

nanyang polytechnic

LIFELONG LEARNING

#becausewecan

**Managing External and Internal
Stakeholders Effectively**

What will you learn?

This one-day course provides participants with skills in managing internal and external stakeholders in the following areas:

- Utilise a Stakeholder Management Framework to Increase Success in Interacting with Stakeholders
- Practise Effective Persuasion Skills and Service Standards with a Focus on the Delivery of a Branded Customer Experience

Duration: **1 day** | Time: **9am - 5pm** | Mode of Learning: **Online via Zoom**

Who should attend?

Sales Travel Consultants and Managers seeking to deepen or broaden their skills in this area.

How much will it cost?

	Course Fees (incl. GST)
Foreigners (unsubsidised)	\$224.70
SC <40yrs old (after funding)	\$67.41
PR (after funding)	\$67.41
SC ≥40yrs old (after funding)	\$25.41
SC employed by SME (after funding)	\$25.41

SC: Singapore Citizen | PR: Permanent Resident | SME: Small Medium Enterprise

Information to Note:

All Singaporeans aged 25 and above can use their SkillsFuture Credit from the government to pay a wide range of approved skills-related courses. Visit MySkillsFuture Portal (www.skillsfuture.sg) to view the courses available and access your SkillsFuture Credit. Fees are inclusive of GST. Terms and conditions apply.

Apply Now

www.nyp.edu.sg/schools/sbm/lifelong-learning.html?id=skillsfuture-shortcourses



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