



**SINGAPORE (Global HQ):** One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213. Tel: 6514 3217 Fax: 6241 5955

Mailing Address: Katong PO Box 159 Singapore 914306

**DAVAO (Philippines HQ & Call Centre):** Unit 3-B Nicolas Bldg., Quirino Avenue 8000 Davao City Tel: (082) 227 9695; (082) 305 9225 Telefax: 305-4503

Website: [www.trustedu.com](http://www.trustedu.com) Email: [accounts@trustedu.com](mailto:accounts@trustedu.com)

**CEBU:** Mailbox 7 Mail & More, Banilad Town Centre, Gov. M. Cuenco Ave., Banilad, Cebu

**MANILA:** 28/F, Cityland, Pasong Tamo Tower 2110 Chino Roces Ave., Makati City

**INDEX:**

**A) SALES AND MARKETING COURSES**

**B) COURSES FOR HR**

**C) Practical Courses for TEAM LEADERS, SUPERVISORS, MANAGERS**

**D) LIST OF V-COURSES FOR EVERY ORGANISATION**

**E) THE "FAST THINKING MANAGER" SERIES – A Fast-Paced, 1 Day Course**

**F) OUTSOURCING COURSES**

**G) BUSINESS CONTINUITY & DISASTER RECOVERY**

**H) ESS – Employment Skills System**

**I) CREST – Critical Enabling Skills Training**

**A ) LIST OF V-COURSES FOR EVERY ORGANISATION**

<b><u>A) SALES AND MARKETING COURSES</u></b>		
		<b>Days</b>
<b>Mfly187</b>	Successful Event Management	
<b>Mfly069</b>	Presentation Skills	
<b>Mfly026</b>	Selling Through Customer Services	
<b>Mfly001</b>	Effective Sales Management	
<b>Mfly188</b>	Business Etiquette and Professionalism	
<b>Mfly006</b>	Effective Presentation	
	Effective Meeting Skills	
<b>Mfly225</b>	Networking Skills	
<b>Mfly006</b>	Making Winning Presentation	
	Direct Marketing Techniques	
<b>Mfly066</b>	Marketing your Consulting or Professional Services	
	Sales Training Basic	
<b>Mfly171</b>	Writing Business Proposal and Reports	
	Prospecting	

<b><u>B) COURSES FOR HR</u></b>		
		<b>Days</b>
	Effective Performance Appraisal	
	Handling Difficult Employee	
<b>Mflyv026</b>	Organization Development	
	Successful Strategic Planning	
<b>Mflyv026 a</b>	Organization Development (Talent Retention & Employee Management)	2
	Managing Change at Work	
	Managing Disagreement Constructively	
	Managing Difficult People	
	Partners in Performance	
	Attitude	
	Business Etiquette & Professionalism	
	Influencing Others	
	Office Politics	
	Personal Counseling	
	Winning Human Relations	
	Skills of Appraisal & Performance Review	
	Counseling (Employees) Skills at	

<b><u>C) Practical COURSES TO FOR TEAM LEADERS, SUPERVISORS, MANAGERS</u></b>		
		<b>Days</b>
	Work	
<b>MflyF208</b>	Assertiveness Skills Pack	
<b>MflyF236</b>	Business Focus Training	
<b>MflyF315</b>	Business Writing Toolkit	
<b>MflyF245</b>	The Challenge of Empowerment	
<b>MflyF261</b>	Complaint Handling for Positive Outcome	
<b>MflyF185</b>	Communication Skills	
<b>MflyF481</b>	Competencies Activity Pack	
<b>MflyF201</b>	Creativity for Competitive Advantage	
<b>MflyF483</b>	Creative Problem Solving	
<b>MflyF223</b>	Developing People - The Manager's Role	
<b>MflyF192</b>	The Essentials of Management	
<b>MflyF082</b>	(Using) Emotional Intelligence at Work	
<b>MflyF077</b>	Facilitation Toolkit	
<b>MflyF248</b>	Feedback Skills Activity Pack	
<b>MflyF195</b>	First Time Leadership	

