



SINCE 2009

MasterSkills Profile

FIRST CLASS
LEARNING & DEVELOPMENT
PROGRAMMES



www.masterskills.org



**PARTNERSHIP OF
VIETNAM & GLOBAL
EDUCATION**

International Labor
Organization (ILO)

International Finance
Corporation (IFC)

Better Work Program

Vietnam Chamber of
Commerce and Industry
(VCCI)

Vietnam General
Confederation of Labor
(VGCL)





About MasterSkills

The MasterSkills Institute was founded by successful business people, managers, and leaders. Our passion and mission is to share the world's business knowledge with the Vietnamese business community.

MasterSkills Institute is committed to bringing the community of faculty resources, experts, the content of the training program, the quality of practical educational services with high applicability by its own aspirations and responsibilities with society.

Our vision and aspiration are to become the number one symbol of Vietnam's belief in products, educational services and skills training for the education development, human development, for business.





ESTABLISH

Founded in July 2009, known as MasterSkills with the mission to provide training courses specializing in Soft Skills Training and Management consulting services for Business and Government.



TINH NGHE EDUCATION & SERVICE CO., LTD

- Business Code: 4104010783 issued date 02/07/2009
- Tax Code: 0309177901
- Business industry : Training & Management Consulting Services
- Authorized capital : 9,500,000,000 (VND).

SCOPE OF BUSINESS

- RESEARCH effective business management methods, processes and tools.
- CREATE and PUBLISH the training course of high practical management, skill training and leadership training program.
- TRAIN the soft skills courses and professional management in enterprises.

CORE VALUES, VISION & MISSION



CORE VALUES

Our value is created by high quality soft skills courses, management and leadership training courses for enterprises.



VISION

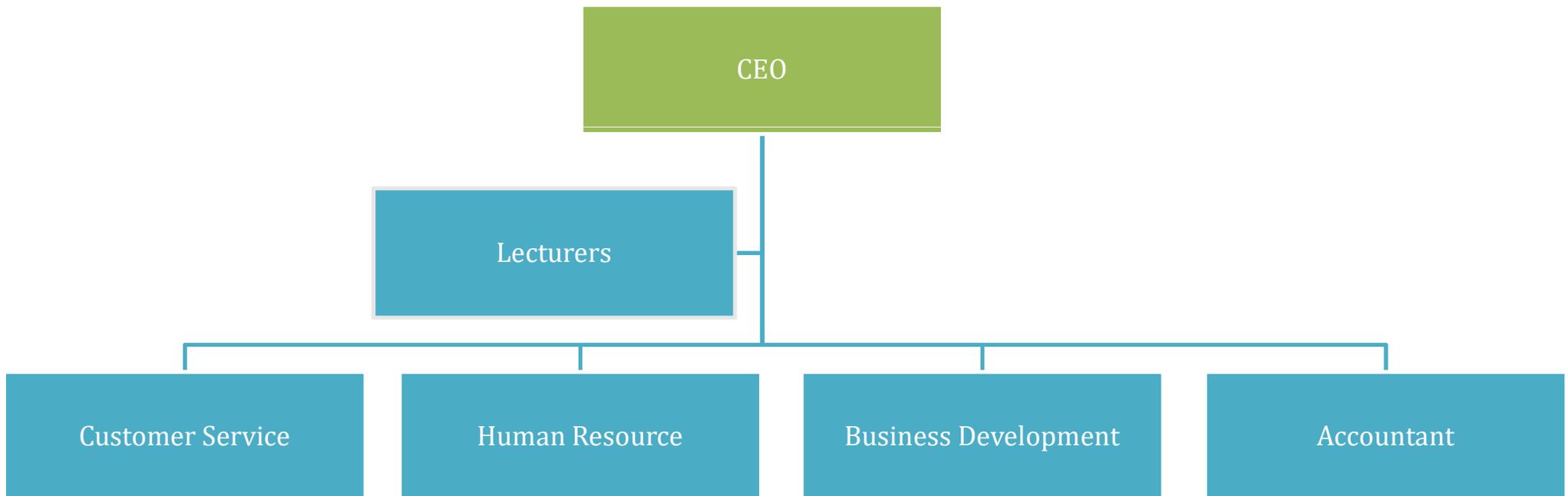
Always is the first choice of Training partners - Management Consulting of corporations, businesses and government organizations.



MISSION

Our passion and mission is to share the world's business knowledge with Vietnamese people and businesses.

