helping your people succeed. This program is designed to help each person in your organization grow personally and professionally in four critical areas: qualities, abilities, skills and attitudes. By focusing on these core areas, your company 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

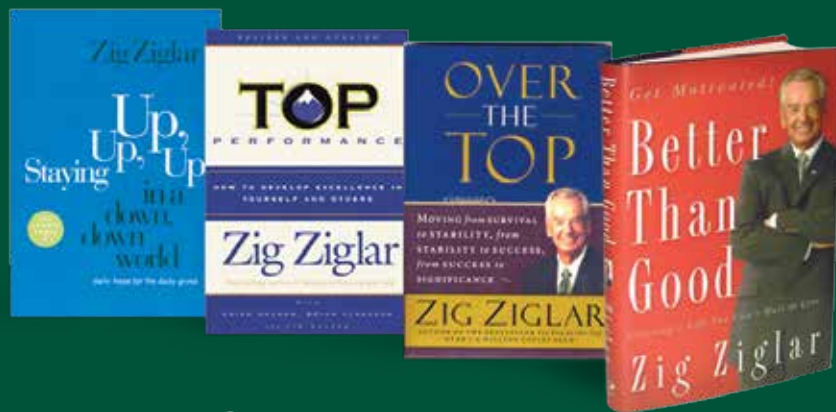
Client relationships are the lifeblood of an organization. To earn a customer is simply not enough. Today's top companies know that true value is derived from lifelong customers - those who come back year after year.

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.



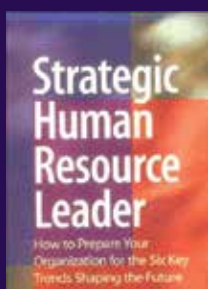
WILLIAM J. ROTHWELL

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

PENNSTATE



Pennsylvania State University, USA

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 that 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)

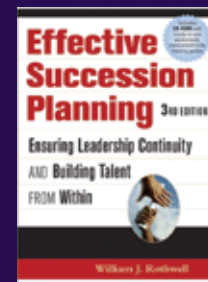
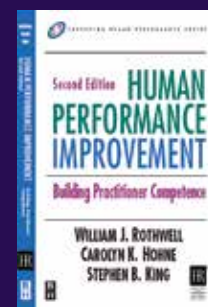
Pennsylvania State University, USA

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 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.

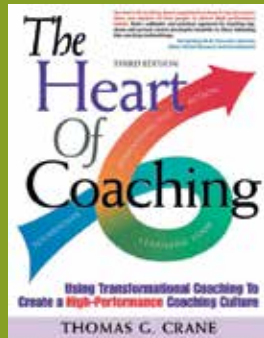
The Heart of Coaching

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 MAXWELL TEAM'S LEARNING SOLUTIONS	
World's #1 Leadership Guru & NY Times Best Selling Author of Over 50 Books	
1	Leadership Gold
2	Becoming a Person of Influence
3	Everybody Communicates, Few Connect
4	Put Your Dreams to the Test
5	The 15 Invaluable Laws of Growth
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	
6	Personal Excellence & The Success Principles™ for Organizational Success
7	The Success Principles & The Secret Law of Attraction
8	Train the Trainer Certification: Personal Excellence & The Success Principles™ for Organizational Success
9	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	
10	The Heart of Coaching: Creating a Coaching Culture for Outstanding Results
11	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	
12	Ziglar Sales System
13	Assuring Customer Loyalty
14	Essential Presentation Skills
15	Strategies for Success
16	Top Performance
17	Train the Trainer Certification: Ziglar Sales System
18	Train the Trainer Certification: Assuring Customer Loyalty
19	Train the Trainer Certification: Essential Presentation Skills
20	Train the Trainer Certification: Strategies for Success
21	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	
22	Strategic Talent Management, Competency, & Values Modeling
23	Achieving KPIs with Human Performance Improvement
24	Certificate in Leading Strategic HR Transformation
25	Certificate in Strategic HR Transformation and Organization Development
26	An Introduction to Performance Improvement and Performance Consulting
27	Analyzing Performance Problems, Assessing Training Needs and Evaluating HRD Results
28	Appreciative Inquiry: The Power of Managing Change
29	Beyond Management Succession Planning to Technical Succession Planning
30	Building a Learning Culture
31	Building a Successful Corporate University
32	Building an In-House On-The-Job Training Program
33	Building In-House Leadership and Management Development Programs
34	Building Learning Competence
35	Building the Facilitation and Process Consultation Skills of an OD and Change Management Leader
36	Building the High Performance Workplace
37	Building World-Class Talent Through Human Resource Management
38	Creating Career Development Programs
39	Effective On-the-Job Training & Mentoring
40	Effective Organizational Change Leadership
41	Effective Talent and Succession Management: Developing a Succession Management System from Scratch
42	Effective Technical Talent Management

No.	Program Title
43	Establishing and Maintaining Effective Succession Planning
44	Executive Coaching
45	From Building Employee Engagement to Building A Performance Culture
46	Implementing Competency and Values Modeling
47	Managing Change Positively
48	Organizational and Work Design and Redesign: Organizing Your People and Processes to Competitive Advantage
49	Strategic Planning for Human Resource Development
50	Supervision & Leadership: Exerting Positive Influence & Leading People
51	The Workplace Learner: Making Your Workers More Self-Directed in Their Self-Directed Learning
52	What Managers Should Do Every Day to Attract, Develop & Retain Talent
53	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.

