

Towers Watson Talent Management



Learning & Development Topics

Towers Watson is an international HR consulting Organization, specializing in training consultancy for learning and development. Our facilitators are experts in delivering a broad-range of in-house training courses using highly practical skill based methodologies. We have clients from Pharmaceutical, Entertainment, Hospitality, IT, Finance and the FMCG industry and our client composition is 80% Multinationals, 15% Local and 5% NGOs. We have 400+ training programs delivered in Vietnam.

Towers Watson provides variety of courses to meet different organizational needs to fill employees' skills gaps to enhance their efficiency and effectiveness. Each course can be combined, condensed, expanded or adjusted to fit needs and constraints of your organization.

I. Human Capital Growth

The HR facilitators at Towers Watson believe very strongly in the importance of developing human capital across the whole organization whether it is public, private or non-profit. Drawing upon a high caliber of speakers, our aim is to provide all participants with the knowledge, skills, and attitude to help your organizations succeed in a competitive global economy.

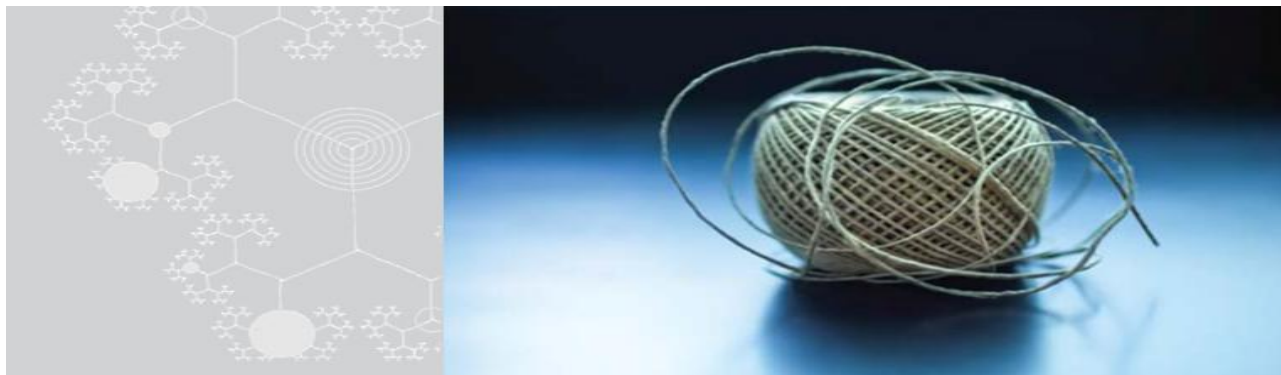
Course Code	Topic	Suggested Duration
HR01	HRM Knowledge Overview	4 Days
HR02	HRM Essential for Non-HR Managers	1-2 Days
HR03	Personnel Administration Coaching	5 Days
HR04	Interviewing & Selection Skills	2 Days
HR05	Fundamental Compensation & Benefits Management	2 Days
HR06	Salary Structuring	2 Days
HR07	Job Description Composition	1 Day
HR08	Competency Management	1 Day
HR09	Training Need Analysis	1 Day
HR10	Corporate Training Management	2 Days
HR11	Train the Trainer	3 Days
HR12	Inspiring Your Trainees	0.5 Day
HR13	Employee Satisfaction Survey	2 Days



II. Management

Towers Watson's Management Skills program provide a broad-based, practical introduction to the key ideas, techniques and overall competencies your managers need, in order to manage effectively and productively, in modern organizations in any part of the world.

Our program facilitates learning through a combination of presentations from experienced, professional highly Senior Managers and academics, case studies and practical interactive exercises, management games and debriefings all consolidate to the course objectives.



Course Code	Topic	Suggested Duration
M01	Fundamental Management Skills for supervisors	2-3 Days
M02	Advanced management Skills (for middle managers)	2-3 Days
M03	Leadership and Team Development Skills for senior managers)	2-3 Days
M04	Delegation & Coaching Skills	2 Days
M05	Coaching & Training Skills	2-3 Days
M06	Objective Setting for Performance	1 Day
M07	Management by Objective (MBO)	2 Days
M08	Performance Management	2 Days
M09	Resource Management	1 Day
M10	Change Management	2 Days

III. Marketing and Sales Effectiveness

Marketing is the creation of awareness and desire to purchase a product or service and sales is the successful conclusion of a good marketing plan. Sales and marketing training is designed to give your marketers and sales staff the skills they need to communicate the benefits of your product and service and to respond to a potential customers buying signals.

Course Code	Topic	Suggested Duration
MS01	Marketing for Non-marketing Managers	1 Day
MS02	Professional Selling Skills	2 Days
MS03	Telemarketing Skills	2 Days
MS04	Effective Sales Communication Skills	2 Days
MS05	Negotiation Skills	2 Days
MS06	Delivering Successful Sales Presentations	2 Days
MS07	Objection Handling	1 Day
MS08	Sales Management Skills	2 Days
MS09	Business Development Skills	2 Days

IV. Team-building

Team Building workshop can help your group identify characteristics that lead to better teamwork, build more of a team atmosphere, learn how and why people act and how to deal more effectively with non-team players. Towers Watson's team-building activities combine games and debriefing in a fun atmosphere help build a purposeful team culture within your organization.

Course Code	Topic	Suggested Duration
TB01	Team Building (indoor)	0.5-1 Day
TB02	Team Building (outdoor)	1-2 Days
TB03	Executive Team Building (indoor & outdoor)	1 Day



V. Self Effectiveness

TW provides highly interactive programme to help your employee enhance self-effectiveness to work in most efficient ways.

Course Code	Topic	Suggested Duration
S01	Telephone Skills	1 Day
S02	Working Professionally & Professional Image	1 Day
S03	Administration & Assistant Skills	2 Days
S04	Job Searching Skills	2 Days
S05	Project Management Skills	2-3 Days
S06	Time Management & Planning Skills	2 Days
S07	Conflict Resolution Skills	2 Days
S08	Self Management	1 Day
S09	Internal-External Customer Care	2 Days
S10	Problem Solving and Decision Making	2 Days
S11	Effective Presentation Skills	2 Days
S12	Effective Communication & Influencing Skills	2 Days
S13	Advanced Communication (Dialogue)	2 Days
S14	Meeting Facilitation Skills	1 Day
S15	How To Become Highly Effective People (7 habits)	2 Days
S16	Interpersonal Skills	2 Days
S17	Career Planning & Continuation	2 Days
S18	Stress Management	2 Days
S19	Assertiveness Skills	1 Day
S20	Fact Finding & Analysis Skills	2 Days
S21	Strategic Thinking	2 Days

S22	Vietnamese Culture Awareness at Work	2 Days
S23	Executive Secretary Skills	2.5 Days
S24	Receptionist Skills	1 Day

Details of all of our courses and related training services are available from our expert Consultants. We are more than happy to answer your queries, please contact us for more information.

Ho Chi Minh City

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