DEEP IMPACT

TRAINING PROGRAMS FOR YOUR ORGANISATION

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About Deep Impact

Deep Impact Pte Ltd is run by trainers who have a collectively trained over 7200 people over three years. We have been serving MNC clients all the way to School teachers. The Profile of our trainers are as follows.

Kenneth Kwan
Principle Trainer of Deep Impact

In order to succeed in your business, your most important skill is to build a great team, communicate and teach others how to be leaders. You will also need to build a successful mindset and attitude to “Do whatever it takes” within the Team. Kenneth Kwan has helped increased the effectiveness of individuals and companies, especially when their staff ask resourceful questions from “It cannot be done” to the “How can it be done?” Attitude. He was recently featured as a speaker in Learning and Development Summit 2009 for HR professionals and also got his article published in the Straits Times.

Kenneth’s work with thousands of individuals has helped them to grow and instilled a deep desire within them to grow by themselves. If you can inspire your staff to grow by themselves, instill a spirit of ownership and develop a Code of Honour that binds everyone, your income and results will soar indefinitely.

Kenneth’s high impact training and unique ability to get entire groups of people to change their behaviours quickly have resulted in peak performance levels and achievements in short periods of time. He advocates that the mindset is the first place to start, rather than typical skills training. This translates into better alignment of organizational values, team spirit, higher revenues and trust within participants.

He is also a Certified Behavioural and Career Consultant and uses DISC profiling to create Cohesive Team Synergy, Sales Techniques, Value Alignment and Talent Management with companies. Kenneth has also achieved tremendous success in conducting Public and Private sessions for HR managers, Directors and members of the public in understanding human dynamics in Personality Profiling.

Some of the organizations he trained are:
- Housing & Development Board
- IPP Financial Advisors
- Leverage Holdings
- Many School Teachers in Singapore
- National Environment Agency
- National University of Singapore
- NXP Semiconductors
- One Degree 15 Marina Club
- Philips Electronics
- Proctor and Gamble
- PSB Academy
- Radiance Communications (Singtel & Keppel JV)
- Raffles County Club
- Sembawang Country Club
- Walton International Group (Singapore)
Go from good to great

Put in the extra effort and reap the rewards

Most people are good at what they do but seldom achieve greatness. They are content with being good simply because they are convinced that greatness is for the gifted few who were born that way. However, it is not being great that makes you great; it is the search for that greatness that makes you great.

Why work harder?

Ask the right questions. If you have ever asked the question: “Why do I need to be good (or great)?” you would ask whether you are in the right career. If you are engaged in something that you love and are passionate about, then you will have less need to work hard. This is because when you are in a flow of doing what you love, you will want to make it better and better, and you will be creating something that is greater than your efforts. Make a conscious decision to be great in what you do. Since you are already doing it, why not take it to the next level and be great!

Keep goals in sight

While working hard, do not forget to keep your goals in sight. It is important to know where you are going and what you are aiming for. This will help you stay focused and motivated.

Lunch Box

BY NOEL ROJAS

“Dear, I just bought a dozen pairs of shoes. I need to be competitive at work and those will help me go the extra mile.”

Deep Impact Pte Ltd
Company Registration No: 200703016K

We have trained in the following organizations:

Training for School Teachers as well:
Kranji Primary School
Westgrove Primary School
W3 Cluster Teacher’s Program

Chung Cheng High
Dunearn Secondary School
Programs that we offer currently in training:

1. Business Etiquette For Busy Professionals
   Professionalism at its best
   
   Highlights:
   - **Learn Handshaking techniques and what it reveals about you**
   - Creating small talk and be ready to mingle
   - **Business card presentations and using it to impress**
   - Creating a memory hook for people to remember you and what you do
   - **Observing protocol for business introductions**
   - Use effective eye contact and reading eye signals
   - Creating a position of power stance.

2. Creating an Impression in 60 seconds
   Make An Impact, Not Just An Introduction
   
   Highlights:
   - Learn What to Say To Make People Want To Know More About You
   - Create an Impact in 60 seconds
   - How To Make People Remember Your Name
   - Get People To Instantly Like You By Using A Simple Technique
   - How To Solicit Interest In What You Are Doing

3. Master Your Time And Effectiveness
   Redefining the way we work to meet up with the competitive environment
   (This is under the Leadership, People Management Competencies of WSQ Model)
   