54	Innovation for Breakthrough Results and Sustainable Growth
55	Innovation Tools and Techniques for all Teams
56	Innovation and Creativity for Students (Age 15-22)

LEONARD YONG'S LEARNING SOLUTIONS

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

57	EQ for Communication & Relationship Building
58	EQ for Innovative Leadership
59	EQ for Self Management and Relationship Building
60	Winning with Emotional Excellence

ITD PROFESSIONAL COMPETENCY CERTIFICATION PROGRAMS

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

ITD WORLD CLASS IN HOUSE PROGRAMS

GENERAL & STRATEGIC MANAGEMENT

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

PERFORMANCE MANAGEMENT & IMPROVEMENT

78	Balanced Scorecard & Performance Management
79	Benchmarking Performance Indicators Measurements (KPI)
80	Improving Human Performance
81	Performance Appraisal
82	Performance Management & Improvement

ORGANIZATIONAL DEVELOPMENT & CHANGE MANAGEMENT

83	Effective Organizational Change Management
84	Leadership & Change Management
85	Leadership Challenge & Organizational Psychology
86	Leading & Managing Change
87	Organizational & Work Design & Redesign
88	Practicing Organizational Development

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

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

No.	Program Title
MARKETING, SALES & CUSTOMER SERVICE	
196	Achieving Sales & Service Excellence
197	Advanced Selling Skills
198	Branding & Brand Management
199	Communication Strategies for Sales & Marketing Personnel
200	Consultative Selling Skills
201	Creating a Lasting First Impression
202	Creative & Accountable Marketing
203	Customer Service Excellence
204	Effective Selling Skills
205	International Marketing Management
206	Key Account Management
207	Marketing & Competitive Strategies
208	Marketing Research & Consumer Behaviour
209	NLP for Sales Professionals
210	Persuasion Skills for Sales Professional
211	Presentation Skills for Sales Professional
212	Process Mapping for Improved Customer Service
213	Public Relations Management
214	Sales Management
215	Supervising a Winning Sales Team
ACCOUNTING & FINANCE	
216	Accounting for Decision Making
217	Contemporary Financial Skills for Executives
218	Finance for Non-Finance Executives
219	Financial Risk Management
220	Managerial Accounting Skills
221	Managerial Finance
ICT & KNOWLEDGE MANAGEMENT	
222	Business Process Engineering for e-Commerce
223	Collaboration and e-Commerce
224	Databases
225	e-Commerce Technology
226	Economic Decisions in Technology Management
227	Information Systems and Competitive Advantage
228	Internet Technology and Web Engineering
229	IT Planning and Management
230	IT Project Management
231	Knowledge Management & Organizational Learning
232	Management of Advanced Technology
233	Network Technology
234	Organizational Information Systems
235	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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Mission

Transforming leaders and changing the world for the better.

Vision

The #1 global leadership development expert.

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture

Competitive Advantage Statement:

ITD World is an ISO certified & award winning Multinational Corporation that provides the world's best leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results.

Core Activities & Resources:

Talent and Leadership Development; Corporate Training and Consulting; Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 238 world-class programs and more than 100 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Exclusive Mega Gurus:

Dr. John C. Maxwell, Dr. William Rothwell, Dr. Jack Canfield, Dr. Peter Chee, Brian Tracy, Robert Tucker, Thomas G. Crane.

Quality Certification, Awards & Publications:

ISO 9001:2008 Certification for Global Provision of Training and Development. Winner of the *ARTDO International HRD Excellence Award* in recognition for outstanding contribution to international Human Resource Development and bestowed the Brand Laureate International Award for the Best Brand in Training. Cutting edge books co-authored with the world's Top Mega Gurus - "Coaching for Breakthrough Success", "12 Disciplines of Leadership Excellence" and "Becoming an Effective Mentoring Leader."

Clients Include:

Intel, IBM, United Nations Missions, American Embassy, Agilent, Dell, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, DHL, Ericsson, OSRAM, Infineon, Siemens, B Braun, Bosch, Schneider, Saint Gobain, Toyota, Ajinomoto, Samsung Vina, Singapore Press Holdings, Capitaland, PT Telkom, Siam Cement Group, CP Group, BaoViet, Sacombank, PetroVietnam, Petron, SM Supermalls, Thai Airways, Philippine Airlines, Shangri-La Hotels, Six Senses Resort, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle.



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