MflyF262	Implementing Total Quality Management	
MflyF202	Instant Sales Meetings (Fundamental Sales Training Skills)	
MflyF253	Internal Customers	
MflyF299	Internet Ideas for the Resourceful trainer	
MflyF222	Knowledge Management	
MflyF080	Creating A Learning Organization	
MflyF191	The Manager as Trainer, Coach and Guide	
MflyF039	Managing Change	
MflyF278	Managing Conflict	
MflyF038	Mentoring	
MflyF242	Motivation in Practice	
MflyF005	Negotiation Skills	
MflyF252	Partnerships at Work	
MflyF282	Practical Decision Making Skills for Managers	
MflyF078	Practical Training Skills	
MflyF309	Performance Management for Front Line Managers	
MflyF006	Presentation Skills	
MflyF072	The Project Management Activity pack	
	Quality Calls	
MflyF026	Selling Through Customer Service	
MflyF074	Skills of Appraisal & Performance Review	
MflyF187	Successful Events Management	
MflyF180	Fundamental Management Supervisory Skills	
MflyF251	Toolkit for Organizational Change	
	Using Emotional Intelligence at Work	
MflyF194	NLP For Business Excellence	
MflyF048	Stress Management at Work	
MflyF310	The War for Talent	
MflyF209	Counseling (Employees) Skills at Work	

MflyF308	Managing People through Redundancies, Mergers and Acquisitions	
MflyF482	Team Triumphs	
MflyF200	Managing Discipline and Grievances	
MflyF205	Call Centres – Maximizing Performance	
MflyF048	Stress Management	
<b>D ) LIST OF V-COURSES FOR EVERY ORGANISATION</b>		
<b>Supervisory Skills</b>		
		<b>Days</b>
Mflyv 001	Excellence in Supervision	2
Mflyv 002	From Technical Specialist to Supervisor	2
Mflyv 003	The New Supervisor	
<b>Team Building &amp; Leadership</b>		
		<b>Days</b>
Mflyv 004	Achieving Consensus	2
Mflyv 005	Leadership Skills for Women	2
Mflyv 006	Team Building	2
Mflyv 007	Team Problem-Solving	2
Mflyv 008	Virtual Teaming	2
Mflyv 009	Working in Teams	
<b>Management Skills</b>		
		<b>Days</b>
Mflyv 010	Delegating for Results	2
Mflyv 011	Improving Your Company Image	2
Mflyv 012	Managing the Technical Professional	2

Mflyv 013	Project Management	2
Mflyv 014	Successful Negotiation	2
<b>Increase Employee Performance</b>		
		<b>Days</b>
	Downsizing Without Disaster	2
Mflyv 016	Effective Performance Appraisal	2
Mflyv 017	Empowerment	2
Mflyv 018	Handling the Difficult Employee	2
Mflyv 019	Developing Instructional Design	2
	Dynamics of Diversity	2
Mflyv 021	Training Managers to Train	2
Mflyv 022	Training Methods that Work	2
Mflyv 023	Working Together	2
<b>Strategic Development</b>		
		<b>Days</b>
Mflyv 024	Competency & The Learning Organization	2
Mflyv 025	Creating A Learning Organization	2
Mflyv 026	Organization Development	2
Mflyv 027	Organizational Vision, Values & Mission	2
Mflyv 028	Successful Strategic Planning	2
Mflyv 029	Systematic Succession Planning	2
Mflyv 030	Understanding Leadership Competencies	2
<b>Finance</b>		
		<b>Days</b>
Mflyv	The Accounting Cycle	2