ORGANIZATION CHART





We provide 200++ Soft Skills
Courses and 150++ Management
& Leadership Courses for
Businesses

TRAINING COURSES

SOFT SKILLS COURSES

- Negotiation skills
- Evaluate the effectiveness of work
- Staff Training Skills
- Telephone Skills
- The Meeting Skills
- Motivation Skills
- Creative Thinking Skills
- Problem-solving skills
- Decision-making skills
- Empowerment & Influence Skills
- Communication & Conduct Skills
- Job Delegation Skills
- Teamwork Skills
- Team Building Skills
- Listening & Questioning Skills
- Planning Skills
- Employee Monitoring Skills
- Interviewing Skills
- Stress Management Skills
- Change Management Skills
- Objectives Management Skills
- Process Management Skills
- Time management skills
- Conflict Management Skills
- Persuade Skills
- Presentation Skills
- Recruitment Skills
- Report Writing Skills
- Internal Control System
- Train The Trainer Skills
- Self-Management Skills
- Building Personal Image Skills
- Enterprise Culture

●●● IT MANAGEMENT COURSES

- IT Professionals Skills
- IT Helpdesk Professional Skills
- System Administration Skills
- IT Management Skills

LEADERSHIP COURSES

- 360 Degree Leadership Skills
- Leadership Performance Development
- Leadership By Making of Influencing
- Effective Leadership Skills
- Leadership By Situation

SALES & MARKETING COURSES

- Business Planning
- Brand management
- Sales Manager
- Sales Supervisory
- Selling Skills
- Customer care
- Customer relationship management
- Visual Merchandising Skills
- Sales Distribution System
- Negotiation Skills

LOGISTICS COURSES

- Effective Purchasing Management
- Inventory Management
- Customs Import & Export
- Supply Chain Management

PRODUCTION COURSES

- Production planning
- 5S Skills
- Kaizen Making Skills
- Lean Manufacturing Management
- Total Quality Management - TQM
- Industrial Maintenance Management
- Production Team Management
- Production Costs Controlling
- Production KPIs Management
- Production Team Leader
- Workshop Manager
- Production Manager



SOFTSKILL BENEFITS

Personal brandname

- After attending the course, trainee will be equipped with maximum knowledge about communication skills, decision-making skills, leadership skills, etc.
- These are the constituent elements of brand of individuals.

Business Development

- Through the course, each trainee is equipped with the basic knowledge as mentioned above, so they are more confident in their work, shortening time, money, creating a part of benefits offset for the business.

Corporate culture

- Each trainee after attending the course has a tendency to behave and soft skills are relatively similar and therefore it creates the unique characteristics of the business. Also known as corporate culture.



APPROACH PROCESS



Our 5-step approach is designed to meet the needs of businesses and to develop customized solutions based on lecturer training techniques.



TRAINING METHODS

DESIGN

- Our training content is designed to serve and respond to customer requirements.
- All seminars and discussions are supported by high quality documents, specifically designed for each customer.
- We provide illustrative examples such as: Templates, forms, processes, tools suitable to the needs of customers.

TRAIN

- In the training program we stimulate the enthusiasm to participate in the exchange and accurately reflect the reality current of corporate goals, culture and environment.
- We research and develop solutions for real-world situations to bring the most practical benefits that can solve given situations for business.

SUPPORT

- After the skills training courses, Our team support are happy to provide telephone support for students who have attended the course.

Training methods

Interactive learning method for students to actively acquire new skills such as:

- Open discussion.
- Case study.
- Seft – assessment.
- Role play.
- Brain Storming.
- Mini – lecture.
- Mini – game.



The commitment to the
quality of our training
services

COMMITMENT OF QUALITY



1. Over 15 years operating in the training industry

- Masterskills Academy, a member of TINH NGHE Education Company with more than 15 years of professional development in the field of education business. MasterSkills serves a network of 2500 customers in a variety of sectors including finance, banking, energy industry, commerce and service with training programs specifically designed for each field.

2. Leading faculty team in Vietnam

- Our lecturers are experts trained, appraised and certified by BE's high-quality education institution (BE - Business Edge - As a project of the MPDF private economic development program support for development in Mekong countries operated by the World Financial Organization - IFC)

3. Lecture material is always newest updated

- We work with experts to regularly update course content to ensure that when you join the program you are receiving real-time detailed information and knowledge about what's happening in your industry or field.

4. Concise and practical program design

- Our program is designed to find solutions for real-life situations of customers in order to bring the most practical benefits that can immediately solve the customers' situations.

5. Flexible training methods

- Facilitators will use interactive learning methods to enable students to actively acquire new skills, through learning activities such as: Open discussion; Case study; Self-assessment exercises; Role play; Mini - lecture; Learning game.

6. 100% money back guarantee

- We are confident that you will love your learning experience at MasterSkills. If after the first lesson, you are not satisfied with the training of the instructor or you want to choose your other study center, you will receive a full refund.

