



ST Training Solutions

SUMMARY OF FEEDBACK FROM PARTICIPANTS AT



23 April 2008 • Swissotel Stamford, Singapore

General Comments about ASSAP 2008

- Every speaker is very encouraging. High energy throughout. (Yee Shan Shan, Marketing Executive, Konica Minolta Business Solutions)
- All speakers are very entertaining, and I have gained knowledge from them. (Vivian Loo, Secretary to GFC, Gucci Singapore Pte Ltd)
- The summit not only refreshed my memory but it also brought back my confidence, morale and even my self-motivation. (Santha Muthu Suppiah, DSTA)
- This is the first time I've attended such an interesting conference. I personally found it very interesting and it boosted my confidence. I really hope to attend ASSAP 2009. (Tham Lai Kwan, Fullerton Hotel, Singapore)
- Lots of fun, and at the same time learning. The best conference for secretaries I've ever attended. (Serene Tan, PA, Singapore Tourism Board)
- A great event. More, much more than I expected. Excellent! (Hanindah Zainomum, Multi-media Designer, MSNIN)
- You guys did a great job. The content of the conference and workshops are helpful. I definitely would recommend my colleagues to attend. It's suitable for everyone. Thanks for a great job! (Julie Ng, PA/Admin Manager, Carlson Marketing Group Pte Ltd)
- Very motivating conference, especially the morning 'welcoming' session. A good start of the day makes the day! (Sharali Sim, Secretary, Siemens Pte Ltd)
- Very entertaining speakers and interesting topics. Good interaction and mingling of speakers with audience. (Sheena Forn, Secretary, Fullerton Hotel, Singapore)
- Lively presentations, practical suggestions and very interesting topics which are useful for our work, and not forgetting the very catchy tunes/music. (Ruby Lim, Personal Assistant, Tanah Merah Country Club)
- All speakers are humorous and well prepared and made ASSAP 2008 very lively not boring. (Senior Exec-Finance and Admin), Schenker Singapore Pte Ltd.
- It's a WOW day at ASSAP 2008. I learned lots! (Merryn Chua, Executive Assistant, Lexmark International (S) Pte Ltd)

Comments on Shirley Taylor

Forward Moving – Towards Professional and Personal Growth

- Lively and interactive. Speaks with a lot of confidence. (Shirley Lim, Accounts Executive, Imperial Tobacco Asia Pte Ltd)
- Shirley has a way to keep the audience captivated/motivated. She is an expert in her presentation. (Brenda Ng, Personal Assistant, Ministry of Manpower)
- Clear and precise, confident. (Phua Ping Ping, Management Executive, ST701)
- Very professional and inspiring speaker. Really enjoyed her session. Sheena Forn, Secretary, The Fullerton Hotel, Singapore)
- Good examples using Dorothy for us to learn about our curve of achieving our goals. (Joyce Wee, Secretary, National Library Board)
- Very delightful, informative session, but too short! (Mumtaz Sharip, Operations/Marketing Assistant, Wavefield Inseis Singapore)

Comments on Heather Hansen

Boost your Success by Speaking Clearly and Communicating Confidently

- Extraordinary person , energetic, very impressive. (Faridah Kassim, Admin Officer, National Library Board)
- Heather has a clear diction and is a good motivator because of her cheerful disposition. (Joyce Wee, Secretary, National Library Board)
- I like the interaction with the audience. (Leow Ai Lian, Secretary, Robert Walters)
- Heather's message was good that I realised that I should speak slower to enable others to understand me. I would love to attend her workshop. (Jessie Wong, Administrator, Siemens Pte Ltd)
- Lively, interactive, clear in speech. (Julie Ng, PA/Admin Manager, Carlson Marketing Group Pte Ltd)
- Marvellous. (Jeffrey Mok, DSTA)
- Good. Very positive and confident. (Ivy Ng-Chua, PA, Ministry of Manpower)
- A very knowledgeable communicator. (Jean Quek, Secretary, Nanyang Polytechnic)

Comments on Dr Paul Robere

Cross-cultural Effectiveness: Being Successful in the Global Arena

- Seasoned trainer, very humorous, good practical experiences shared by Dr Paul. (Kay Ang KH, Assistant Manager, Carlson Marketing Group Pte Ltd)
- Very good, strong speaker. Culturally expert. (Naimah Mohamed, Secretary, National Library Board)
- He kept us awake with his voice and kept us attentive. Thanks! (Margaret, Senior Confidential Secretary, StarHub)
- A very good speaker. (Khaw Ai Chin, Assistant Manager, OCBC Bank)
- Very informative. Find the inclusion of this topic at ASSAP 2008 very relevant and informative. (Lilian Yun, Personal Assistant, A*Star)
- Witty, interactive, entertaining. (Julie Ng, PA/Admin Manager, Carlson Marketing Group Pte Ltd)
- Very strong speaker, loud and clear. Cultural expert. (Naimah Mohamed, Secretary, National Library Board)
- Fun and interesting sharing session. (Leong Lee Koon Angela, Executive Assistant, DSTA)

Comments on Bentley Williams

The Wow! Experience™ that will Help you Connect with Bosses, Colleagues and Clients to Build Lasting Relationships