   Highlights:
   - Planning your time profitably to accomplish twice as much every day
   - **The secret of focus and how to maintain it**
   - Critical steps to making meetings productive and to get results flowing AFTER the meeting
   - **Gain Control over emails and phonecalls**
   - Steps to Delegation and avoiding the common mistakes made
   - **Decide on what matters and what to let go using the Time Matrix**
   - How batching your tasks saves time
   - **Learn how an Italian Scientist will increase your effectiveness by twice!**
   - How goal setting can make you feel fulfilled rather than defeated
   - **Recognise the difference between urgency and importance**
   - Reduce stress and take control of it
   - **Overcome procrastination by using 2 minute rules.**
   - Know what TO DO and NOT TO DO in a simple step by step calculation of your time
   - **Use simple office automation and technology to save time and money.**
   - Learn how to achieve systematically the goals that you will set out for yourself
   - And Many More!
4. High Altitudes Teambuilding Program
Changing the Attitudes and Mindset of People
(This is under the Leadership, People Management Competencies of WSQ Model)

Highlights:
- Proven Concepts and Belief Systems to play WIN-WIN-WIN for everyone!
- Aligns mindset towards a common objective and work together for better results.
- **Eliminates Office Politics through Highly Experiential Activities.**
- Gets People to Speak Up and Voice their Opinions (YES, even those quiet people).
- Identifies the cause of almost all relationship problems and how to avoid it.
- Sets up a culture of Love and Support within the Organisation.
- Creates a Team of Action Takers, who not talk the walk, but also walk the talk!
- How to negotiate and rally people to the common cause.
- Gets People to Take Responsibility for their Own Personal Development!

5. Customer Service Training
Love All, Serve All- How to Give More than just what is expected

- **Excellence Service Mindset**
  - Thinking win-win in customer service
  - How does being positive and negative affects customer service
  - 5 keys to maintaining an service excellence mindset

- **Customer’s Behaviour**
  - Understand the different group of customer
  - The ability to identify different customer’s behaviour
  - To manage different customer’s level of expectation
  - To be able to handle different group of customer

- **Handling Difficult Customer**
  - Understanding the different level of customer’s emotion
  - 3 techniques to handle angry customers
  - Words to use when communicating with customer
  - Watch out for body language

- **Experiential Customer Service**
  - How to WOW the customers
  - 3 keys to provide experiential customer service
  - 5 ideas to have your customers coming back
6. People Management using DISC Personality Profiling
Connecting with them quickly and Emotionally
(This is under the Leadership, People Management Competencies of WSQ Model)

Highlights:
- Discover your Unique blend of Temperament and Know why you act the way you do.
- Maximise Personal Strengths and Compensate Weakness.
- Resolve Conflicts and Power Struggles more quickly
- Reveal root communication problems in a matter of minutes
- Secret Technique of building rapport quickly and emotionally
- Know why your partner can be different under Stress Environment
- Create your Dream Team by understanding how Each Personality Adds Value to Team Dynamics.
- Learn the Motivating Factors Behind Each Person
- Discover the HOT BUTTONs of Each Personality and What NOT to Say!
- The 3 Levels of Awareness which affects your Perception!

7. Dare To Train (Train The Trainer Program)
Techniques to Creating Powerful and Effective Training

Highlights:
- How to Create a High Energy Environment for Learning
- How to ALWAYS Get Participants to Participate and Share Their Learning Experiences
- Techniques to Effectively Increase Memory Retention to at least 80%
- How to Get Instant BUY-IN from the Audience
- Get Hands-On Experience in Creating A Training Program and Delivering It
- Search Within The Topics That Resonate In Your Heart!
- Learn the Secrets behind Highly Charged Training Programs
- Say Goodbye to The Days when People Sleep When You Talk
- How To Get Audiences To Pay You To Speak!
- Learn Techniques To Overcome FEAR!
- Learn To Be A Dynamic Emcee and Ways To Stir The Crowd!
- Avoid the 3 Costly Mistakes that Trainers Always Make!
- How to Earn Massive Amounts of Money In Training And Get Your Participants Wanting More!
- How to Gather Testimonials That Are Worth Their Weight In Gold!
- A Simple Technique That Gathered $8000 in Profit For Just 4 Hours of Training.
- Understand How To Use Stories And Emotions That Will Grip Your Audience
- How An Ordinary Trainer Can be Turned Into An Extra-Ordinary Wealthy Trainer!
- A Step By Step Process Of Getting Started And Earning Money Immediately
- ... And Much More!
Dare To Train Testimonials

“Before the “Dare To Train” training, I am zero in terms of training knowledge and skills. What “Dare To Train” has done is that it has provided me actionable & easy steps to conduct a professional training routine that allows me to instantly connect with my audience. With these skills, I will be able to use it to complement my Real Estate business as well as make an additional revenue source. Kenneth and Jason have shared selflessly and they practise what they preach.”

Kevin Yeo, ERA Agent

“Having worked as lecturer at a polytechnic, I have been involved in training for many years. Kenneth and Jason have nonetheless been able to introduce new elements that have enriched me as a trainer. Their sharing of the templates in use will surely enhance my training ability.”