031		
Mflyv 032	Basics of Budgeting	2
Mflyv 033	Financial Analysis	2
Mflyv 034	Personal Financial Fitness	2
Mflyv 035	Starting Your New Business	2
Mflyv 036	Understanding Financial Statements	2
	<b>Change</b>	<b>Days</b>
Mflyv 037	Coping With Workplace Change	2
Mflyv 038	Managing Change at Work	2
Mflyv 039	Managing Personal Change	2
Mflyv 040	Understanding Organizational Change	2
	<b>Manufacturing &amp; Inventory</b>	<b>Days</b>
Mflyv 041	Basics of Inventory Management	2
Mflyv 042	Basics of Manufacturing	2
Mflyv 043	Benchmark Basics	2
Mflyv 044	Building a Total Quality Culture	2
Mflyv 045	JIT Forecasting & Master Scheduling	2
Mflyv 046	The Continuously Improving Self	2
Mflyv 047	TQM	2
Mflyv 047a	5S	1
	<b>Electronic Communication</b>	<b>Days</b>
Mflyv	Writing Effective E-Mail	2

048		
	<b>Conflict Resolution</b>	<b>Days</b>
Mflyv 049	Managing Disagreement Constructively	2
	<b>Customer Service</b>	<b>Days</b>
	A Positive Guide to Superior Service	2
Mflyv 051	Beyond Customer Service	2
Mflyv 052	Calming Upset Customers	2
Mflyv 053	Customer Satisfaction	2
Mflyv 054	Managing Quality Customer Service	2
Mflyv 055	Measuring Customer Satisfaction	2
	Most Customer Services Start With the Telephone	2
	Basic Service Marketing	2
	<b>Telephone Skills</b>	<b>Days</b>
Mflyv 057	Telephone Courtesy & Customer Service	2
	<b>Call Centre Success</b>	<b>Days</b>
Mflyv 058	Call Centre Success	2
	<b>Sales &amp; Marketing</b>	<b>Days</b>
	Achieve Large-Budget Marketing Without a Large Budget	2
Mflyv 059	Building & Closing the Sale	2
Mflyv 061	Business Research	2
	Consultative Sales Power	2
Mflyv 063	Dealing Effectively With the Media	2

Mflyv 064	Direct Marketing Techniques	2
Mflyv 065	Effective Sales Management	2
Mflyv 066	Marketing Your Consulting or Professional Services	2
Mflyv 067	Prospecting: The Key to Sales Success	2
Mflyv 068	Sales Training Basics	2
069	Winning the Inner Game of Selling	2
	<b>Productivity</b>	<b>Days</b>
Mflyv 070	Achieving Results	2
Mflyv 071	Administrative Assistant	2
Mflyv Mflyv 072	Plan Your Work: Work Your Plan	2
Mflyv 073	Successful Self-Management	2
Mflyv 074	Managing Anger	2
Mflyv 075	Managing for Commitment	2
Mflyv 076	Managing Negative People	2
Mflyv 077	Partners in Performance	2
	Productivity course for supervisor	2
	<b>Coaching &amp; Mentoring</b>	<b>Days</b>
Mflyv 078	Be Your Own Coach	2
Mflyv 079	Coaching & Counseling	2
Mflyv 080	Coaching for Development	2
Mflyv 081	Making the Most of Being Mentored	2
Mflyv	Mentoring	2

082		
	<b>Verbal Communication</b>	<b>Days</b>
Mflyv 083	Communicating With Employees	2
Mflyv 084	Effective Meeting Skills	2
Mflyv 085	Emotional Intelligence Works	2
Mflyv 086	Making Humour Work	2
Mflyv 087	The Art of Communicating	2
Mflyv 088	Thinking On Your Feet	2
	<b>Written Title</b>	<b>Days</b>
Mflyv 089	Better Business Writing	2
Mflyv 090	Clear Writing	2
Mflyv 091	Fat-Free Writing	2
Mflyv 092	Powerful Proofreading Skills	2
Mflyv 093	Technical Writing in the Corporate World	2
Mflyv 094	The Building Blocks of Business Writing	2
Mflyv 095	Writing Business Proposals & Reports	2
Mflyv 096	Writing Fitness	2
Mflyv 097	Writing that Sells	2
	<b>Presentation Skills</b>	<b>Days</b>
Mflyv 098	Effective Presentation Skills	2
Mflyv 099	Technical Presentation Skills	2

