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Service & Programme Catalogue

Driving real capability development for sustainable business performance: leadership pathways, consulting services and practical training programmes in one place.

THREE WAYS WE BUILD CAPABILITY

01

Management & Leadership Pathway

4 levels · 8–12 months each

02

Consulting Services

7 connected services

03

Customized Training Programmes

224 programmes · 6 capability areas

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WHO WE ARE

About Ascendia

Ascendia Training & Consulting was established with a clear belief: training should not stop at knowledge delivery, but must lead to real capability development and measurable performance improvement in the workplace.

Working closely with organisations across industries, we saw a critical gap: many training programmes are well designed in theory, yet lack practical application, business relevance and post-training impact. Ascendia is built to bridge that gap. We partner with organisations to design and deliver learning solutions aligned with real business challenges, so that learning is understood, applied, sustained and translated into performance.

Although Ascendia is a newly established legal entity, our people, trainers and operating team bring years of experience delivering corporate learning solutions for multinational companies across Vietnam.

OUR VISION

To become a trusted partner in capability development, recognised for delivering practical and impactful training and consulting solutions that drive continuous growth and performance.

OUR MISSION

To design and deliver highly practical, business-driven learning solutions that enable individuals and organisations to build capabilities, improve performance and sustain long-term growth.

Our Values

Practicality
We focus on application, not just theory.

Partnership
We work alongside our clients, not just deliver training.

Impact
We measure success by performance improvement, not attendance.

Commitment
We are dedicated to long-term capability development.

Our Approach

Client-Centred Approach
Designed around real business needs and operational challenges.

Expert Team
Experts and facilitators with strong industry and practical experience.

Customised Solutions
Tailored to each organisation's specific context, needs and development stage.

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HOW WE WORK

An Integrated Learning Solution

Every engagement follows a blended learning journey, so that what people learn in the room is applied, reinforced and measured at work.

01	PRE-TRAINING **Assessment & Engagement**	Training needs analysis (TNA) and stakeholder alignment · Pre-course surveys and interviews · Business context and case collection · Participant expectation setting
02	IN-CLASS / ONLINE **Interactive Workshops**	Real business cases and simulations · Group discussion and problem solving · Skill practice with feedback · Facilitated by experienced trainers
03	TARGETED SUPPORT **Coaching & Mentoring**	1-on-1 or small-group coaching · Mentoring on specific business challenges · Feedback and reflection discussions
04	POST-TRAINING **Application**	Action plans aligned with actual job duties · On-the-job assignments and applied projects · Manager engagement with scheduled progress reviews
05	EVALUATION **Reflection & Impact**	Training evaluation (Kirkpatrick levels) · Participant reflection sessions · Performance impact tracking · Feedback loops for continuous improvement

Why Choose Ascendia

1 **Business-Driven**
We start from real challenges, not generic content.

2 **Practical & Actionable**
Learning that can be applied immediately at work.

3 **Performance-Focused**
Designed to deliver measurable improvement, not just knowledge.

4 **Dedicated Service & True Partnership**
We work closely with clients before, during and after each programme.

5 **Experienced Facilitators & Practitioners**
Strong industry experience, bringing real insights, not just theory.

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PORTFOLIO AT A GLANCE

Three Ways We Build Capability

Develop leaders over time, strengthen the learning system behind them, or close a specific skill gap. Use the pillars alone or combine them into one capability programme.

01 Management & Leadership Pathway

p. 6

A four-level pathway for every critical leadership transition, measured at all four Kirkpatrick levels with real business capstones.

L0	L1	L2	L3
Emerging Leader	**First-line Manager**	**Mid-level Manager**	**Senior Leader**
8 months	9 months	10 months	12 months

02 Consulting Services

p. 20

Seven connected services, from defining capability to proving impact.

01	Competency Framework Design	DEFINE
02	Learning Needs Analysis (TNA)	DIAGNOSE
03	Learning Roadmap & Development Journey	DESIGN
04	Internal Trainer Development	DEVELOP
05	Coaching & Mentoring Framework	DEVELOP
06	Post-training Reinforcement & Learning Transfer	DEVELOP
07	Assessment, Evaluation & Capability Measurement	MEASURE

03 Customized Training Programmes

p. 29

224 practical programmes in six capability areas, each a standard 2-day programme tailored to your context.

63 Professional Programmes	**52** Management & Leadership	**22** Human Resources
33 Sales & Marketing	**32** AI Application	**22** Supply Chain Management

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CONTENTS

What's Inside

About Ascendia PAGE 2 →

How We Work PAGE 3 →

Portfolio at a Glance PAGE 4 →

01 Management & Leadership Pathway — PAGE 6 →

Why Now: The Leadership Gap	8	How the Pathway Works	9
L0 Emerging Leader	10	L1 First-line Manager	12
L2 Mid-level Manager	14	L3 Senior Leader	16
How We Measure Impact	18	Your Pathway, Your Choice	19

02 Consulting Services — PAGE 20 →

Consulting Services Overview	21	Competency Framework Design	22
Learning Needs Analysis (TNA)	23	Learning Roadmap & Development Journey	24
Internal Trainer Development	25	Coaching & Mentoring Framework	26
Post-training Reinforcement & Learning Transfer	27	Assessment, Evaluation & Capability Measurement	28

03 Customized Training Programmes — PAGE 29 →

Professional Programmes (63)	30	Management & Leadership (52)	94
Human Resources (22)	147	Sales & Marketing (33)	170
AI Application (32)	204	Supply Chain Management (22)	237

Contact Us PAGE 260 →

In the digital version, every title and page number is clickable.

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01

Management & Leadership Pathway

A four-level pathway that develops your leaders at every critical transition, from emerging talent to the senior team. Every level follows the same seven-phase journey, with a 70/20/10 blend, a real business capstone and impact measured at all four Kirkpatrick levels.

IN THIS SECTION

01 Building Leaders at Every Level — PAGE 7 →

02 Why Now: The Leadership Gap — PAGE 8 →

03 How the Pathway Works — PAGE 9 →

04 L0 Emerging Leader — PAGE 10 →

05 L1 First-line Manager — PAGE 12 →

06 L2 Mid-level Manager — PAGE 14 →

07 L3 Senior Leader — PAGE 16 →

08 How We Measure Impact — PAGE 18 →

09 Your Pathway, Your Choice — PAGE 19 →

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LONG-TERM MANAGEMENT & LEADERSHIP PROGRAMME

Building Leaders at Every Level

A four-level pathway that develops your leaders at every critical transition, from emerging talent to the senior team.

THE LEADERSHIP PATHWAY



- Measured at All 4 Kirkpatrick Levels
- Real Business Capstones
- Human + AI Leadership

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WHY NOW

The Leadership Gap Is Widening

Leader and manager development has been the number-one priority for CHROs two years running. The evidence shows why.

29%

trust in immediate managers, a record low

DDI, 2025

71%

of leaders report rising stress; 40% of them have considered stepping down

DDI, 2025

77%

of CHROs lack confidence in their bench for critical roles

DDI, 2026

53%

expect leaders to use AI more in strategic decisions

Harvard Business Impact, 2026

Our Answer: One Pathway, Four Transitions

- Develops leaders before and after every promotion
- Builds human leadership and AI fluency together
- Proves impact at all four Kirkpatrick levels in every programme

Sources: DDI Global Leadership Forecast 2025; DDI Leadership Trends 2026; Harvard Business Impact 2026 Global Leadership Study; Gartner CHRO Priorities 2026.

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One Journey, Seven Phases

Every level follows the same journey. Only the depth, the scope and the business stakes rise.

01	**Diagnose**	180° or 360° baseline, development plan and a three-way kick-off
02	**Learn**	Practical modules, with microlearning in between
03	**Apply**	Assignments with your own team, logged and validated
04	**Review**	Monthly check-ins and a mid-programme review
05	**Capstone**	A real business problem, sponsored by a senior leader
06	**Certify**	Panel presentation and a second 360° review
07	**Impact Review**	Behaviour and business results, 3–6 months on

Learning Blend



70% Experiential
Challenging work, application and the capstone

20% Social
Coaching, mentoring and peer circles

10% Formal
Workshops and microlearning

1
Moments That Matter
Built around the real high-stakes moments of each transition.

2
Measurable Outcomes
Every outcome names its evidence, from role-plays to business metrics.

3
Human + AI Leadership
Trust and empathy, plus the AI fluency each level needs.

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L0 LEVEL 0 · LEADING SELF

Emerging Leader Programme

Lead self, and get ready to lead others.

DURATION	FORMAL LEARNING	COHORT SIZE	CAPSTONE PROJECT
8 Months	6 Modules · 10 Days	20–30 Participants	6 Weeks, Individual

77% WHY IT MATTERS

of CHROs lack confidence in their leadership bench. Level 0 builds it before the first promotion.

