

SEIKO ideas[®]
Success with you

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OVERVIEW OF SOFT SKILL TRAINING

BUILDING UP YOUR WORKING SKILLS

Object



Course' Features

We have effective educational programs to help you solve your problems

Plans are made on the basis of investigating, analyzing enterprises' real situation.

Use documents and actual case study that are easy to understand, combine reality with theory

Apply training methods which correspond to characteristics of Vietnamese enterprises.

Objectives



UP personal skills



UP team skills



Company Growth

Building UP working skills

TOP MANAGERS

- Business strategies
- Financial plans
- Negotiation skills...



MIDDLE MANAGEMENT

- Skills to develop their employees
- Management by objective (MBO)
- Making effective plans...



EMPLOYEES

- Consciousness at work
- Ways to work effectively
- Effective communication skills...





Freshman, non-experienced employees

Raise the sense of the employees, improve basic skills, manners at work.



Consciousness at work



To work effectively



Effective communication skill- HORENSO skill



Business manner



Office skills: word, excel, PPT, documentation ...



Communication skills through Email (Japanese)



Teamwork improvement training



Time management



Japanese language training useful for work



Labor regulations, company rules, information security



Cross-Cultural Training



Others (Curriculum can be created according to company requirements)

CONSCIOUSNESS AT WORK



Who is salary man?



What are your roles at work?



Why to work?



What will Company be if everyone does not fulfill their roles?



Why are you paid?



Differences between Vietnamese enterprises and Japanese ones



Objects

New employees



Time

4 hrs/ day
20 people/ class



Objectives:

Consciousness about roles – responsibilities in work to have knowledge and the manner required in business situations.

TO WORK EFFECTIVELY



About roles and responsibilities at work



How to work



Point to work: PDCA

- a. Priority setting
- b. Preparation for success



Effective communication at work



Objects

New employees



Time

6 hrs/day
20 people/class



Objectives:

Consciousness about responsibilities when caring out the work from a multilateral view, raise the sense of work more rationally and effectively in groups, organizations.

EFFECTIVE COMMUNICATION SKILL – HORENSO SKILL



**Horenso –
Communication in
Business**



**Horenso basic
principles – right
and effective**



Practise Horenso



**Supporting tools
of Horenso**



Objectives:

- ✓ Understand the definition and roles of Horenso in communication in business
- ✓ Get the most basic rules of Horenso: How? When? What are common principles?
- ✓ Logic thinking to identify the problems and solve them by Horenso.
- ✓ How to use Horenso supporting tools such as reporting, Email, etc...



Objects

Vietnamese employees, managers work in enterprises, especially Japanese enterprises



Time

Training time: 6 hrs (2 times×3 hrs)
Follow up: 6 hrs (if necessary)

BUSINESS MANNER



Common Business Manners in Japan

- Japanese culture
- Grooming
- Etiquette
- Exchanging business cards



Office Manners

- Skills to answer the calls
- Skills to ask for permission when Coming late - Leaving early - Absence
- Manners when coming to company and before leaving



Horenso and Meeting Manners

- HORENSO skill
- Manners to take part in MEETING



Objects:

Foreigner working with Japanese



Time

3 days (18 hrs)
(Training content can be selected)



Objectives:

Understand manners at work of Japanese people → Work effectively

COMMUNICATION SKILL BY EMAIL

Business documents

Features of communication by Email

Email – communication tools in business

Internal documents – External transaction documents



Objects

Employees understanding Japanese (N3 level equivalent)



Time

6 hrs/day
15 people/class
(flexible time)



Objectives

Grasp the key points of writing Email.
Grasp how to write Email effectively in work.



Middle managers

Have a right, adequate sense of roles and responsibilities of middle managers. Grasp the key points of managing employees, guide subordinates and train employees. Understand and carry out MBO, make plan effectively to achieve objectives.



Management skills



Presentation skills



Enhance management skills of site managers



Training internal trainer



Others (Curriculum can be created according to company requirements)

MIDDLE MANAGEMENT SKILL



Objects

Middle managers in Enterprises and Team leader



Time

Total time: 18hrs
5 modules x 3hrs = 15hrs
+ 3hrs (Practise + summarize)



Objectives

Grasp the basic skills of managers. Understand the management styles, select suitable ones. Know well and conduct particularly “things need to be improved, changed from tomorrow on” to develop the capable staff for work

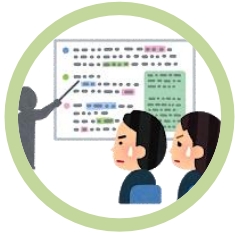
PRESENTATION SKILLS



Three presentation skills



Basic factors to build a scenario



How to impart effectively



Apply in building a scenario



How to organize the content to persuade listeners



Key points of chart, diagram etc...



Objects

New employees



Time

12 hrs/2 days
10 people/1 class



Objectives

After the course, students can reduce weaknesses, increase confidence, satisfaction, and transmit effectively

ENHANCE MANAGEMENT SKILLS OF SITE MANAGERS



Production manager

- Basic factors in production management: QDCMS
- Managerial function in production
- Roles, mission of production managers
- Basic principles in production management

Management tools

- 5W1H
- 3MU/3GEN
- Identify 7 waste things at production site
- 5S improvement

Management, leadership skills

- Skill to manage the work
- Skill to respond, feedback (Sandwich/FBI)
- Training skill



Objects:

Site managers



Time

3 days (18hs)
Flexible content.
Minimum time: 2 days (12hs)



Objectives

Identify the mission, roles, and tasks of the site managers. Grasp and own tools to manage products. Know well “things need to be improved, changed from tomorrow on”, guide employees and carry out particular activities.

TRAINING INTERNAL TRAINER

Training process

- Define training demands (TNA)
- Make training plan
- Do training
- Evaluate training process

Create the lecture

- Skills to create lecture
- Skills to create, analyze case study
- Create, practice lecture

Professional trainer

- Q&A skill
- How to make impressions
- PPT skill
- Some notices when lecturing



Objects

Internal trainer of enterprises

Time

Two and a half day (15hrs)
20 people/class

Objectives

- Grasp the nature of training
- Grasp skills to build the training content, train effectively

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