7. Commit to accompany customers

- MasterSkills is committed to cooperating in providing training and consulting solutions with in-depth industry knowledge, local experience, professional processes into practice, and successful implementation of selected training solutions with customers.

8. Ready to support

- After the skills training courses, we are happy to provide telephone support for students who have attended the course.



MasterSkills™
Better People - Better Organization

Training Services At Business

Training Services At Business

MasterSkills offers a service package that includes consulting, evaluation and training services developed by our training experts and tailored to businesses, specifically below.





Survey

Learning - Surveying is a part of our training service process which usually takes place through face-to-face consultations at the factory or corporate office.

At this step, we work directly with the factory management board, to determine compliance status and other issues, as well as establish facilities for improvement, and monitor the process step by step. Implement improvement plan.

Consulting begins with a special exchange and guidance program conducted by experienced consultants and trainers.



Training

Our management and leadership (Softskills) training courses are for all employees, factory managers, and office staff.

All above, are intended to support and strengthen the initial consultation through detailed guidance on how to solve problems and improve relationships, supplement knowledge and strengthen skills and competencies in the workplace.

Assessment

After training we provide a comprehensive evaluation program to determine the overall improvement level of each business.

The evaluation results are combined with the self-diagnosis of each business about the difficulties they are facing, in order to provide an honest and comprehensive picture of success, as well as typical progress to find out what needs to be fixed.





MasterSkills™
Better People - Better Organization

Network of Professional
Trainers with Practical
Experience
(50++ Trainer)

Trainer



Le Van Bay
(PhD)

Doctor of International Business at Berlin School of Economics - Germany, expert in logistics, over 20 years of experience working in import-export, Logistics & supply chain, lecturer, consultant, trainer at International University of Saigon. Chairman of the Scientific Research Council of the Pacific Institute, former lecturer at the Foreign Trade University, former director of Import-Export Company PVGC.

In addition, he also teaches for many domestic and foreign enterprises such as FORD Vietnam, Fujikura - Japan, Wilma - Singapore, Vietsovpetro, Posco - Korea, Vietnamairlines, Rang Dong Plastic, Cam Ranh Port, Tan Cang - Cat Lai.

Trainer



Tran Tien Duc
(PhD)

Dr. Tran Tien Duc is known as a lecturer with high skills and expertise, collaborating with training institutions such as: Vietnam Chamber of Commerce and Industry (VCCI) Branch in Ho Chi Minh City, Can Tho Branch; Asian Institute of Technology (Ho Chi Minh City); Training some Enterprises such as: Japfa Comfeed Vietnam Co., Ltd. (Hoa Binh); Stanley Electric Vietnam Co., Ltd. (Hanoi); Hoa Phat Steel Pipe Co., Ltd. (Hung Yen); Dona Biti's Company (Dong Nai); etc. In addition to teaching, Mr. Tran Tien Duc is also the assistant to the General Director of IndiraGandhi Jute Factory in charge of production management for the factory.

Trainer



Paul Huynh (MBA)

Mr. Paul Huynh is a lecturer and business consultant with over 20 years of experience in operations and business management. He has held leadership positions at Masterskills, Tiger Drylac, and MISUMI, working alongside numerous domestic and international enterprises to enhance operational efficiency.

With an interactive, practical, and inspiring teaching style, he helps learners develop personal, management, and leadership skills.

He has provided training and consultancy to major corporations such as Viettel, VNPT, Petrolimex, Honda Vietnam, Mitsubishi Vietnam, Bayer Vietnam, and many others.

Trainer



Nguyen Duy Kha (MBA)

Mr. Nguyen Duy Kha graduated with a Master's degree (MBA) from Paris University of Business Administration, France, majoring in Strategic Management. Mr. Kha has nearly 20 years working in multinational corporations such as Pepsi, IC Pharma, American Standard, Fonterra Brands Vietnam, 18 years working as Sales Manager, Branch Manager, National Sales Manager, and practical experience. Sales executive B2C, B2B, MT, GT, Trade Marketing.

Currently, he is working for Fonterra Brands Vietnam as a National Sales Director (FS). He is one of the typical Entrepreneur faces, published in the Vietnam Investment Review, participated in four VTV1's "CEO- Key to Success" programs, and won the Best CEO Award (Broadcast 2013).



CERTIFICATE



MasterSkills Academy certifies the completion of the course to trainee who have undergone training that meet the following conditions:

1. Participate in learning the full content of the program (not absent any session).
2. Proactively volunteer to contribute ideas as well as do group exercises during the class participation.
3. Make the final test multiple choice questionnaire.