Who It Is For

High-potential specialists and informal team leads preparing for a first management role.

Learning Outcomes

- Turn self-awareness into a personal development plan
- Communicate ideas clearly and persuasively
- Influence peers and stakeholders without formal authority
- Solve problems with structured thinking and AI tools, used responsibly

Programme Modules

1	Leadership Mindset and Self-Awareness	1 Day
2	Communicating with Clarity and Impact	2 Days
3	Personal Productivity and Energy Management	2 Days
4	Credibility and Influence without Authority	2 Days
5	Problem Solving and Working with AI	2 Days
6	Learning Agility and Career Growth	1 Day

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L0 Emerging Leader Programme

Programme Journey

01	02	03	04	05	06	07
Diagnose	**Learn**	**Apply**	**Review**	**Capstone**	**Certify**	**Impact Review**
Month 0	Months 1–6	Throughout	Monthly + Month 4	Months 6–7	Month 8	Month 11

Impact Measured at All Four Kirkpatrick Levels

1 Reaction
Post-Module Surveys, target ≥ 4.3/5

2 Learning
Presentation and Problem-Solving Rubrics

3 Behaviour
180° Re-run, Manager and Mentor Validation

4 Results
Promotion into First Management Roles, Retention of High-Potentials

Capstone Project

Lead a six-week improvement in your own area, with before/after metrics and at least two colleagues involved.

SPONSOR
Line Manager

SUPPORT
Peer Learning Circles and a Mid-level Mentor

Assessment & Certification

180° Review | **Application Log** | **Mid-Programme Review** | **Capstone Panel**

Certified at 70% overall and an average capstone score of 3.0 out of 4. Distinction at 85% and 3.5.

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L1 LEVEL 1 · LEADING OTHERS

First-line Manager Programme

From doing the work to getting work done through others.

DURATION	FORMAL LEARNING	COHORT SIZE	CAPSTONE PROJECT
9 Months	7 Modules · 11 Days	20–30 Participants	6–8 Weeks, Individual

29% WHY IT MATTERS
trust in immediate managers. Level 1 rebuilds it where the work happens.

Who It Is For

New managers, team leaders and supervisors in their first years with direct reports.

Learning Outcomes

- Lead the shift from expert to manager with clear expectations
- Build trust and psychological safety in the team
- Delegate, coach and give feedback with GROW and SBI
- Manage performance and solve problems with data and AI

Programme Modules

1	The Transition to Leadership	1 Day
2	Building Trust and Psychological Safety	1 Day
3	Delegating with Confidence	1 Day
4	Coaching and Effective Feedback	2 Days
5	Managing Performance and Engaging the Team	2 Days
6	Leading a High-Performance Team	2 Days
7	Problem Solving and Decision Making in the Age of AI	2 Days

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L1 First-line Manager Programme

Programme Journey

01	02	03	04	05	06	07
Diagnose	**Learn**	**Apply**	**Review**	**Capstone**	**Certify**	**Impact Review**
Month 0	Months 1–7	Throughout	Monthly + Month 4	Months 6–8	Month 9	Month 12

Impact Measured at All Four Kirkpatrick Levels

1 Reaction
Post-Module Surveys, target ≥ 4.3/5

2 Learning
Observed Coaching Role-Plays, ≥ 3/4 on the Rubric

3 Behaviour
360° Re-run, Line-Manager Validation

4 Results
Capstone KPIs, Team Engagement and Turnover

Capstone Project

Lead your team to fix a real performance issue in 6–8 weeks, using delegation and coaching.

SPONSOR
Line Manager

SUPPORT
Group Coaching and Peer Learning Circles

Assessment & Certification

360° Review | Application Log | Mid-Programme Review | Capstone Panel

Certified at 70% overall and an average capstone score of 3.0 out of 4. Distinction at 85% and 3.5.

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L2 LEVEL 2 · LEADING MANAGERS

Mid-level Manager Programme

Lead managers and work across boundaries.

DURATION	FORMAL LEARNING	COHORT SIZE	CAPSTONE PROJECT
10 Months	7 Modules · 14 Days	20–30 Participants	10–12 Weeks, Team

2030

WHY IT MATTERS

By then most organisations expect fewer leadership layers, so influence must work across, not just down.

Who It Is For

Managers of managers and department heads who connect strategy with execution.

Learning Outcomes

- Lead through other managers and coach them to grow their teams
- Turn strategy into unit priorities, KPIs and budgets
- Lead change, innovation and AI-enabled ways of working
- Influence across functions and build the succession bench

Programme Modules

1	Leading Managers and Leading Across Boundaries	2 Days
2	Strategy: From Direction to Execution	2 Days
3	Financial Acumen for Managers	2 Days
4	Leading Change and Uncertainty	2 Days
5	Developing Talent and Building the Bench	2 Days
6	Collaboration and Inclusion across Teams	2 Days
7	Innovation, Continuous Improvement and AI-enabled Work	2 Days

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L2 Mid-level Manager Programme

Programme Journey

01	02	03	04	05	06	07
Diagnose	**Learn**	**Apply**	**Review**	**Capstone**	**Certify**	**Impact Review**
Month 0	Months 1–8	Throughout	Monthly + Month 5	Months 6–9	Month 10	Month 13

Impact Measured at All Four Kirkpatrick Levels

1 Reaction	2 Learning	3 Behaviour	4 Results
Post-Module Surveys, target ≥ 4.3/5	Business Simulation and Change-Plan Rubrics	360° Re-run with Peer Ratings, Manager Validation	Capstone ROI, Successor Readiness, Unit Engagement

Capstone Project

Cross-functional teams solve a real business problem in 10–12 weeks, run a pilot and present the business case to senior leaders.

SPONSOR
Head of Division

SUPPORT
1:1 Coaching and Action Learning Sets

Assessment & Certification

360° Review | **Business Simulation** | **Mid-Programme Review** | **Senior Panel**

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L3 LEVEL 3 · LEADING THE ORGANISATION

Senior Leader Programme

From running operations to setting strategic direction.

DURATION	FORMAL LEARNING	COHORT SIZE	CAPSTONE PROJECT
12 Months	7 Modules · 14 Days	20–30 Participants	12–16 Weeks, Strategic

53% WHY IT MATTERS

expect leaders to use AI more in strategic decisions. Level 3 prepares the team that governs it.

Who It Is For

Directors, heads of function, business-unit leaders and BOD members.

Learning Outcomes

- Craft a vision that aligns the whole organisation
- Build a strategy and roadmap with measurable goals
- Lead AI-enabled transformation with clear governance
- Strengthen talent, succession and a culture of trust

Programme Modules

1	Leading Yourself: Leadership Brand and Resilience	2 Days
2	Building a Unified Vision	2 Days
3	Developing and Executing Strategy	2 Days
4	Leading AI-enabled Transformation	2 Days
5	Talent, Succession and Culture	2 Days
6	Enterprise Performance and Accountability	2 Days
7	Innovating for the Future	2 Days

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L3 Senior Leader Programme

Programme Journey

01	02	03	04	05	06	07
Diagnose	**Learn**	**Apply**	**Review**	**Capstone**	**Certify**	**Impact Review**
Month 0	Months 1–10	Throughout	Monthly + Month 6	Months 8–11	Month 12	Months 15–18

Impact Measured at All Four Kirkpatrick Levels

1 Reaction
Post-Workshop Surveys, target ≥ 4.3/5

2 Learning
Strategy and AI Governance Case Assessment

3 Behaviour
360° Re-run, Executive Sponsor Review

4 Results
Approved Investments, Roadmap Milestones, Succession Coverage

Capstone Project

Build a strategic business case, including AI opportunities and financial impact, and present it to the executive committee for a decision.

SPONSOR
Executive Committee Member

SUPPORT
Executive Coaching, Peer Advisory and Reverse Mentoring on AI

Assessment & Certification

360° Review and Leadership Profile | **Mid-Programme Review** | **Executive Panel**

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MEASURABLE BY DESIGN

Proof of Real Change

Every programme in the pathway is evaluated at all four Kirkpatrick levels, with the same assessment logic, so results compare across cohorts and levels.

Assessment Weighting (All Levels)

30%	20%	40%	10%
Application Assignments	Mid-Programme Review	Capstone Project	Behaviour Change

Certified at 70% overall and an average capstone score of 3.0 out of 4. Distinction at 85% and 3.5.