Mflyv 100	Using Visual Aids	2
	<b>Time Management</b>	<b>Days</b>
Mflyv 101	Office Management	2
Mflyv 102	Personal Time Management	2
Mflyv 103	Professionalism in the Office	2
	The Telephone and Time Management	2
	<b>Self Improvement</b>	<b>Days</b>
Mflyv 105	Achieving Job Satisfaction	2
Mflyv V106	Attitude	2
Mflyv 107	Concentration	2
Mflyv 108	Critical Thinking	2
Mflyv 109	Developing Positive Assertiveness	2
Mflyv 110	Developing Self-Esteem	2
Mflyv 111	Ethics in Business	2
Mflyv 112	Finding Your Purpose	2
Mflyv 113	Memory Skills In Business	2
Mflyv 114	Risk Taking	2
	<b>Jobs &amp; Careers</b>	<b>Days</b>
Mflyv 115	Effective Networking	2
Mflyv 116	Networking for Success	2

	<b>Peer Relations &amp; Appearance</b>	<b>Days</b>
Mflyv 117	Business Etiquette & Professionalism	2
Mflyv 118	Improving Peer Relationships	2
Mflyv 119	Influence	2
Mflyv 120	Influencing Others	2
Mflyv 121	Managing Upward	2
Mflyv 122	Office Politics	2
Mflyv 123	Personal Counseling	2
Mflyv 124	Winning at Human Relations	2
	<b>Adult Learning</b>	<b>Days</b>
Mflyv 125	Basic Business Math	2
Mflyv 126	Formatting Letters and Reports	2
Mflyv 127	Improve Your Reading Improve Your Job	2
Mflyv 128	Study Skills Strategies	2
Mflyv 129	Successful Life Long Learning	2
Mflyv 130	Vocabulary Improvement	2
	<b>Creativity</b>	<b>Days</b>
Mflyv 131	Creative Decision Making	2
	Creativity in Business	2
	<b>Stress, Well-Being &amp; Retirement</b>	<b>Days</b>
Mflyv 133	Managing Stress for Mental Fitness	2
Mflyv	Stress that Motivates	2

134		
	<b>Compliance</b>	<b>Days</b>
Mflyv 135	Disaster Preparedness	2
	<b>Training</b>	<b>Days</b>
Mflyv 136	Conducting a Needs Analysis	2
Mflyv 137	Delivering Effective Training Sessions	2
	<b>Warehousing / Logistics</b>	<b>Days</b>
	Equipment Operator Course	2
	Warehousing Management Course	2
	Preventive maintenance equipment usage	2
	Training of personnel in occupational safety and health	2
	Machine guarding & electrical Safety	2
	Port Safety and Security Program	2
	<b>WITS – Work Improvement Teams</b>	<b>Days</b>
MflyWIT S 01	WITS Quality Circle Management for Workshop	2
MflyWIT S 02	WITS Quality Circle Techniques for Facilitators	2
MflyWIT S 03	WITS Quality Circle Techniques for Leaders	2
MflyWIT S 04	WITS Quality Circle Techniques for Members	2
MflyWIT S 05	WITS Quality Circle Leadership Skills Module	2
MflyWIT S 06	WITS Quality Circle Facilitation Skills Module	2
MflyWIT	WITS Quality Circle Advanced	2

S 07	Tools & Techniques	
MflyWIT S 08	WITS Quality Circle Basic Tools Module	2
	QC Judging Skills	2
<b>E) THE “FAST THINKING MANAGER” SERIES – A Fast-Paced, One Day Course per Title</b>		
		<b>Days</b>
Mfly328	Managing Selection Interviews	1
Mfly209	Effective Counselling Tools & Techniques to Increase Productivity	1
Mfly184	How to Manage Difficult People	1
Mfly323	Managing Team Discipline for Improved Productivity	1
	Initiating the New Employees	1
Mfly191	Effective Coaching for Increased Performance Managing a Team Meeting	1
	Developing Impactful Presentations	1
	Managing Successful Projects	1
Mfly282	Practical Decisions Making Skills	1
	Powerful Negotiation Techniques	1
	Managing Appraisal Interviews	1
	Secrets of Good Time Management	1
	Effective Feedbacks Skills	1
	Effectives Budgets Management	1