MasterSkills™
Better People • Better Organization

250+ customers
during operating
15 ++ Years

OUR CUSTOMERS

With more than 250 ++ big enterprise customer of Masterskills



TRAINING PICTURES



Production Supervision Skills (TWI)
At Molex VietNam Company



Production Management Skills Course
At Steel Builder VietNam Company

TRAINING PICTURES



**Total Productive Maintenance (TPM)
At ABB VietNam Company**



**Total Productive Maintenance (TPM)
At Power Ha Tinh Company**

TRAINING PICTURES



**Teamwork Skills Course
At Cadivi Eastern Electric Cable Company**



**5S – KAIZEN Course
At YOKOHAMA VietNam Company**

TRAINING PICTURES



Customer Behavior Psychology Course
At E-Soft VietNam Company



Customer Behavior Psychology Course
Bayer VietNam Company

TRAINING PICTURES



**Sales Supervisory Skills Course
At FMC VietNam Company**



**Sales Channel Supervisory Course
At VietNam Post**

TRAINING PICTURES



Sales Supervisory Skills Course
At Toyota Ben Thanh Company



Customer Service Skills Course
At China Express Company

TRAINING PICTURES



Internal IT Auditing Course
At Bao Viet Securities Company



IT Solution Sales Skills Course
At VNPT Thanh Hoa Company

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Warehouse Management Course
At Friesland Campina Company



Leadership Skills Course
At Dongil Rubber Belt Company

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Self Management Skills Course
At TA Communications Company



Personal Image Course
At Standard Chem Pharm Company

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Report Writing Skills Course
At Nam Con Son Gas Company



Negotiation Skills Course
At MobiFone Company

TRAINING PICTURES



Logical Thinking Skills Course
At HaKuHoDo VietNam Company



Creative Thinking Skills Course
At Spindex Industrial Company

TRAINING PICTURES



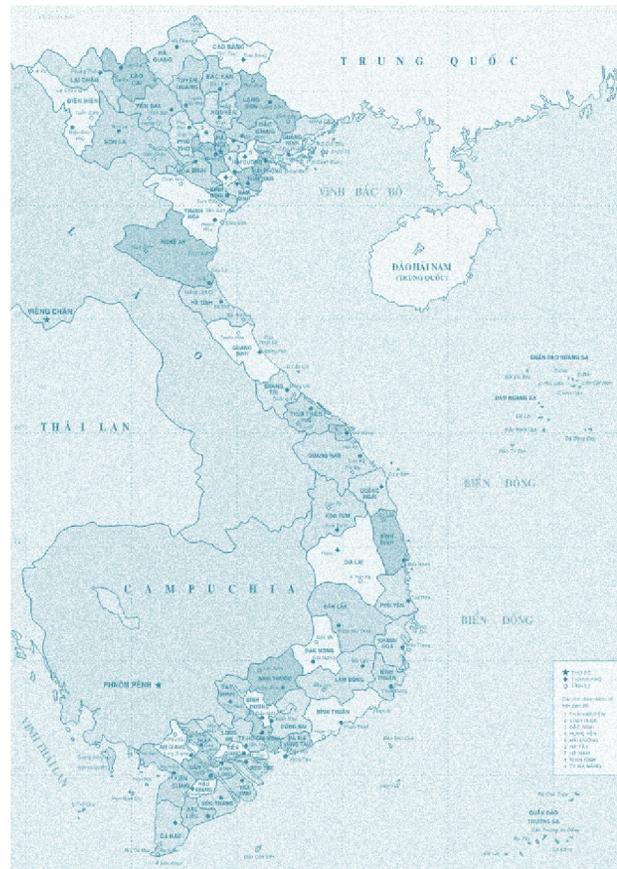
Presentation Skills Course
At iERP Service Company



Stress Management Skills Course
At SaiGon Co-op Company

LOCATION OF TRAINING

Nationwide - 63 Provinces / Cities

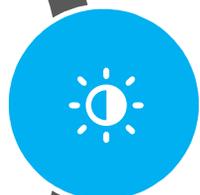
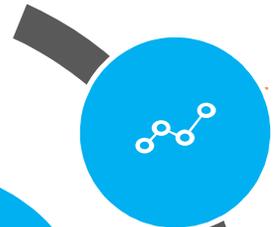
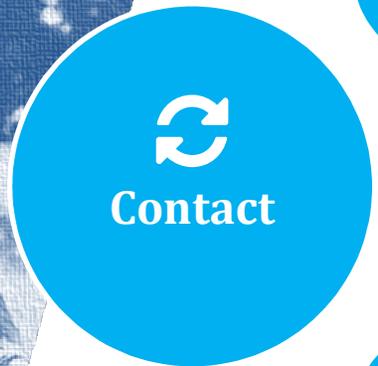




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