Kirkpatrick Evaluation in Every Programme

KIRKPATRICK LEVEL	L0	L1	L2	L3
1 Reaction	Post-Module Surveys, target ≥ 4.3/5	Post-Module Surveys, target ≥ 4.3/5	Post-Module Surveys, target ≥ 4.3/5	Post-Workshop Surveys, target ≥ 4.3/5
2 Learning	Presentation and Problem-Solving Rubrics	Observed Coaching Role-Plays, ≥ 3/4 on the Rubric	Business Simulation and Change-Plan Rubrics	Strategy and AI Governance Case Assessment
3 Behaviour	180° Re-run, Manager and Mentor Validation	360° Re-run, Line-Manager Validation	360° Re-run with Peer Ratings, Manager Validation	360° Re-run, Executive Sponsor Review
4 Results	Promotion into First Management Roles, Retention of High-Potentials	Capstone KPIs, Team Engagement and Turnover	Capstone ROI, Successor Readiness, Unit Engagement	Approved Investments, Roadmap Milestones, Succession Coverage

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WORKING TOGETHER

Your Pathway, Your Choice

You decide which levels to run and in what order. We advise on the pathway, tailor every level to your leadership model and industry, and report impact to your leadership team.

Indicative Sequences

A

Full Pathway

All four levels in year one, with staggered cohorts

B

Core Levels First

L1 and L2 first, then L0 and L3

C

Top-Down

L3 first, then cascade with senior sponsors

Any level can also run on its own.

How We Start

01
Diagnose
2–4 weeks

02
Customise
3–4 weeks

03
Pilot
One cohort

04
Scale
Your pace

LET'S TALK

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Driving Real Capability Development for Sustainable Business Performance

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02

Consulting Services

Seven connected services, from defining capability to proving impact, for HR, L&D and business leaders building organisational capability. Engage one service or combine them into a 12–18-month end-to-end capability programme.

IN THIS SECTION

01 Consulting Services Overview — PAGE 21 →

02 Competency Framework Design — PAGE 22 →

03 Learning Needs Analysis (TNA) — PAGE 23 →

04 Learning Roadmap & Development Journey — PAGE 24 →

05 Internal Trainer Development — PAGE 25 →

06 Coaching & Mentoring Framework — PAGE 26 →

07 Post-training Reinforcement & Learning Transfer — PAGE 27 →

08 Assessment, Evaluation & Capability Measurement — PAGE 28 →

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CONSULTING SERVICES

Seven connected services, from defining capability to proving impact

PORTFOLIO
7 services

WHO IT'S FOR
HR, L&D and business leaders building organisational capability, one service or a full programme.

SEVEN CONNECTED SERVICES

01	**COMPETENCY FRAMEWORK DESIGN** What great performance looks like in each role	DEFINE
02	**LEARNING NEEDS ANALYSIS (TNA)** Where the gaps are, and which matter most	DIAGNOSE
03	**LEARNING ROADMAP & DEVELOPMENT JOURNEY** A sequenced, blended path to close them	DESIGN
04	**INTERNAL TRAINER DEVELOPMENT** In-house experts who teach to standard	DEVELOP
05	**COACHING & MENTORING FRAMEWORK** People grow on the job, every day	DEVELOP
06	**POST-TRAINING REINFORCEMENT & TRANSFER** Learning applied at work, with managers involved	DEVELOP
07	**ASSESSMENT, EVALUATION & MEASUREMENT** Evidence of capability and business impact	MEASURE

Results feed back into 01 and 02, so the cycle keeps improving.

WAYS TO COMBINE

01 FOUNDATION
01 + 02
Set the standard and see the gaps

02 BUILD
03 + 04
Plan the path, build in-house capacity

03 SUSTAIN
05 + 06 + 07
Turn learning into lasting results

04 END-TO-END
01 → 07
A 12–18-month capability programme

CONTACT US TO DESIGN THE RIGHT SOLUTION FOR YOUR ORGANISATION.

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COMPETENCY FRAMEWORK DESIGN

TYPICAL TIMELINE
6–12
WEEKS

- One shared standard for hiring, appraisal, development and promotion

WHO IT'S FOR

HR and business leaders who need a shared standard for roles, appraisal and promotion.

HOW WE WORK

01	02	03	04	05
ALIGN	DISCOVER	DESIGN	VALIDATE	APPLY
Scope, job families and sponsors agreed.	Strategy review, leader and high-performer interviews.	Clusters, definitions, levels, observable behaviours.	Workshops and survey with line managers.	Role matrix and guides for HR and managers.

FRAMEWORK ARCHITECTURE

COMPETENCY FRAMEWORK

- **CORE** — Shared behaviours for everyone
- **LEADERSHIP** — From first-line to senior leaders
- **FUNCTIONAL** — Expertise by job family

4–5 proficiency levels · observable behaviours

HOW WE MEASURE SUCCESS

- Share of in-scope roles mapped
- Used in the next appraisal or TNA
- Manager understanding and buy-in
- HR processes built on the framework

WHAT YOU RECEIVE

- Competency dictionary, 4–5 levels
- Observable behaviours for every level
- Role–competency matrix
- User guide for HR and line managers
- Discovery report and manager briefing

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Learning Needs Analysis (TNA)

Find the Gaps That Matter, and Fix the Right Ones First

Typical Timeline

4–8 weeks

Who It's For

HR and L&D teams planning next year's training, and leaders of teams with performance gaps.

How We Work

01	02	03	04	05
SCOPE	**BUILD TOOLS**	**COLLECT**	**ANALYSE**	**PRIORITISE**
Link the analysis to business goals.	Surveys, interview and focus-group guides.	Self and manager ratings, interviews, KPI data.	Gaps by organisation, team and individual; root causes.	Leaders agree priorities and budget.

Evidence We Combine

TNA
Organisation · team · individual

1. Self and manager ratings
2. Leader interviews
3. Focus groups
4. Capability assessment
5. KPI and performance data

How We Measure Success

- Survey response rate vs target
- Training plan approved on the findings
- Budget share on high-priority gaps
- Priority gaps re-measured next cycle

What You Receive

- TNA toolkit you keep and reuse
- Gap report: organisation, team, individual
- Prioritised training plan
- Actions for non-training gaps
- Leadership prioritisation workshop

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LEARNING ROADMAP & DEVELOPMENT JOURNEY

A sequenced, blended path from today's gaps to tomorrow's roles

TYPICAL TIMELINE
4–6 weeks

WHO IT'S FOR
HR and L&D leaders building leadership, talent or functional development programmes.

HOW WE WORK

01	02	03	04	05
CONSOLIDATE	ARCHITECT	DESIGN JOURNEYS	PLAN	HAND OVER
Framework, TNA results and talent strategy.	Levels, tracks and focus competencies per stage.	Before, during and after learning, with gates.	Catalogue, calendar, budget structure, pilot.	Leadership sign-off and L&D handover.

THE 70-20-10 BLEND

70% — **LEARNING THROUGH WORK**
Projects, stretch tasks, job rotation

20% — **LEARNING FROM OTHERS**
Coaching, mentoring, peer feedback

10% — **FORMAL LEARNING**
Workshops, e-learning, reading

Each stage ends with an assessment gate before the next level.

HOW WE MEASURE SUCCESS

- Roadmap approved and budgeted
- Target population enrolled
- Stage completion and gate pass rates
- Readiness and retention vs baseline

WHAT YOU RECEIVE

- One-page roadmap by level and track
- Learner journey maps
- Module catalogue with clear objectives
- 70-20-10 blend for every stage
- Rollout calendar and measurement plan

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INTERNAL TRAINER DEVELOPMENT

TYPICAL TIMELINE
2–4
MONTHS

- Turn in-house experts into certified facilitators

WHO IT'S FOR

Organisations whose in-house experts must train others consistently across teams or sites.

HOW WE WORK

01	02	03	04	05
SELECT	TRAIN	PRACTISE	BUILD	CERTIFY
Selection criteria and a baseline micro-teach.	Adult learning, design, delivery, facilitation.	Micro-teaching with video and structured feedback.	Co-develop one real module to standard.	Observed live delivery; community of practice.

TRAINER PATHWAY

01 ASSOCIATE
Delivers with guidance

02 CERTIFIED
Delivers to standard, observed live

03 MASTER
Coaches and certifies others

HOW WE MEASURE SUCCESS

- Share of trainers certified
- Learner reaction and learning scores (L1–L2)
- Hours delivered in-house
- Training cost vs vendor baseline

WHAT YOU RECEIVE

- Trainer competency profile and levels
- Selection tool and observation rubric
- Train-the-trainer kit and handbook
- Lesson plan and facilitator guide templates
- Certification process and policy advice

CONTACT US TO DESIGN THE RIGHT SOLUTION FOR YOUR ORGANISATION.