John Ooi, Director, Touching Lives Pte Ltd

“This Program uses a totally different methodology in terms of delivering content as compared to other training institutes that I attended. It has provided me with complete confidence to provide training and workshops immediately. Kenneth and Jason have provided us with high level energy, skills and techniques to be a great trainer.”

Francis Toh, Free Lance Trainer

My experience from public speaking was from observation of other speakers until I took action to enroll for the “Dare To Train” course. I am pleasantly surprised by how simple it is to present effectively just by following a template. My perception that presentation is all about content is also changed because there is so much others factors that matter. I have been blessed by the training and I wish to thank the trainers Jason and Kenneth for sharing with me all trade secrets of an effective trainer. I am confident that with the skills set acquired, I can emerge to be a dynamic speaker.

Elvin Leong, Free Lance Trainer
Testimonials For Deep Impact

"I was rather amazed by how you have helped my sales consultants in actually creating a pitch for themselves. You were also able to engage staff to TAKE ACTION and participate actively! After the whole training, my consultants starting coming up to me saying that now they know where they have gone wrong! Thank you Kenneth, for creating a Deep Impact in their lives! When can you come back and conduct another session for me?"

Yao Shih Lien, Division Manager
Walton International Group Singapore

"I think Kenneth is very good in creating an easy going and relaxed mood, which is very important in doing profiling tests like this. He knows his stuff like at the back of his hand and obviously has loads of experience doing this. It was a very enlightening and fun session."

Alex Foong, Senior Creative
Irisnation Singapore

“The program is relevant from a work & personal point of view. Great use of tone, humor and interaction with the group. (He) can be funny but (yet able to) move to a serious tone as required.”

John Avenell, CEO
Ec Global & Associates

“The program has given me an awareness of my strengths and weaknesses and how I can work effectively with people.”

Pamela Kiu, Quality and Regulating Manager
Philips Electronics

“A very lively and enthusiastic coach that is able to make the workshop fun and interesting. I am fully satisfied with the lesson contents of this workshop and certainty have a better insight on the management of the staff.”

(COL Retired) Charlie Ng, General Manager
Sembawang Country Club

“DISC Profiling is very useful and the games played was very appropriate. The Facilitator shares his knowledge willingly beyond his scope.”

Teresa Kelly Len, Principal
Westgrove Primary School

“(The facilitator is) highly personable and having the right dynamics to help the group along. The anecdotes are effective and engaging, but that’s why more is yearned for!”

Derek Tan, Vice Principle
Westgrove Primary School

"Approach is simple and effective in strumming the heart strings of all my teachers to be engaged and involved in all the activities.”

Mr Sam Wong, Principal
Kranji Primary School

"Thank you for a day well spent packed with activities. Everyone was actively engaged throughout and had a jolly good time. We were challenged to move out of our comfort zone and set mindset. We also learnt to appreciate our colleagues and the importance of team synergy for better outcomes. We were also reminded to be action takers in order for things to happen. We appreciate the opportunity to share and interact openly with one another.”

Mrs Angela Lee, Vice Principle
Kranji Primary School
“The program is light and engages everyone in the class. The coach makes the lesson very lively and enjoyable.”

Cheng Kam Loon, CT Regional Specialist

“Interesting and Beneficial, through joy and laughter we learn more about ourselves and colleagues. It definitely helps identifying different character. The Coach is also very entertaining. He gives good examples that easily relates to our work experience.”

Irene Toh, Accountant

“The Lead Trainer was able to respond to doubts very succinctly. He is also able to connect concepts with real life experience and anecdotes.”

Saleha Raj, HOD English Language
Westgrove Primary School

“The speaker is very knowledgeable. He managed to hold our attention and is very entertaining.”

Mdm Leow Sk, Senior Teacher
Dunearn Secondary School

“(The Coach’s) Enthusiasm about the subject is commendable. Good everyday and relevant examples brings points across well and makes them easy to remember.”

Chng Yuan Yueh, NTU Student

“The game has triggered and confirmed my usual behaviour in a group. Its something that I’ll like to work on. This also came just in time since I’m now a team leader to a group of people.”

Marie Ng, Finance Personnel
Proctor & Gamble

“I really enjoyed every single minute of the program. Thank you for making it creative, interactive and fun, even though it’s a Sunday and a whole day program, I didn’t realize that time was running fast. There are many lessons that I will bring back from today and use it not only in my work but daily life as well. Each activity not only made me think about various topics, it made me know more about myself and colleagues. When I was told that it will be fun, I was a little doubtful. But now I must say, TWO THUMBS UP to you!!”

Selvi, Customer Support Officer
National Environment Agency