



stts

Communication and
Leadership Specialists

WRITTEN COMMUNICATION



INTERPERSONAL COMMUNICATION



LIVE TRAINING
VIRTUAL TRAINING
KEYNOTES
ONLINE SEMINARS
CONFERENCES

CUSTOMER COMMUNICATION



LEADERSHIP COMMUNICATION



STTS

OUR PROMISE TO YOU

At STTS Training, we are committed to building the competence of individuals and teams to drive performance and results. Our professional, experienced trainers and speakers will engage your teams, and provide them with practical tools and powerful action steps to motivate and inspire them to reach their potential.

STTS is based in Singapore, and we provide services to clients throughout Southeast Asia and beyond.

At STTS, we focus on five key areas:



- Popular public workshops with professional trainers
- In-house training customised for you
- Motivating, inspiring and engaging training
- Hands-on, practical, fun sessions
- Useful materials and added-value items to help learning and retention



- 'Business Writing That Works' from Shirley Taylor
- Develop your team without leaving the office
- Embed good writing skills throughout your organisation
- Innovative and highly interactive learning experiences
- State-of-the-art, user-friendly platform



- Inspirational professional speakers for your next event
- High energy, high content keynotes
- Customised to meet your event theme
- Guaranteed to educate, motivate and inspire
- Transforming audiences to achieve greater success



- Bite-sized learning experiences while sitting at your desk
- Engaging sessions using Zoom technology
- Live, interactive learning
- Practical sessions with live role-plays and discussions
- Key learning summaries for all participants



- 10 years running - The Asian Summit for Secretaries and Admin Professionals
- Inspiring learning and sharing from industry experts
- Great networking opportunities
- New conference in 2016: The Heart-based Workplace
- Key practical skills needed by everyone in today's offices



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Celebrating 10 years in Asia

Committed to your success

Shirley Taylor founded STTS Training in 2006, and we are proud to celebrate our 10th anniversary this year.

Shirley is a popular business trainer, speaker and recognised author of several international bestselling books. She is dedicated to ensuring quality events provided by professional speakers and trainers, and expertly organised by her trusted team.



“I set high standards for myself, so it’s important that I have high standards for the trainers and speakers I work with. We are constantly improving the quality of our materials and content so that we provide a significant learning experience for all.”

Shirley Taylor
CEO, STTS Training
Vice President, Global Speakers
Federation 2016-17

WRITTEN COMMUNICATION



Most people in business offices today spend approximately 20-25 per cent of their time writing. Yet writing is a skill that few people seek to improve.

STTS can help you to:

- Improve the clarity of your messages
- Write messages that are understood
- Be more confident in what you have to say
- Achieve more in less time
- Build relationships through your writing style
- Spend less time on your written communication
- Achieve better results from your written messages

Training Workshops include:

- Powerful Business Writing Skills
- Energise Your Email Writing Skills
- Business Grammar Fast And Easy
- Reader-Focused Report Writing
- Writing Effective Minutes

Keynotes include:

- Business Writing With Heart

Virtual Training:

- Business Writing That Works

CUSTOMER COMMUNICATION



No matter how big a company is, success depends on providing consistently excellent customer service, and this starts with having the best internal service.

STTS can help you to:

- Deliver excellent customer service
- Develop a customer focused mindset
- Drive service across the whole organisation
- Create smoother internal processes
- Keep the customer as the key focus
- Employ service-minded people
- Exceed customer expectations

Training Workshops include:

- Stimulating Successful Service
- Delivering Service Excellence
- Inspiring Internal Communication
- Recruiting And Retaining The Right People

Keynotes include:

- Heart-based Service: Internal Impact Has An External Effect
- Service Mindset From Top To Bottom

INTERPERSONAL COMMUNICATION



The way people communicate face-to-face in everyday interactions can spell the difference between success and failure in actually getting the job done.

STTS can help you to:

- Speak up more confidently
- Develop greater self-awareness
- Build better relationships with all stakeholders
- Listen to understand others and their message
- Help others understand your way of thinking positively
- Present your ideas confidently and powerfully
- Achieve results through better interactions

Training Workshops include:

- Communication: Your Key To Success
- Present Yourself Powerfully
- Speaking With Confidence
- DISC Communication: Successful Workplace Interactions
- Win-Win Negotiations

Keynotes include:

- Rock Your Role
- Hard Talk Made Easy
- Say It With Confidence

LEADERSHIP COMMUNICATION



In today’s dynamic environment, leaders are required to not only strategise and achieve results, but inspire and develop the people within the organisation to do this.

STTS can help you to:

- Guarantee employee engagement
- Build your team’s commitment
- Develop the individuals and the team
- Communicate effectively in all directions
- Enhance stakeholder relationships
- Become a respected leader
- Achieve great results through your team

Training Workshops include:

- Everyday Coaching For Leaders
- Adaptable Leadership With Everything DISC Communication
- Mentoring Magic
- Leadership Development For New Managers

Keynotes include:

- Mentoring Magic
- Knowing Me, Knowing You

THE VALUE OF CHOOSING STTS TRAINING TO DEVELOP YOUR PEOPLE

The Company

- 10 years in the Asia Pacific region
- Specialists in business communication and leadership
- Proven track record and reputation
- Regular, repeat clients
- Friendly, dedicated team
- Committed to providing exceptional service



The Brand: Shirley Taylor

- CEO of STTS Training
- Over 30 years experience in public speaking and training
- Author of 12 business books on communication skills
- A leading authority on email and business writing skills
- Earned the designation of Certified Speaking Professional (CSP)
- Works with only the best professional speakers and trainers, and has very high standards for them



The Trainers/Speakers

- Published authors and subject experts
- Professional speakers and trainers
- Business certifications and qualifications in their specialist topics
- Corporate experience in their specific fields
- Very high standards and ethics
- Committed to achieving successful outcomes for participants and clients



STTS Training Pte Ltd
Your Learning and Development Partner
For Live Training, Virtual Training, Keynotes and Online Seminars



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Website: www.sttstraining.com

What Others Say About STTS

"I have spoken at several STTS events. Shirley always creates the best training experience, whether it's the quality of training materials or the wide choice of training programmes. I am always impressed by the STTS team who make every training memorable for both trainers and participants. Thanks Shirley for your magnificent contribution to the training industry."

Nishant Kasibhatla, CSP, Guinness Record Holder (2011), Grand Master of Memory

"I enjoy the courses conducted by STTS, as I feel inspired, motivated, revived and recharged. They will definitely enhance my success at work. Shirley Taylor and the trainers are full of energy and drive."

Ivy Ng Chua Kim Choo, Ministry of Manpower

"The most meaningful training I have attended, with the most takeaways!"

Lynn Wong Yoke Liang, Coca-Cola Singapore Beverages Pte Ltd

"I had so much fun at the training workshop. I'm really happy that I came to STTS. The right choice."

Christina Low, Assistant Manager, Sembcorp Parks Management