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Coaching & Mentoring Framework

A Working System for Developing People on the Job

Typical Timeline

6–10 weeks + pilot

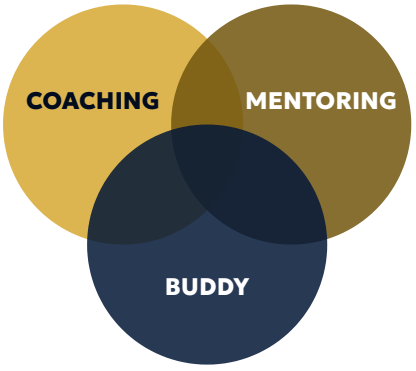
Who It's For

HR leaders and managers developing high-potentials and new joiners on the job.

How We Work

01	02	03	04	05
DEFINE	DESIGN	EQUIP	PILOT	SCALE
Purpose, target groups and the right format.	Roles, matching, rhythm, conversation model.	Workshops for coaches and mentors.	Three-month pilot with regular check-ins.	Review, refine and plan the rollout.

Three Ways to Develop on the Job



- **Coaching**
  Managers unlock performance by asking, not telling
- **Mentoring**
  Experienced leaders share insight and career direction
- **Buddy**
  Peers help new joiners settle in fast

How We Measure Success

- Active pairs, meetings held on time
- Development plan goals achieved
- Manager coaching behaviour, before vs after
- High-potential retention vs baseline

What You Receive

- Coaching & mentoring framework
- Toolkit: agreement, IDP, session log
- Matching criteria and tools
- Coach and mentor workshop materials
- Pilot report and scale-up plan

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ASCENDIA
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CONSULTING SERVICES

POST-TRAINING REINFORCEMENT & LEARNING TRANSFER

Make sure learning shows up in daily work

TYPICAL TIMELINE
8–12 weeks

WHO IT'S FOR
Organisations investing in key programmes that need to see behaviour change at work.

HOW WE WORK

01	02	03	04	05
PREPARE	**COMMIT**	**APPLY**	**SUPPORT**	**EVIDENCE**
Manager briefing and personal goals.	A concrete action plan in the programme.	Workplace assignments, reminders, micro-learning.	Manager check-ins, peer circles, follow-up clinic.	Behaviour change at 30/60/90 days.

THE 12-WEEK TRANSFER JOURNEY

1	2	3	4
BEFORE	**WEEKS 1–4**	**WEEKS 4–8**	**WEEKS 8–12**
Manager briefing and goals	Apply at work, reminders	Check-ins, peer circles	Evidence and Level 3 review

HOW WE MEASURE SUCCESS

- Action plans completed
- Manager check-ins held
- Evidence of application submitted
- Behaviour change at 30/60/90 days

WHAT YOU RECEIVE

- 12-week transfer plan
- Line manager toolkit
- Action plan and workplace assignments
- Reminder and micro-learning calendar
- Learning transfer report (Level 3)

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ASSESSMENT, EVALUATION & CAPABILITY MEASUREMENT

TYPICAL TIMELINE
3–6+
MONTHS

- Evidence of real capability and business impact

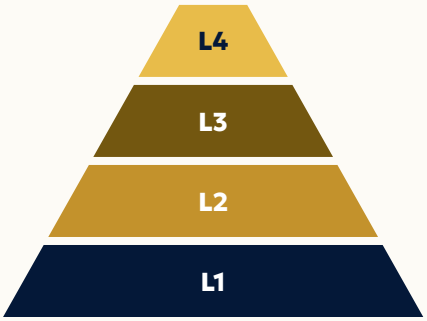
WHO IT'S FOR

Leadership, HR and L&D teams that need evidence of capability and training impact.

HOW WE WORK

01	02	03	04	05
DEFINE OUTCOMES	BASELINE	INSTRUMENTS	MEASURE	REPORT
Start from business results agreed with leaders.	Capability, behaviour and KPIs before launch.	Tools for each Kirkpatrick level.	At the end, after 3 and after 6 months.	Impact analysis, ROI where relevant, next steps.

FOUR LEVELS OF EVIDENCE



+ ROI where relevant

RESULTS Business KPIs

BEHAVIOUR Applied at work

LEARNING Knowledge and skills

REACTION Participant feedback

HOW WE MEASURE SUCCESS

- Plan approved before launch
- Data captured at every checkpoint
- Findings used in budget decisions
- Results feed development plans

WHAT YOU RECEIVE

- Evaluation plan agreed with leadership
- Kirkpatrick Level 1–4 instruments
- Baseline report
- Impact reports at 3 and 6 months
- Individual and team capability reports

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03

Customized Training Programmes

224 practical programmes across six capability areas. Each is a 2-day standard programme with clear objectives, hands-on practice and workplace application, and each can be customised for your team.

IN THIS SECTION

01 Professional Programmes
63 PROGRAMMES · PAGE 30 →

02 Management & Leadership
52 PROGRAMMES · PAGE 94 →

03 Human Resources
22 PROGRAMMES · PAGE 147 →

04 Sales & Marketing
33 PROGRAMMES · PAGE 170 →

05 AI Application
32 PROGRAMMES · PAGE 204 →

06 Supply Chain Management
22 PROGRAMMES · PAGE 237 →

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Professional Programmes

Core personal and professional skills that help people work smarter, communicate better and deliver results.

63 programmes | **2 days each · customisable**

6 Thinking Hats Methods	31
Adaptability & Flexibility	32
AI for Work / AI Essentials for Professionals	33
Applying Hou-Ren-Sou in Managing Risks	34
Breakthrough Thinking	35
Business Ethics	36
Business Etiquette	37
Business Manners & Communication	38
Business Writing Skills	39
Chairing the Meeting	40
Coaching on Career Development	41
Communication Skills	42
Creative Thinking	43
Cross Functional Collaboration / Team Working Skills	44
Cultural Intelligence & Communication	45
Customer Service Mindset	46
Data Analysis	47
Data Storytelling	48
Delivering Results	49
Design Thinking	50
Digital Communication Skills	51
Diversity Etiquette	52
Dress for Success	53
Emotional Intelligence	54
Event Management	55
Facilitation Skills	56
Fostering Resilience & Agility	57
Growth Mindset	58
How to Be a Highly Effective Person with 7 Habits	59
How to Win Friends & Influence People	60
Innovation & Creative Thinking	61
Internal Communication Skills	62
Logical & Critical Thinking	63
Managing Upwards	64
Moderation Skills	65
Negotiation Skills	66
Networking Skills	67
Operational Excellence	68
Personal Branding in the Workplace	69
Personal Effectiveness	70
Personal OKRs & Goal Setting Techniques	71
Personal Profiling with D.i.S.C	72
Persuading & Influencing Skills	73
Planning & Controlling Work Effectively with PDCA	74
Positive Thinking & Attitudes	75
Problem Solving & Decision Making	76
Process Design	77
Public Speaking & Presentation Skills	78
Relationship Management	79
Reports Writing Skills	80
Risk Management	81
Self Change Management	82
Self Management	83
Self Motivation Skills	84
Shifting from Responsibility, Accountability to Ownership	85
Stakeholder Management & Influencing Skills	86
Start-Up / Entrepreneurial Mindset	87
Stress Management	88
Time & Task Management Skills	89
Train the Online Trainers	90
Train the Trainers	91
Work Implementation Skills	92
Work-Life Balance	93

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PROFESSIONAL PROGRAMMES

6 THINKING HATS METHODS

Structured Parallel Thinking for Better Discussions and Decisions

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, team leaders and managers who take part in or lead meetings, problem-solving and decision-making discussions.

WHAT YOU WILL GAIN

01
Recognise each thinking mode and spot when one perspective dominates a discussion.

02
Analyse issues, generate ideas and weigh options in a structured, non-confrontational way.

03
Facilitate meetings with a planned hat sequence to reach clearer, better-balanced decisions.

PROGRAMME HIGHLIGHTS

DAY 1 — 01
UNDERSTANDING PARALLEL THINKING

- Why Traditional Discussions Fail
- The Six Thinking Hats Explained
- Using the Hats in Practice

DAY 2 — 02
APPLYING THE METHOD TO REAL WORK

- Designing Hat Sequences
- Facilitating Six Hats Sessions
- Workplace Application

LEARNING APPROACH

- Group exercises on business issues
- Facilitated meeting simulations
- Discussions with structured feedback
- Hat sequences for your real meetings

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Six Thinking Hats® is a registered trademark of its respective owner. This programme does not confer official certification.

