



Genuine + Professional + Integrity

APTS NEWS

Permit No. : MICA (P) 130/08/2006

A monthly publication by Association of Professional Trainers (Singapore) – September 2007 Issue

Next Meeting On a TUESDAY

24th APTS Meeting - 30th October 2007 (Tuesday)

Take note, it is on a TUESDAY

@ Singapore Post Centre, GIG Education Centre,
10 Eunos Road 8, #B2-14,

Singapore 408600 (Next to NTUCFAIRPRICE)

starts at 7.00pm to 10.00pm

www.apts.sg.com

30th October 2007 - ATTRACTION



Genuine + Professional + Integrity

PROFESSIONAL SPEAKER'S PROFILE

Heather Hansen



Speech Training for Trainers

Perfect your training delivery
by speaking clearly and correctly



30 Cecil Street
#15-00 Prudential Tower
Singapore, 049712
Phone: (65) 6232 2822
HP: (65) 8183 8536
Email: hh@hansensit.com

www.hansensit.com

As a trainer, do you pay attention to *how* you speak? Do you use proper pronunciation and grammar? Are you confident in not only your subject matter, but also how you present it?

In this entertaining and interactive presentation, Heather will give you tools and techniques that you can immediately apply in your training sessions. She will show you how to speak clearly and correctly so that your participants aren't distracted by *how* you say things, but focus instead on *what* you say!

Programme Highlights:

- Identify your problem sounds
- International varieties of English
- Common pronunciation pitfalls
- Simple grammatical mistakes & how to fix them
- Why proper word stress matters
- Using language references to check your speech

Heather Hansen, Managing Director of Hansen Speech & Language Training, is a professional speech and language coach, public speaker and voiceover artist. Born and raised in California, Heather has worked and studied around the world and now calls Singapore her sixth home. She speaks three languages and has extensive experience dealing with cross-cultural issues.

A double degree holder with a background in linguistics, Heather considers that she's in the business of building self-confidence and changing lives. With a passion for language and a love of presenting, she makes learning fun, personalised and, most importantly, practical.

Heather is available to conduct in-house training and one-one coaching sessions. She also runs public workshops on language and communication skills. She has had the pleasure of working with top executives in a number of Singapore-based companies such as Singapore Airlines, UBS, Credit Suisse, Morgan Stanley, Mediatrix, StarHub, Kelly Services, KK Hospital and Bayer-Schering Pharma.

Hansen Speech & Language Training – www.hansensit.com



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TESTIMONIALS

“ I was grateful for the warmth and welcome I received from the members of APTS. They were friendly and genuinely eager to help the attendees connect with one another to find good networking leads and opportunities. I also enjoyed Dr. Asha's presentation about "Name Cards". It was witty, tongue-in-cheek and informative. I'm looking forward to hearing more of her wit and wisdom. The food was good too! “

Meus Kaveny
Business English & Communications Trainer

“ I attended my first APTS meeting last week. I found a diverse group of people sharing a common passion for training. They were eager to share their knowledge and experience, and they were very welcoming. The meeting was well-run and entertaining. I enjoyed the speakers and found their presentations interesting and informative. This is a supportive group of high-calibre professionals, and an ideal forum for networking. I look forward to the next meeting. “

David Goldwich
Director
GOLD STAR Training & Consultancy
www.reachforthestar.us

“ APTS is an excellent medium for Trainers to leverage on each other's expertise and learn to tap on an even greater market, reaching out to a larger sphere of target audience.

On top of that, I find the speakers well informed and 'leaders' in their own field. You not only add value to your guests, but also do you motivate other trainers to step up and rise to even greater levels in their training career.

Thumbs up to APTS! “

Ruben S. Potter
President/CEO
WINGSTAR COPORATION (SINGAPORE)
www.WingStar-Corp.com



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30 October 2007 - ATTRACTION



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PROFESSIONAL SPEAKER'S PROFILE

David Goldwich

GOLD STAR
Training & Consultancy

Reach for the stars!

