



**Training
Tomorrow's
Leaders**



#BusinessSkills

We strongly support people's development because we believe that employees are the best asset that an organisation has.



KTDC Group is a corporate training group founded in 2009 in HCMC by entrepreneurs Ken Taft (KT) and Danny Colomer (DC). We are the first training center in Ho Chi Minh City that specialises in providing high quality level of training in the Business Communication & IELTS fields. **Our Business** Skills training company branch offers working professionals, university students and companies a wide range of training services and products. We have two main lines of business activity; Public training and Corporate Training.

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**We don't aim
to be the biggest
training centre
in Vietnam,
just the best.**

ABOUT US

OUR **VISION**

We don't aim to be
the biggest training center
in Viet nam

JUST THE BEST!

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TRAINING TEAM

- We take pride in having a **highly trained, experienced and professional team** of Business Skills trainers. All our Trainers have **university degrees, Cambridge CELTA or TESOL teaching qualifications, MBA's or Masters in Education** as well as solid **experience teaching and training multinationals**.
- After carefully analysis of the profile of the client and the specific needs of the trainees, we will select a trainer whose educational background and training experience match with the client's needs.
- **The profiles** of the selected trainers will be sent to the client for approval. The assigned trainer will be the main trainer of the course and together with our Corporate Training Manager, they will be responsible for the training's planning and execution as well as the monitoring of the trainees' progress from the beginning to the end of the course.

COURSE CONTENTS

Our training programmes are **100% customised and tailored** to the needs of the **trainees**, the **company's industry** and the **Vietnamese speakers**.

Course contents, electronic and printed materials are all designed by our Senior Business Skills trainers in our Corporate Training department and cannot be found elsewhere.



#BusinessSkills

The following are examples of training courses we have delivered in the past.

Business English Communication

Business Writing

High Impact Presentation Skills Training

Effective Negotiation Skills

Meeting Skills

Networking and Socialising Skills with foreign clients/suppliers

Pronunciation Training

TOEIC - 4 skills

Essential Business Skills for Managers

Daily Communication

Interviewing Skills for Managers

English for Sales & Marketing

English for Accounting

English for Hotels

English for Tourism

English for Law

English for Customer Service



TRAINING METHODOLOGY

- One of the reasons why our clients come back to us is because of the **effectiveness** of our training methodologies. Our commitment is to ensure that all courses are **practical, highly interactive** as well as **action-oriented**, and our training methodology reflects this.

- We adopt a **student-centered approach** which allows trainees to be constantly involved in the lesson through customised cases studies, simulation exercises, roleplays and individual & group projects.

- We always focus on what **works in practice** – not just the theory – so that participants can apply what they have learned when they return to their work duties.

TRAINING **ASSESSMENT**

Your training programme will have a detailed assessment from the beginning, during the course and till the end of the training programme as shown below.

Pre-course TNA: This is done through a complete individual assessment based on the TOEIC international testing system to evaluate the level, needs and expectations of each trainee.

Homework: HW will be given on daily basis to make sure trainees keep up with the pace of the course. It could/could not account towards the final grades.

Mid-Course testing and reporting: Trainees will take a full mid-course assessment to test their progress from day one. The test will evaluate their knowledge and different target skills taught during the first half of the course. A full report will be sent to the client.

Final test tests testing and reporting: At the end of the course, trainees will go through a final assessment to check the progress throughout the entire course. The assessment could take the form of a listening and/or writing test as well as an individual or group project presentation. A full report will be sent to the client.

Feedback meetings with trainees: During the course, individual meetings with trainees and HR will be held to look at progress, issues or concerns.



ON-GOING SUPPORT

We are **different** and we believe this is the key **to our success** and the **success** of our **corporate clients** and **students**. One of the factors that make us different is our range of systems to support your training programme. These systems will ensure a **fast** and **gradual learning process** for all trainees.

The following are some of the internal systems we use to measure the progress and final outcome of each participant as well as the training programme itself.

- **Flexibility and adaptability to adjust and update the training materials:** Our hands-on approach with the training and the trainees allow us to make changes to the course syllabus and materials while conducting the course.

- **Academic support:** Trainers will give constant support to the trainees inside and outside class. Our Academic Director will also be available to help and/or discuss with trainees and HR the development of the course.

- **On-going Reporting:** Detailed and constant reporting to the HR department - Weekly reports, Mid-course reports and End-of-Course reports with performance, grades, homework check, attendance, outcomes, recommendations and individual action plan for the trainees.

- **In-house E-platform:** This is an internal platform where all lessons, course materials and homework will be uploaded by the trainer on a daily basis. Homework and online class discussions will be assigned through this e-platform. In addition, this supportive tool will be the main channel of communication between trainees and trainer and it is used by HR and KTDC to track trainees' progress.

- **Direct and Quick access to KTDC's management:** Our company has a flat management structure which allows clients to have a faster customer service experience. Problems and issues are solved more quickly and more efficiently.



KTDC'S KEY TO SUCCESS

"A company is only as good as the people it keeps"

At KTDC Group we strongly **support people's development** because we believe that **employees** are the best **asset** that an organisation has.

We are committed to help your staff to get the best out of themselves by offering **effective, cutting-edge** and **customised** training programs. Your **business** and consequently **your company, your employees** and **clients** will **benefit** in many **different ways**.

1. Your **company** will improve **productivity, employee retention** and **increase sales** thanks to both more confident and satisfied employees and clients.

2. Your **employees** will **gain confidence**, a **clearer pronunciation** and **fluency** in **speaking** and **writing** when **dealing** with different situations in **meetings, discussions, negotiations, presentations**, on the **phone** or **socialising** with English speaking clients.

3. Your **clients** will **enjoy** a better **customer service experience** with your employees.

OUR TRAINING PROCESS

In order to provide a training that meets the demands of our clients, KTDC Group will go through the following steps during the training process:

Gathering of information from client. This will be done via meetings and exchange of information.

Preparation of a customised training proposal. Following the real needs from the client, we prepare a training proposal with details on course description, course syllabus, assessment, training methodology, quality control, course support for trainees and cost.

Agreement of terms and contract signing. Both parties will agree on the different terms for a successful delivery of training. The contract will be signed.

TNA (Training Needs Analysis). Analysing the company's needs and demands by gaining an insight on the employee's skills and abilities. This is done at our facilities or at the client's office.

Training Creation. We will design a full training programme based on the real needs and expectations of the organisation's workforce using in-house course materials that will be tailored to the client's specific needs.

Training Implementation. This is done at KTDC Group's state-of-the-art facilities, at the clients offices or in a hotel.

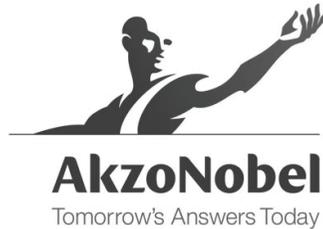
Post-evaluation training plan. A full report with training outcomes, participants' performance and action plans for the organisation and participants.

OUR CLIENTS

All our corporate clients are international companies or multinationals from a wide range of industries such as banking, pharmaceutical, technology or hospitality.



PARK HYATT®





KTDC Group

Business Skills Training Center



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