ADAPTABILITY & FLEXIBILITY

- Thriving in a Fast-Changing Workplace

WHO SHOULD ATTEND

Employees, specialists and team leaders facing changing priorities, new ways of working or organisational change.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Recognise your responses to change and the thinking patterns that limit adaptability.
- Adjust priorities, behaviours and working approaches quickly when circumstances change.
- Build a personal plan that strengthens resilience, learning agility and collaboration.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING CHANGE & PERSONAL ADAPTABILITY

- Change in Today's Workplace
- How People Respond to Change
- Building an Adaptable Mindset

DAY 2 APPLYING FLEXIBILITY AT WORK

- Flexible Working Practices
- Adaptability in Teams
- Personal Adaptability Plan

LEARNING APPROACH

- Personal adaptability self-assessment
- Real workplace change case studies
- Team simulation with shifting rules
- Personal 30–60 day adaptability plan

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PROFESSIONAL PROGRAMMES

AI for Work / AI Essentials for Professionals

Using Generative AI Safely and Effectively in Everyday Work

Duration

2 Days

Who Should Attend

Office-based professionals, specialists and team leaders who want to use generative AI to improve their daily work.

What You Will Gain

01 Understand what generative AI can and cannot do, and the risks it brings at work.

02 Write effective prompts for writing, research, analysis and planning tasks.

03 Build a personal AI workflow for recurring tasks that keeps data safe and secure.

Programme Highlights

DAY 1

Understanding and Using Generative AI

- AI in the Modern Workplace
- Prompting Fundamentals
- Responsible and Secure Use of AI

DAY 2

Applying AI to Everyday Work

- AI for Communication and Documents
- AI for Analysis, Planning & Problems
- Building a Personal AI Workflow

Learning Approach

- Live demonstrations on real tasks
- Hands-on practice with your own work
- Prompt clinics with feedback
- Personal AI workflow and prompts

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PROFESSIONAL PROGRAMMES

APPLYING HOU-REN-SOU IN MANAGING RISKS

Reporting, Contacting and Consulting to Prevent Problems Early

DURATION
2 Days

WHO SHOULD ATTEND
Employees, team leaders, supervisors and managers who share information, escalate issues and coordinate work.

WHAT YOU WILL GAIN

01
Use Hou-Ren-Sou principles to identify and control workplace risks early.

02
Report progress, share information and escalate issues clearly and at the right time.

03
Set team routines and communication standards that reduce errors, delays and risks.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING HOU-REN-SOU AND RISK

- Communication Failures & Workplace Risk
- Hou – Reporting Effectively
- Ren – Contacting and Sharing Information

DAY 2
APPLYING HOU-REN-SOU TO MANAGE RISKS

- Sou – Consulting and Escalating
- Hou-Ren-Sou as a Risk Management Tool
- Building Team Hou-Ren-Sou Routines

LEARNING APPROACH

- Case studies of communication failures
- Reporting and escalation role-plays
- Group exercises on real processes
- Team routines and personal action plan

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BREAKTHROUGH THINKING

- Challenging Assumptions to Find New Solutions

WHO SHOULD ATTEND

Professionals, specialists, team leaders and managers who improve processes, solve complex problems or develop new ideas.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Recognise the mental habits and assumptions that limit new thinking.
- Reframe problems and generate original, practical solutions with breakthrough techniques.
- Turn selected ideas into an actionable proposal for a real workplace challenge.

PROGRAMME HIGHLIGHTS

DAY 1 BREAKING THROUGH THINKING BARRIERS

- The Need for Breakthrough Thinking
- Challenging Assumptions
- Techniques for Original Thinking

DAY 2 TURNING IDEAS INTO RESULTS

- Evaluating Breakthrough Ideas
- Developing Ideas into Proposals
- Sustaining Breakthrough Thinking

LEARNING APPROACH

- Assumption-busting creative exercises
- Case studies from different industries
- Group workshops on real challenges
- Proposal presentations with feedback

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PROFESSIONAL PROGRAMMES

Business Ethics

Making Sound Ethical Decisions in Everyday Business

Duration

2 Days

Who Should Attend

Employees and managers at all levels whose decisions involve customers, suppliers, company assets or confidential data.

What You Will Gain

01 Apply core ethics principles that protect trust, reputation and compliance.

02 Analyse workplace dilemmas with a structured ethical decision-making framework.

03 Respond to ethical risks by speaking up and seeking guidance through the right channels.

Programme Highlights

DAY 1

Understanding Business Ethics

- Why Ethics Matters in Business
- Core Ethical Principles at Work
- Why Good People Make Poor Choices

DAY 2

Applying Ethics in Daily Work

- Ethical Decision-Making Framework
- Speaking Up and Seeking Guidance
- Building an Ethical Workplace

Learning Approach

- Case studies of workplace dilemmas
- Group discussions on grey areas
- Role-plays on raising concerns
- Personal ethics commitment plan

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BUSINESS ETIQUETTE

Professional Conduct That Builds Credibility and Trust

DURATION
2 Days

WHO SHOULD ATTEND
Employees at all levels who interact with customers, partners, senior stakeholders or international colleagues.

WHAT YOU WILL GAIN

01
Understand the etiquette expected in modern and cross-cultural business settings.

02
Handle introductions, meetings, business dining and client interactions with confidence.

03
Build a personal conduct plan that strengthens credibility and positive impressions.

PROGRAMME HIGHLIGHTS

DAY 1
FOUNDATIONS OF PROFESSIONAL ETIQUETTE

- The Value of Business Etiquette
- Introductions and Professional Presence
- Meeting and Workplace Etiquette

DAY 2
ETIQUETTE IN BUSINESS SITUATIONS

- Digital Communication Etiquette
- Business Dining and Hospitality
- Cross-Cultural Etiquette and Action Plan

LEARNING APPROACH

- Demonstrations of correct behaviours
- Role-plays and simulations
- Cross-cultural group discussions
- Personal professional conduct plan

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BUSINESS MANNERS & COMMUNICATION

- Communicating with Professionalism, Courtesy and Impact

WHO SHOULD ATTEND

Employees at all levels who want to communicate more professionally with colleagues, managers and customers.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Use professional manners that strengthen workplace relationships and business outcomes.
- Communicate effectively in speech, body language and writing in professional situations.
- Handle disagreements, complaints and requests with courtesy and confidence.

PROGRAMME HIGHLIGHTS

DAY 1 MANNERS & COMMUNICATION FOUNDATIONS

- Professional Manners in the Workplace
- Communication Fundamentals
- Professional Speaking and Body Language

DAY 2 COMMUNICATING IN BUSINESS SITUATIONS

- Professional Written Communication
- Challenging Conversations with Courtesy
- Building Professional Relationships

LEARNING APPROACH

- Communication habits self-assessment
- Role-plays with managers and customers
- Writing exercises with feedback
- Personal communication action plan

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PROFESSIONAL PROGRAMMES

Business Writing Skills

Writing Clear, Concise and Persuasive Business Documents

Duration

2 Days

Who Should Attend

Professionals, specialists, team leaders and managers who regularly write emails, reports or proposals in English.

What You Will Gain

01

Plan every document around a clear purpose, audience and key message.

02

Write clear, concise, well-organised emails, reports and proposals in a professional tone.

03

Edit your documents for greater clarity, accuracy, readability and impact.

Programme Highlights

DAY 1

Planning and Structuring Business Writing

- Principles of Effective Business Writing
- Planning and Organising Content
- Clear and Concise Language

DAY 2

Writing for Business Results

- Professional Emails
- Reports and Proposals
- Editing and Proofreading

Learning Approach

- Hands-on writing workshops
- Before-and-after writing examples
- Peer review and facilitator feedback
- Personal writing improvement plan

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CHAIRING THE MEETING

Leading Productive Meetings That Deliver Decisions and Actions

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders, project leaders and professionals who plan and chair internal or external meetings.

WHAT YOU WILL GAIN

01
Plan focused meetings with clear objectives, agendas, participants and preparation.

02
Chair with confidence, managing time, participation, discussion and decision-making.

03
Turn meeting outcomes into clear actions, owners and accountability.

PROGRAMME HIGHLIGHTS

DAY 1
PREPARING AND OPENING EFFECTIVE MEETINGS

- The Role of the Chair
- Planning the Meeting
- Opening and Structuring the Discussion

DAY 2
MANAGING DISCUSSION AND DRIVING OUTCOMES

- Participation & Difficult Situations
- Reaching Decisions
- Closing and Following Up

LEARNING APPROACH

- Meeting simulations with feedback
- Role-plays with difficult participants
- Video review of chairing behaviours
- Action plan for your own meetings

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COACHING ON CAREER DEVELOPMENT

- Taking Ownership of Your Career Growth

WHO SHOULD ATTEND

Employees at all levels who want to own their career development, and managers who support career conversations.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Assess your strengths, values, interests and development needs to guide career decisions.
- Explore realistic career paths and development options within and beyond your role.
- Create a career development plan and hold productive career conversations with managers.