“ THE FUNDAMENTAL PRINCIPLES OF COMMUNICATION (THEY'RE NOT WHAT YOU THINK!) “



Mr. David Goldwich

Director, **GOLD STAR**

Website : www.reachforthestars.us
Email : david@reachforthestars.us
Telephone : (65) 6314-4280
Fax : (65) 6767-7310

David Goldwich is the Principal Consultant of Gold Star Training and Consultancy. Born and raised in Miami, Florida, USA, David has a BA degree in Political Science with a focus on Political Communication, Organization Theory, and Psychology. He has an MBA with a specialization in Business Management and Organization and also earned a JD degree. David practiced law in the United States for more than ten years, and is also trained as a mediator. He has experience managing a small business as well.

Recognizing that lawyers perpetuate rather than solve problems, David began lecturing and training in 1995. He has taught at the tertiary level in the USA and in Singapore, teaching in the areas of law, management, organizational behavior, communications skills, and critical and creative thinking.

David applies the "80/20 Rule" to training by identifying the few critical tools necessary for the greatest improvement and presenting them in a form that is simple to learn and simple to use. Using the psychology of learning and NLP principles in all of his material, he provides delegates with the visual, auditory, kinesthetic, and participatory experiences required for better, faster learning. David's ability, sense of humor, and wealth of experience enable him to deliver breakthrough changes at all levels. He has trained delegates ranging from Directors to shop floor personnel.

David specializes in the areas of Communication and Presentation Skills, Influence and Persuasion, Negotiation, Conflict Resolution, and Assertiveness. He has written numerous articles on business and communications issues, as well as the book *Why Did the Chicken Cross the Road?: Lessons in Effective Communication*. David has delivered presentations to large and small audiences and hosted a television talk show. As a member of Toastmasters International, he has won multiple speech competitions.

David has trained at companies such as Allianz Insurance Management Asia Pacific, Siemens, Panalpina World Transport, American Express, Vietnam Power Telecom, OCBC Bank, Keppel Corp., 3Com, KBR, BP, Shell, Petronas, Deutsche Bank, and numerous government bodies. He has been living in Singapore since 1999.



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PROFESSIONAL SPEAKER'S PROFILE

Tan Chor Hoong



“ The 8 Habits of Quality People “

Ms. Tan Chor Hoong

Website : www.tqmconsultancy.com
Email : ch@tqmconsultancy.com
Mobile : 9616- 2220

Chor Hoong graduated from the National University of Singapore, first, in Electrical & Electronics Engineering (Honours) and then later in 1987, with an MBA, majoring in Marketing.

Upon graduation, she joined well-known U.S. multinational Texas Instruments (TI) Singapore. TI Singapore was the first company to win the highly coveted Singapore Quality Award (SQA).

It was here in TI S'pore that Chor Hoong received intensive and extensive training in Quality Management, both locally as well as overseas. It was here that she became actively involved in training engineers and managers in Total Quality and 6-Sigma methodologies.

She was Total Quality Culture (TQC) Manager when she left to set up TQM Consultancy in 1990. TQM Consultancy being a natural and logical extension of her career at TI Singapore, Chor Hoong is now dedicating all her time to assist industry in their quest for Quality supremacy through the application of hard problem-solving skills and industrial Statistics as well as the even-more-important inculcation of soft Quality attitudes and mindsets –

Her U.S. training in the Malcolm Baldrige National Quality Award criteria positions her well to assist companies in their quest for the Singapore Quality Award!

Chor Hoong had also had substantial experience in Customer Relationship Management, travelling all over the world to work with customers being an integral part of her job, first as Q&R Engineering Manager and then as TQC Manager.

Chor Hoong's recent appointments by James Cook University (JCU), Queensland University of Technology (QUT) and Nottingham Trent University to deliver the Total Quality modules for their respective Master Degree Programs, are definitely endorsements and recognition of her expertise in the discipline.

Glad to share her extensive experience on the subject with industry, she has published her first book, *The 8 Habits of Quality People*, in 2004. Available at major book stores, the book is foreworded by the distinguished Dr Ahmad Magad, MP for Punggol - Pasir Ris GRC.