- Funny, interesting and gave good examples on the topic. Good speaker. (Grace Ho, Executive Secretary, Capitaland Financial Ltd)
- Can keep all the attention on his speech. I like his speaking style. (Connie Hing, Senior Administrator, Crimsonlogic Pte Ltd)
- Able to connect with participants. His speech incorporates lots of jokes, and that makes it interesting. (Shirley Lim, Accounts Executive, Imperial Tobacco Asia Pte Ltd)
- Very good. Relevant. Good and helpful content. (Hanindah Zainomum, Multimedia Designer, MSNIN)
- Got to the point fast and no time wasted. Practical examples given, and he brightened up the audience with jokes. (Agnes, Assistant Officer, Temasek Holdings)
- Good speaker, lightened up my day. Topics very relevant to our daily life. (Faridah Bte Kassim, Admin Officer, National Library Board)
- Very inspirational, entertaining speaker. Keeps participants awake. (Kay Ang KH, Assistant Manager, Carlson Marketing Group)
- WOW! (Maimunah Bte Khalit, PA to MD, BASF Petronas Chemicals SB)

Comments on Alison Lester

Develop your Creative Instincts and Increase your Enjoyment of Yourself, Your Job and Your Life

- Well prepared for her speech. (Shirley Lim, Accounts Executive, Imperial Tobacco Asia Pte Ltd)
- She is knowledgeable and gives good answers. Knows her stuff. (Tay Mei Mei, Secretary, Ministry of Manpower)
- Great points. Relevant. Helpful. (Hanindah Zainomum, Multimedia Designer, MSNIN)
- A wonderful speaker. (Faridah Bte Kassim, Admin Officer, National Library Board)
- Creativity is not an easy topic, but she is able to deliver it effectively. (Serene Tan, PA, Singapore Tourism Board)
- Very powerful speaker. Stimulating. (Naimah Mohamed, Secretary, National Library Board)
- Good ideas on creativity. Mumtaz Sharip, Operations/Marketing Assistant, Wavefield Inseis Singapore)
- I now know more how to be 'creative'. (Sharali Sim, Secretary, Siemens Pte Ltd)

Comments on Brenda Bence

Mastering the Brand Called "YOU™" - Craft and Communicate Your Personal Brand at Work for Greater Career Success

- Very comprehensive and session delivered very professionally. (Kay Ang KH, Assistant Manager, Carlson Marketing Group)
- Professional presentation made by a wonderful trainer. (Nguyen Thi Khanh Mai, PA to MD, Metro Cash & Carry, Vietnam)
- A passionate speaker. Inspiring. (Naimah Mohamed, Secretary, National Library Board)

- Brenda made me realise what branding ourselves is all about. (Jessie Wong, Secretary, Siemens Pte Ltd)
- Good delivery of topic. (Tanna Tay, Secretary, Fullerton Hotel, Singapore)
- Entertaining, motivating, inspiring about the subject. (Sheena Forn, Secretary, Fullerton Hotel, Singapore)
- Delivered good insights on personal branding. Clear and precise. (Phua Ping Ping, Management Executive, ST701)
- Enjoyed her talk very much and I learned a lot. Thank you. (Agnes, Assistant Officer, Temasek Holdings)

Comments on James Leong

Using the Power of NLP to Achieve your Goals and Dreams

- Very close to the audience. Draws participation, creates laughter, joy and fun. (Wana Tay)
- Good practical delivery, and gives me motivation to achieve my goals. (Roslinda Rahman, Officer, National Library Board)
- Great. I've learned more about NLP – it's very powerful how our mind works. (Agnes, Assistant Officer, Temasek Holdings)
- Good, spontaneous. (Ivy Ng-Chua, Personal Assistant, Ministry of Manpower)
- I admire his profession. Amazing NLP activities. (Grace Tan Wang Fang, PA, ICES)
- It's interesting, with practical rather than just theory. (Sharali Sim, Secretary, Siemens Pte Ltd)
- Heard about NLP but never tried to explore. With James's concise delivery, it helps me to gain more insight. (Kay Ang KH, Assistant Manager, Carlson Marketing Group)
- Very interesting. (Ivy Ang Chye Khim, Secretary, Mapletree Investments)

Tina Altieri – ASSAP 2008 Master of Ceremonies

- Excellent clarity in speech and very professional in linking and introducing from one trainer to another. (Kay Ang KH, Assistant Manager, Carlson Marketing Group)
- A very well spoken and warm welcome speech by Tina Altieri. (Santha Muthu Suppiah, Secretary, DSTA)
- Tina is commendable for being a lively MC. Good to have her back next year. (Janet Tan, PA, Health Sciences Authority)
- She is lively and cheerful. Projected positive body language. Excellent! (Dorasan Khoo, Manager/PA to the Dean, Singapore Management University)
- Very good. Always cheerful and connected. Very natural and professional. (Ivy Ng-Chua, Personal Assistant, Ministry of Manpower)
- Very professional and speaks very well. (Serena Lai, Executive Assistant, ARINC Inc)
- Very spontaneous and keeps the conference spirit high. (Roslinda Rahman, Officer, National Library Board)
- Great MC, fun and lively. (Julie Ng, PA/Admin Manager, Carlson Marketing Group)