PROGRAMME HIGHLIGHTS

DAY 1 SELF-DISCOVERY AND CAREER DIRECTION

- Career Development in Organisations
- Understanding Yourself
- Exploring Career Options

DAY 2 PLANNING AND DRIVING CAREER GROWTH

- Setting Career Goals
- Career Conversations
- Personal Career Development Plan

LEARNING APPROACH

- Strengths, values and interests tools
- Coaching-based reflection activities
- Peer coaching on options and plans
- Career conversation role-plays

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Communication Skills

Communicating Clearly, Confidently and Effectively at Work

Duration

2 Days

Who Should Attend

Employees, specialists and team leaders at all levels who want clearer, more impactful everyday workplace communication.

What You Will Gain

01

Overcome communication barriers and see how your style affects relationships and results.

02

Listen actively, ask the right questions and express ideas clearly in every conversation.

03

Give feedback and manage disagreement effectively in challenging situations.

Programme Highlights

DAY 1

Communication Foundations

- The Communication Process
- Active Listening
- Questioning Techniques

DAY 2

Communicating with Impact

- Expressing Ideas Clearly
- Communicating in Difficult Situations
- Applying Communication Skills at Work

Learning Approach

- Communication style self-assessment
- Listening and questioning practice
- Role-plays with structured feedback
- Personal communication action plan

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PROFESSIONAL PROGRAMMES

CREATIVE THINKING

Generating Fresh Ideas for Everyday Work Challenges

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and managers who want to generate new ideas and contribute creative solutions at work.

WHAT YOU WILL GAIN

01
Recognise the mindset, conditions and barriers that shape creative thinking at work.

02
Generate and develop ideas for workplace challenges with a range of creative techniques.

03
Evaluate ideas and build a practical plan to implement the best one.

PROGRAMME HIGHLIGHTS

DAY 1
UNLOCKING CREATIVE THINKING

- Creativity in the Workplace
- Overcoming Creative Barriers
- Idea Generation Techniques

DAY 2
FROM IDEAS TO IMPLEMENTATION

- Advanced Creative Techniques
- Evaluating and Developing Ideas
- Implementing Creative Ideas

LEARNING APPROACH

- Hands-on idea generation exercises
- Group workshops on real challenges
- Pitch sessions with feedback
- Pilot plan for a selected idea

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CROSS FUNCTIONAL COLLABORATION / TEAM WORKING SKILLS

- Working Together Across Teams to Achieve Shared Goals

WHO SHOULD ATTEND

Employees, specialists, team leaders and managers who work in teams or collaborate with other departments and functions.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Recognise what makes teams effective and what blocks cross-functional collaboration.
- Strengthen collaboration through communication, trust-building and conflict resolution.
- Agree practical actions that improve coordination and shared accountability across teams.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF EFFECTIVE TEAMWORK

- What Makes Teams Effective
- Trust and Communication in Teams
- Cross-Functional Collaboration Barriers

DAY 2 COLLABORATING ACROSS FUNCTIONS

- Aligning on Shared Goals
- Managing Conflict and Differences
- Collaboration Action Planning

LEARNING APPROACH

- Team challenges with debriefs
- Cross-functional case studies
- Role-plays on cross-team conflict
- RACI and workflow mapping exercises

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PROFESSIONAL PROGRAMMES

Cultural Intelligence & Communication

Working Effectively Across Cultures

Duration

2 Days

Who Should Attend

Employees, team leaders and managers who work with international colleagues, customers, partners or multicultural teams.

What You Will Gain

01

Understand cultural intelligence and the cultural differences that shape communication.

02

Analyse cross-cultural situations to spot misunderstandings and their root causes.

03

Adapt your communication to build trust and collaborate effectively across cultures.

Programme Highlights

DAY 1

Culture and Cultural Intelligence

- Culture in the Workplace
- Cultural Intelligence (CQ)
- Key Cultural Dimensions

DAY 2

Communicating Across Cultures

- Cross-Cultural Communication Strategies
- Working in Multicultural Teams
- Applying Cultural Intelligence

Learning Approach

- Cultural profile and CQ assessment
- Real cross-cultural case studies
- Cross-cultural meeting role-plays
- Personal CQ development plan

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CUSTOMER SERVICE MINDSET

Delivering Service Experiences Customers Remember

DURATION
2 Days

WHO SHOULD ATTEND
Customer-facing employees, service staff, sales support and internal service teams serving external or internal customers.

WHAT YOU WILL GAIN

01
Adopt a service mindset that builds customer loyalty and business results.

02
Understand and meet customer needs with effective communication and service techniques.

03
Handle difficult customers and complaints professionally while upholding service standards.

PROGRAMME HIGHLIGHTS

DAY 1
THE CUSTOMER SERVICE MINDSET

- Why Customer Service Matters
- Understanding Customer Expectations
- Ownership and Positive Attitude

DAY 2
SERVICE SKILLS IN ACTION

- Service Communication Skills
- Difficult Customers and Complaints
- Service Excellence in Practice

LEARNING APPROACH

- Customer journey mapping on your work
- Role-plays on complaint handling
- Service excellence case studies
- Personal service standards and plan

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DATA ANALYSIS

- Turning Data into Insights for Better Business Decisions

WHO SHOULD ATTEND

Professionals, analysts, team leaders and managers who analyse business data to support reporting and decisions.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Follow a structured analysis process from business question to sound conclusions.
- Analyse business data with statistics, trends and simple visualisations in tools like Excel.
- Turn analysis results into practical insights and recommendations for business decisions.

PROGRAMME HIGHLIGHTS

DAY 1 DATA ANALYSIS FOUNDATIONS

- Data-Driven Thinking
- Preparing Data
- Descriptive Analysis

DAY 2 FROM ANALYSIS TO INSIGHT

- Trends, Patterns and Relationships
- Visualising Data
- Interpreting & Recommending Actions

LEARNING APPROACH

- Hands-on practice with Excel datasets
- End-to-end business case studies
- Group work on findings
- Analysis plan for your own data

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Data Storytelling

Communicating Data Insights That Drive Action

Duration

2 Days

Who Should Attend

Analysts, specialists, team leaders and managers who present data, reports or insights to stakeholders or customers.

What You Will Gain

01

Build effective data stories tailored to the needs of different audiences.

02

Communicate insights clearly and persuasively with strong visuals and narrative.

03

Present data stories that lead stakeholders to understand and act on key insights.

Programme Highlights

DAY 1

Building the Data Story

- Why Data Storytelling Matters
- Understanding the Audience and Message
- Structuring the Narrative

DAY 2

Visualising and Presenting Insights

- Effective Data Visualisation
- Presenting Data with Impact
- Data Story Workshop

Learning Approach

- Before-and-after chart redesigns
- Storyboarding with business data
- Presentation practice with feedback
- Data story from your own reports

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

DELIVERING RESULTS

Turning Goals into Consistent, High-Quality Outcomes

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists and team leaders accountable for achieving goals, delivering projects or meeting performance targets.

WHAT YOU WILL GAIN

01
Translate goals into clear priorities, measurable outcomes and executable plans.

02
Deliver results on time and to standard with practical planning and follow-up techniques.

03
Take ownership, solve problems and keep stakeholders informed when obstacles arise.

PROGRAMME HIGHLIGHTS

DAY 1
PLANNING FOR RESULTS 01

- The Results-Oriented Mindset
- Setting Clear Goals and Priorities
- Planning for Execution

DAY 2
EXECUTING AND FOLLOWING THROUGH 02

- Disciplined Execution
- Overcoming Obstacles
- Sustaining Performance

LEARNING APPROACH

- Results orientation self-assessment
- Execution planning on your own goals
- Delivery success and failure cases
- Stakeholder update role-plays

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DESIGN THINKING

- Human-Centred Problem Solving and Innovation

WHO SHOULD ATTEND

Professionals, team leaders and managers who improve products, services, processes or customer and employee experiences.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Know the principles and stages of Design Thinking and when to apply it.
- Uncover real user needs and generate solution concepts with empathy and ideation techniques.
- Build and test a simple prototype for a real challenge and plan the next iteration.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING USERS AND DEFINING THE PROBLEM

- Introduction to Design Thinking
- Empathise
- Define

DAY 2 CREATING AND TESTING SOLUTIONS

- Ideate
- Prototype and Test
- Applying Design Thinking at Work

LEARNING APPROACH

- Hands-on design sprint
- User interviews and empathy mapping
- Prototyping and user testing
- Concept pitches to a stakeholder panel

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Digital Communication Skills

Communicating Clearly and Professionally in a Digital Workplace

Duration

2 Days

Who Should Attend

Employees, team leaders and managers who communicate often by email, messaging, video calls and collaboration tools.

What You Will Gain

01

Choose the right digital channel for every message, audience and situation.