From her book, it is crystal clear what Chor Hoong stands for ... a Customer First mindset; thinking out-of-the-box; a tenacious pursuit of "impossibilities"; stronger, more impassioned corporate leadership and a burning passion for excellence ...



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Photographs of 27 Sept 2007 – 23rd APTS Meeting@ Singapore Post Centre

APTS Members & Guests Networking



Presentation by Guest Speaker: Ms. V. Mano



Members & Guests Doing Exercises



President award APTS Certificate to Guest Speakers



Trainer's Tips presented by Dr. Asha Karan



Trainer's Tips presented by Yoga Trainer, Peter Bhakta





TITLE Six Steps To Better Breathing for Trainers

As trainers, we need to always keep a cool head and a calm mind. Just 5 minutes a day of breathing practice is a good investment of your time. It goes a long way in your health & happiness. Yogananda said, "Learn to be calm and you'll be happy"

"Take a deep breath and calm down." If you've done it, you know a long, slow breath really does help. But can it do more than restore your composure?

Seems so. If done the right way, the simple act of breathing can help bring down your blood pressure (BP). Here's the six-step way to make it happen. (see below ↓)

6 Steps to Better Breathing

In a study, it took only 10 minutes of proper breathing technique daily to lower blood pressure considerably after 8 weeks. The people in the study used a high-tech, interactive audio program that guided their breathing with music. Here's the tech-free way to do your lungs -- and your Blood Pressure -- right.

1. Lie flat on the floor.
2. Take a deep, slow breath. Imagine your lungs filling up with air. (This should take about 5 seconds.)
3. As you breathe in, your belly button should be moving away from your spine -- the result of your diaphragm pulling air into your lungs.
4. Toward the end of your inhalation, your chest also may expand.
5. You should notice your belly button pulling toward your spine as you exhale.
6. When your lungs feel nice and full, exhale slowly. (This should take about 7 seconds.)
7. Toward the end of your inhalation, your chest also may expand.



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About

APTS



Message from Mark Chin, President,
Association of Professional Trainers (Singapore)

The **Association of Professional Trainers (Singapore)**, or the **APTS**, was established in May 2006 by a group of trainers in both the fields of soft-skills and hard-skills. This is a clear sign that the field of learning, and therefore training, is growing rapidly in Singapore.

Training is about helping others do better in areas they may already be familiar with. This is achieved by introducing new methods, establishing best practices, reinforcing standards, providing new insights and making the task itself more enjoyable.

The APTS aims to assist its members by sharing knowledge and techniques in the field of training in order that their trainees may benefit from higher and ever-improving standards. There are also other programmes that enable its members to reach out to the community at large by organizing training festivals that involve the entire body of APTS members.

The APTS aims to promote the message of “ **Genuine, Professional and Integrity practices in the art and science of Professional Training** “. The pedagogy of Training is an on-going process and the learning journey can never stop if Professional Training is to consistently and constantly scale new heights in Singapore.

The APTS therefore welcomes more Professional Trainers to join its ranks of people dedicated to the art of training their trainees through sharing and participation in its programmes and social interaction in the spirit of sharing and participation.

To all our APTS members who have joined us in the first wave, I congratulate their drive to achieve success and higher standards by committing and sharing their time, energy and expertise in their respective fields with other Professional Trainers in the APTS programmes.

Genuine + Professional + Integrity

Yours sincerely

Mark Chin
APTS President



Association of Professional Trainers (Singapore)
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Its objective is to help its members who are professional trainers, or who are aspiring to be professional trainers, achieve higher standards through its programmes that are dedicated to exposing them to a wide array of training practices from all disciplines.

The aim of these programmes is to enable its registered members and guests to network and gain insights into the skills, disciplines and creativity of fellow professionals in the field of training.

The APTS is governed by its members through the elected Executive Committee headed by its President and guided by its Constitution. An Annual General Meeting is held in accordance to the Constitution.

Membership in the APTS is by application on a prescribed registration form and the payment of the required fee and annual subscription. The APTS Executive Committee will decide on the acceptability of each application for membership and reserves the right to accept or reject any application for membership.