	Improved Organizational & Delegations Skills	1
<b>F) OUTSOURCING COURSES</b>		
		<b>Days</b>
MFly321c	Strategic Vendor Management	2
MFly324	Step By Step Guide Effect Outsourcing	2
MFly325	Effective Practices in Business Contunity Planning for Purchasing and Supply Chain Management	2
MFly326	Integrating Buss Continuity Criteria In Your Supply Chain	1
MFly327	Auditing Outsourcing Relationships	1
<b>G) BUSINESS CONTINUITY &amp; DISASTER RECOVERY</b>		
		<b>Days</b>
IFLY 0008-01	A-Z of Business Continuity Management	
IFLY 0008-02	Disaster Recovery & Business Continuity Planning	
IFLY 0008-03	Information Security Management	
IFLY 0008-04	Driving the BCM Message through your Organization	
IFLY 0008-05	Crisis Command Centre Management	
IFLY 0008-06	Crisis Leadership	
IFLY 0008-07	How to Deliver Effective Drills & Exercises of	
Mfly325	Business Continuity Planning	
IFLY 0008-08	Project Initiation & Management	
IFLY 0008-09	Risk Assessment and & Mitigation	
IFLY	Impact assessment & Mitigation	

0008-10		
IFLY 0008-11	Business Continuity Strategy Development	
IFLY 0008-12	Evaluating Commercial Recovery Services	
IFLY 0008-13	Emergency Response Planning	
IFLY 0008-14	Infrastructure Recovery Planning	
	Crisis Communication and Management	
IFLY IFLY 0008-21	Technical I.T Disaster recovery	
IFLY IFLY 0008-20	Writing a Crisis communication Plan	
	Business Continuity for Small Businesses	
IFLY 0008-15	Planning for 24/7 System Availability	
IFLY 0008-16	Business Resumption	
IFLY 0008-17	Testing and Exercising Business Continuity Plans	
IFLY 0008-18	Planning and conducting a Mock Disaster	
IFLY 0008-19	Plan Maintenance and administration	

<b>H) ESS – EMPLOYABILITY SKILLS SYSTEM</b>		
<b>(OPERATIONS LEVEL)</b>		<b>Days</b>
MflyESS-PE-OPS	Personal Effectiveness	2
MflyESS-PSDM-OPS	Problem Solving & Decision Making	2
MflyESS-IE-OPS	Initiative and Enterprise	2
MflyESS-CRM-OPS	Communication and Relationship Management	2
MflyESS-LPD-OPS	Learning and Personal Development	2
<b>(SUPERVISORY LEVEL)</b>		<b>Days</b>
MflyESS-PE-SUP	Personal Effectiveness	2
MflyESS-PSDM-SUP	Problem Solving & Decision Making	2
MflyESS-IE-SUP	Initiative and Enterprise	2
MflyESS-CRM-SUP	Communication & Relationship Management	2
MflyESS-LDP-SUP	Learning and Personal Development	2
<b>(MANAGERIAL LEVEL)</b>		<b>Days</b>
MflyESS-PE-MGNT	Personal Effectiveness	2

MflyESS-IE-MGNT	Initiative and Enterprise	2
MflyESS-CRM-MGNT	Communication & Relationship Management	2
MflyESS-PSDM-MGNT	Problem Solving & Decision Making	2
MflyESS-LPD-MGNT	Learning and Personal Development	2
<b>I) CREST – Critical Enabling Skills Training</b>		
		<b>Days</b>
Mfly 227	CREST Module 1 - Learning to Learn	2
Mfly 228	CREST Module 2 - Literacy Part 2.1 - Reading	2
Mfly 229	CREST Module 3 - Listening & Oral Communication	2
Mfly 230	CREST Module 4 - Problem Solving & Creativity	2
Mfly 231	CREST Module 5 - Personal Effectiveness	2
Mfly 232	CREST Module 6 - Group Effectiveness	2
Mfly 233	CREST Module 7 - Organizational Skills	2