02

Write clear, concise and professional emails and messages that achieve their purpose.

03

Communicate and participate effectively in virtual meetings and online collaboration.

Programme Highlights

DAY 1

Digital Communication Foundations

- Communicating in a Digital Workplace
- Effective Email Communication
- Instant Messaging & Collaboration Tools

DAY 2

Virtual Interaction and Influence

- Virtual Meetings
- Handling Sensitive Digital Communication
- Digital Communication Action Plan

Learning Approach

- Email and message writing exercises
- Virtual meeting simulations
- Role-plays on sensitive messages
- Personal digital communication plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

DIVERSITY ETIQUETTE

Respectful Interaction in a Diverse Workplace

DURATION
2 Days

WHO SHOULD ATTEND
Employees, team leaders and managers working in diverse teams or with people from different backgrounds.

WHAT YOU WILL GAIN

01
Understand workplace diversity and why respectful, inclusive behaviour matters.

02
Recognise unconscious bias, stereotypes and behaviours that exclude or offend others.

03
Communicate respectfully and respond appropriately to diversity-related situations.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING DIVERSITY

- Diversity in Today's Workplace
- Bias and Stereotypes
- Principles of Diversity Etiquette

DAY 2
PRACTISING RESPECTFUL BEHAVIOUR

- Communicating Across Differences
- Handling Difficult Situations
- Building an Inclusive Workplace

LEARNING APPROACH

- Reflection on personal assumptions
- Workplace diversity case studies
- Inclusive communication role-plays
- Personal and team commitments

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DRESS FOR SUCCESS

- Building a Professional Image That Supports Your Credibility

WHO SHOULD ATTEND

Employees at all levels, especially in client-facing, sales or service roles, who want a stronger professional image.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Create first impressions that build credibility through image, appearance and presence.
- Dress and groom appropriately for different business occasions and industries.
- Build a personal image plan aligned with your role, organisation and personal brand.

PROGRAMME HIGHLIGHTS

DAY 1 PROFESSIONAL IMAGE FOUNDATIONS

- The Power of Professional Image
- Understanding Dress Codes
- Wardrobe Essentials

DAY 2 PRESENCE AND PERSONAL BRAND

- Grooming and Personal Presentation
- Professional Presence Beyond Clothing
- Personal Image Plan

LEARNING APPROACH

- Professional image self-assessment
- Outfit and wardrobe planning exercises
- Presence practice with feedback
- Personal professional image plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Emotional Intelligence

Managing Emotions and Relationships for Greater Effectiveness

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers who want stronger self-awareness, self-management and work relationships.

What You Will Gain

01
Understand how emotional intelligence drives performance and relationships.

02
Recognise and manage your emotions, especially under pressure.

03
Use empathy and relationship skills to handle challenging workplace interactions.

Programme Highlights

DAY 1

Understanding and Managing Yourself

- Introduction to Emotional Intelligence
- Self-Awareness
- Self-Management

DAY 2

Understanding and Managing Relationships

- Social Awareness
- Relationship Management
- Applying Emotional Intelligence at Work

Learning Approach

- Emotional intelligence self-assessment
- Reflective exercises on triggers
- Role-plays on charged conversations
- Peer coaching on development goals

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ASCENDIA
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PROFESSIONAL PROGRAMMES

EVENT MANAGEMENT

Planning and Delivering Successful Corporate Events

DURATION
2 Days

WHO SHOULD ATTEND
Administrative, marketing, HR and communication staff who plan or support conferences, launches and corporate events.

WHAT YOU WILL GAIN

01
Plan events end to end, from objectives and budget to venue, suppliers and logistics.

02
Build event plans, run sheets and checklists that reduce risk and ensure smooth delivery.

03
Evaluate event outcomes against objectives and improve future events.

PROGRAMME HIGHLIGHTS

DAY 1
PLANNING THE EVENT

- Event Management Fundamentals
- Event Objectives, Concept and Budget
- Venue, Suppliers and Logistics

DAY 2
DELIVERING AND EVALUATING THE EVENT

- Event Planning Tools
- Risk Management and On-Site Execution
- Event Evaluation

LEARNING APPROACH

- Real corporate event case studies
- Budget and run sheet workshops
- On-site incident simulation
- Plan for your upcoming event

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FACILITATION SKILLS

- Guiding Groups to Productive Discussions and Outcomes

WHO SHOULD ATTEND

Team leaders, managers, project leaders, trainers, HR and change professionals who lead workshops, meetings or discussions.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the role, principles and core competencies of an effective facilitator.
- Design and lead participative group sessions with practical facilitation tools.
- Manage group dynamics, difficult behaviours and decision-making with confidence.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF FACILITATION

- The Role of the Facilitator
- Designing a Facilitated Session
- Core Facilitation Skills

DAY 2 FACILITATING GROUPS IN ACTION

- Facilitation Tools and Techniques
- Managing Group Dynamics
- Facilitation Practice and Feedback

LEARNING APPROACH

- Session design workshops
- Lead live sessions with feedback
- Role-plays on difficult behaviours
- Personal facilitation development plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Fostering Resilience & Agility

Staying Strong and Responsive in Times of Pressure and Change

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers working in demanding, fast-changing or uncertain environments.

What You Will Gain

01

Understand how resilience and agility support performance and wellbeing.

02

Manage pressure, recover from setbacks and adapt quickly to change.

03

Build personal and team practices that strengthen resilience and agility at work.

Programme Highlights

DAY 1

Building Personal Resilience

- Resilience and Agility in the Workplace
- Resilient Thinking
- Managing Energy and Wellbeing

DAY 2

Developing Agility

- Agile Mindset and Behaviours
- Resilient and Agile Teams
- Resilience and Agility Action Plan

Learning Approach

- Personal resilience self-assessment
- Reframing and energy audit exercises
- Team simulation under pressure
- Personal and team action plans

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ASCENDIA
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PROFESSIONAL PROGRAMMES

GROWTH MINDSET

Developing the Mindset for Learning, Improvement and Performance

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and managers who want to learn continuously and support a culture of development.

WHAT YOU WILL GAIN

01
Understand how fixed and growth mindsets shape learning and performance.

02
Respond constructively to challenges, feedback and setbacks.

03
Build personal and team practices that encourage learning and continuous improvement.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING GROWTH MINDSET

- Fixed and Growth Mindsets
- Recognising Fixed Mindset Triggers
- Shifting to a Growth Mindset

DAY 2
APPLYING GROWTH MINDSET AT WORK

- Learning from Feedback and Failure
- Growth Mindset in Teams
- Personal Growth Plan

LEARNING APPROACH

- Mindset triggers self-assessment
- Reframing self-talk and setbacks
- Feedback conversation role-plays
- Personal growth plan

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HOW TO BE A HIGHLY EFFECTIVE PERSON WITH 7 HABITS

- Applying Proven Principles of Personal and Interpersonal Effectiveness

WHO SHOULD ATTEND

Employees, specialists, team leaders and managers who want to improve their effectiveness and working relationships.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand the seven habits and the principles of personal and interpersonal effectiveness.
- Clarify personal goals, prioritise what matters and take responsibility for results.
- Strengthen working relationships through win-win thinking, empathic listening and synergy.

PROGRAMME HIGHLIGHTS

DAY 1 FROM DEPENDENCE TO INDEPENDENCE

- Paradigms & Principles of Effectiveness
- Be Proactive, Begin with the End in Mind
- Put First Things First

DAY 2 INTERPERSONAL EFFECTIVENESS AND RENEWAL

- Think Win-Win & Seek First to Understand
- Synergise and Sharpen the Saw
- Living the Habits

LEARNING APPROACH

- Personal effectiveness self-assessment
- Reflective personal mission exercises
- Role-plays on empathic listening
- Personal effectiveness plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

How to Win Friends & Influence People

Building Relationships and Influence Through Human Relations Principles

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers who want stronger working relationships and positive influence.

What You Will Gain

01

Understand timeless human relations principles and why they still matter at work.

02

Build rapport, earn trust and gain willing cooperation from colleagues and stakeholders.

03

Influence others and give constructive feedback that changes behaviour without resentment.

Programme Highlights

DAY 1

Building Positive Relationships

- Principles of Human Relations
- Making People Like You
- Building Trust and Goodwill

DAY 2

Influencing and Leading Others

- Winning People to Your Way of Thinking
- Changing Behaviour Without Resentment
- Applying the Principles at Work

Learning Approach

- Self-assessment of relationship habits
- Rapport and listening skill practice
- Influence and feedback role-plays
- Personal influence action plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

INNOVATION & CREATIVE THINKING

Turning Creative Ideas into Workplace Innovation

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, specialists, team leaders and managers expected to generate ideas and contribute to innovation.