APTS Members Statistics

1. Total membership to date = 38 members
2. Attendance record registered to-date = 82 members including guests.
3. 20th APTS Meeting = 3 members signed up
4. 21st APTS Meeting = 2 members signed up
5. 22nd APTS Meeting = 1 member signed up

Membership Benefits

- ◆ Opportunity to learn new training skills and techniques
- ◆ **Trainer's networking and contacts for opportunity**
- ◆ **Training assignment opportunities**
- ◆ **Learn from well-known experts, gurus and entrepreneurs**
- ◆ Experts' recommendation on ideas and information
- ◆ **APTS Members can use the initial as "mAPTS" in their business card.**
- ◆ APTS member CERTIFICATE
- ◆ **Sharing of "Best Practices" on training & presentation deliveries**
- ◆ **Database of APTS member skills and core competencies**
- ◆ **Sales of training materials and books by members**
- ◆ **APTS Website promotion for qualified professional trainers**
- ◆ **APTS's Toastmaster Club member**
- ◆ **Fiesta event as Professional Sneaker**

APTS Meeting Agenda

- | | | |
|---|---|---------------------|
| ◆ Registration & Refreshment | - | 7.00 pm to 7.30 pm |
| ◆ President's Address | - | 7.30 pm to 7.45 pm |
| ◆ Professional Speaker for the Night | - | 7.45 pm to 8.45 pm |
| ◆ Teabreak & Network Session | - | 8.45 pm to 9.00 pm |
| ◆ Tips for Trainers Session | - | 9.00 pm to 9.15 pm |
| ◆ Famous Trainers & Topics | - | 9.15pm to 9.30 pm |
| ◆ Members & Guests Networking Session | - | 9.30 pm to 10.00 pm |
| ◆ End | - | 10.00 pm |



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Registry of Societies # 2063/2006

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APTS EXECUTIVE COMMITTEE (Office Bearers - Term 2006/2008)

President	:	Mark Chin (email: markchinapts@yahoo.com.sg)
Vice President	:	John Teo (email: johnteo_sg@yahoo.com.sg)
Honorable Secretary	:	Danny Ker (email: danny.ker@psbcorp.com)
Asst. Honorable Secretary	:	Colin Foo (email: saytong@gmail.com)
Honorable Treasurer	:	Ong Kian Boon (email: ongkb@starhub.net.sg)
Membership Officer	:	Patrick Tan (email: patrick_sc_tan@yahoo.com.sg)
Professional Development Officer	:	Lok Kheng Fun (email: khengfun@gig.edu.sg)
Public Relationship Officer	:	Dr. Asha (email: smilemakers@pacific.net.sg)
Program Development Officer	:	Patrick Ang (email: patrick.ang@pacific.net.sg)
Program Development Officer	:	Vijaykumar (email: vjkumar410@yahoo.com)
Committee Members	:	
	•	James Chin (email: james861@singnet.com.sg)
	•	Calvin Yeo (email: netwkcyj@starhub.net.sg)
	•	Herman Yeo (email: yeokee@singnet.com.sg)

MEMBERSHIP INFORMATION

- Membership Fee:
 - Entrance** : **\$S\$50.00** (one-time charge only - payable upon registration) approval of membership within 2 weeks of election by EXCO)
 - Ordinary Member** : **\$S\$120.00 per annum** (annual subscription)
- Membership is open to:-
 - Persons who are working as Professional Trainers and those who aspire to be Professional Trainers in their normal course of work and who are so properly qualified. They shall be admitted as Ordinary Members upon approval of membership by APTS EXCO.**
 - For Membership registration, please write or call to Mr. Patrick Tan, Membership Officer at hp # 9683-3995 or email : patrick_sc_tan@yahoo.com.sg**
- Membership & Guest Payment:
 - For payment of membership fee, please to **Mr. Ong Kian Boon**, Treasurer at email: ongkb@starhub.net.sg
 - Non-member or those who have not decided to join APTS are also welcome to attend, but need to pay \$S\$15.00 for attendance and to cover costs on refreshment & facilities booking. Please make payment to Mr. Ong Kian Boon on the same day at the entrance when you attend.**