



# ELEVATE YOUR BUSINESS WITH TRAINING SERVICES SOLUTION

**Boost your business success with training programs tailored to the needs of today's workplace, enhancing productivity and efficiency.**

Emphasizing on Human Centered Technology, our training modules are developed and designed focusing on people development and skills as we believe that as people grow, so will the organisation as a whole.

## WHY TM ONE TRAINING SERVICES?



**More than 10 years of experience** - in managing quality customer service, providing unparalleled customer experience and serving more than 30 organisations over the years.



**Using ADDIE Model** - is a five-phase approach to build effective learning solution.



**HRDC Claimable with HRDC Certified Trainer** - We deliver quality training programmes through the subject matter experts.

**WE HELP BUSINESS AND ORGANISATIONS IMPROVING THEIR CUSTOMER SERVICE THROUGH OUR CUSTOMER CARE TRAINING MODULES.**

### Our Best Selling Module

- SMILE for Customer Satisfaction
- Developing Effective Communication
- Service with HEART
- Nurturing Excellent Dyadic Skills

**YOUR NEXT IS NOW! CONTACT US.**

KNOW MORE 

# ELEVATE YOUR CUSTOMER EXPERIENCE WITH OUR CUSTOMER CARE MODULES

Elevate Communication, Teamwork, and Dyadic Skills to Deliver Unforgettable Customer Experiences.

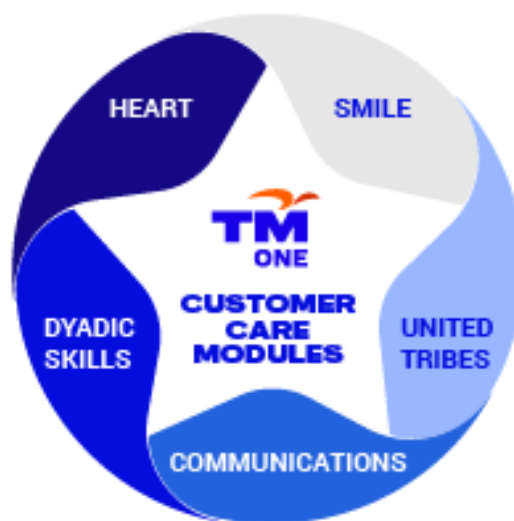
Focusing on delivering Customer Experience, the training modules were developed and designed to understand the fundamentals of customer care.

**5 Service with HEART**

- Be a good listener, an effective communicator, a calm conflict mediator, and an analytical problem solver all rolled into one

**4 Nurturing Excellent Dyadic Skills**

- Developing Interpersonal skills are the life skills we use every day to communicate and interact with other people



**1 A SMILE for Customer**

- Explores situations service professionals face every day
- Enriching with best practice of Service Recovery actions

**2 The Rise of The UNITED TRIBES**

- Team building is the use of different types of team interventions that are aimed at enhancing social relations and clarifying team members roles

**3 Developing Effective Communication**

- Effective communication skills are fundamental to success in many aspects of life

**YOUR NEXT IS NOW!  
CONTACT US TODAY.**

KNOW MORE 