WHAT YOU WILL GAIN

01
Understand the innovation process and the conditions that help creativity thrive.

02
Use creative thinking techniques to spot opportunities and generate innovative solutions.

03
Evaluate, develop and pitch an innovation proposal with a practical test plan.

PROGRAMME HIGHLIGHTS

DAY 1
CREATIVITY AND OPPORTUNITY FINDING

- Innovation in Organisations
- Finding Innovation Opportunities
- Creative Thinking Techniques

DAY 2
FROM IDEAS TO INNOVATION

- Evaluating Ideas
- Developing and Testing Concepts
- Pitching and Implementing Innovation

LEARNING APPROACH

- Creative idea-generation workshops
- Case studies of successful innovations
- Pitch sessions with panel feedback
- Innovation action plan

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INTERNAL COMMUNICATION SKILLS

- Strengthening Information Flow, Alignment and Engagement

WHO SHOULD ATTEND

Team leaders, managers, HR, internal communication and project professionals who drive alignment across the organisation.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Identify internal communication problems and their impact on alignment and performance.
- Communicate information, decisions and changes clearly to different internal audiences.
- Build communication routines and channels that improve two-way information flow.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF INTERNAL COMMUNICATION

- The Role of Internal Communication
- Planning Internal Communication
- Crafting Clear Messages

DAY 2 ENGAGING AND ALIGNING PEOPLE

- Communicating Change and Decisions
- Two-Way Communication
- Internal Communication Routines

LEARNING APPROACH

- Communication planning workshops
- Writing clear internal messages
- Role-plays on communicating change
- Internal communication case studies

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Logical & Critical Thinking

Thinking Clearly, Reasoning Soundly and Judging Wisely

Duration

2 Days

Who Should Attend

Professionals, specialists, analysts, team leaders and managers who analyse problems and make recommendations or decisions.

What You Will Gain

01
Spot reasoning errors, cognitive biases and weak arguments in workplace discussions.

02
Analyse problems, evaluate evidence and draw sound conclusions with logical tools.

03
Present well-reasoned arguments and recommendations supported by evidence.

Programme Highlights

DAY 1

Thinking Logically and Critically

- Foundations of Critical Thinking
- Logical Reasoning
- Biases and Reasoning Errors

DAY 2

Applying Critical Thinking at Work

- Evaluating Information and Evidence
- Building and Presenting Arguments
- Integrated Critical Thinking Case

Learning Approach

- Structured analytical exercises
- Case studies on proposals and evidence
- Debates and challenge sessions
- Reasoned recommendations with feedback

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

MANAGING UPWARDS

Building a Productive Partnership with Your Manager

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and middle managers who want to work more effectively with their managers.

WHAT YOU WILL GAIN

01
Analyse your manager's priorities, style and expectations to build a stronger partnership.

02
Update, consult and propose ideas to your manager with greater influence.

03
Handle disagreement, difficult conversations and requests for support constructively.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING YOUR MANAGER

- The Manager Relationship
- Understanding Your Manager's Perspective
- Building Trust and Credibility

DAY 2
INFLUENCING AND COMMUNICATING UPWARDS

- Influencing Your Manager
- Handling Difficult Situations
- Managing Upwards Action Plan

LEARNING APPROACH

- Manager relationship self-assessment
- Role-plays of difficult conversations
- Peer coaching on real situations
- Personal managing upwards plan

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MODERATION SKILLS

- Moderating Discussions, Panels and Workshops with Confidence

WHO SHOULD ATTEND

Managers, team and project leaders, HR, communication and event professionals who moderate meetings, panels or workshops.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the moderator's role across workshops, panels and online sessions.
- Prepare, question and manage time to run balanced, engaging discussions.
- Handle difficult situations and close sessions with clear outcomes.

PROGRAMME HIGHLIGHTS

DAY 1 PREPARING TO MODERATE

- The Role of the Moderator
- Preparing a Moderated Session
- Opening and Framing the Session

DAY 2 MODERATING IN ACTION

- Guiding the Discussion
- Handling Difficult Situations
- Closing and Follow-Up

LEARNING APPROACH

- Simulated panels and online sessions
- Role-plays on difficult situations
- Video and peer feedback
- Moderation plans for real sessions

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Negotiation Skills

Reaching Agreements That Create Value for Both Sides

Duration

2 Days

Who Should Attend

Professionals, specialists, team leaders and managers who negotiate with customers, suppliers, partners or colleagues.

What You Will Gain

01

Analyse interests, positions, BATNA and the zone of possible agreement before negotiating.

02

Create and claim value in both collaborative and competitive negotiations.

03

Handle pressure tactics, deadlocks and difficult counterparts with confidence.

Programme Highlights

DAY 1

Preparing for Negotiation

- Negotiation Fundamentals
- Planning the Negotiation
- Creating Value

DAY 2

Conducting the Negotiation

- Negotiation Communication and Tactics
- Handling Difficult Negotiations
- Closing and Applying the Learning

Learning Approach

- Negotiation simulations with debriefs
- Role-plays with difficult counterparts
- Negotiation style self-assessment
- Planning for real negotiations

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

NETWORKING SKILLS

Building Professional Relationships That Create Opportunities

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, sales and business development staff, team leaders and managers building stronger professional networks.

WHAT YOU WILL GAIN

01
Recognise how strategic networking supports performance, collaboration and career growth.

02
Start, conduct and follow up networking conversations with confidence.

03
Build and maintain relationships in person and online with a personal networking plan.

PROGRAMME HIGHLIGHTS

DAY 1
NETWORKING FOUNDATIONS

- The Value of Networking
- Mapping Your Network
- Making Strong First Impressions

DAY 2
NETWORKING IN ACTION

- Networking Conversations
- Online Networking
- Maintaining and Growing Relationships

LEARNING APPROACH

- Current network self-assessment
- Personal introduction practice
- Realistic networking event simulation
- Personal networking plan

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OPERATIONAL EXCELLENCE

- Delivering Consistent Quality, Efficiency and Continuous Improvement

WHO SHOULD ATTEND

Supervisors, team leaders, process owners, engineers and operational managers who run and improve operational processes.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the principles of customer value, standard work and continuous improvement.
- Use Lean and quality tools to identify waste and improve process performance.
- Build an improvement plan with KPIs, visual management and routines that sustain gains.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF OPERATIONAL EXCELLENCE

- Operational Excellence Principles
- Identifying Waste and Variation
- Standard Work and Workplace Organisation

DAY 2 IMPROVING AND SUSTAINING PERFORMANCE

- Problem Solving for Operations
- Performance Management in Operations
- Operational Excellence Action Plan

LEARNING APPROACH

- Process improvement simulations
- Operational case studies
- Group workshops on KPI boards
- Waste walks and root cause analysis

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Personal Branding in the Workplace

Building a Credible and Authentic Professional Reputation

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers seeking a stronger reputation, visibility and career prospects.

What You Will Gain

01

Assess your personal brand through your strengths, values and stakeholder perceptions.

02

Develop an authentic personal brand statement aligned with your role and career goals.

03

Communicate and demonstrate your brand consistently, in person and online.

Programme Highlights

DAY 1

Defining Your Personal Brand

- Personal Branding Fundamentals
- Discovering Your Brand
- Crafting Your Brand Statement

DAY 2

Living and Communicating Your Brand

- Demonstrating Your Brand at Work
- Personal Branding Online
- Personal Brand Action Plan

Learning Approach

- Personal brand audit
- Reflection on strengths and values
- Brand statement presentation practice
- Personal brand action plan

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ASCENDIA
TRAINING & CONSULTING

PERSONAL EFFECTIVENESS

Working Smarter to Achieve More with Less Stress

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists and team leaders who want to manage their goals, time, energy and relationships more effectively.

WHAT YOU WILL GAIN

01
Assess your effectiveness across goals, priorities, time, energy and working relationships.

02
Boost daily productivity with practical tools for goals, priorities, planning and focus.

03
Build habits and an action plan that sustain effectiveness and wellbeing at work.

PROGRAMME HIGHLIGHTS

DAY 1
MANAGING YOURSELF

- Foundations of Personal Effectiveness
- Goals and Priorities
- Planning and Focus

DAY 2
EFFECTIVENESS WITH OTHERS

- Managing Energy and Stress
- Effective Working Relationships
- Personal Effectiveness Plan

LEARNING APPROACH

- Personal effectiveness self-assessment
- Planning exercises on your own work
- Role-plays on setting expectations
- Personal effectiveness plan

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PERSONAL OKRS & GOAL SETTING TECHNIQUES

- Setting Ambitious Goals and Achieving Measurable Results

WHO SHOULD ATTEND

Employees, specialists, team leaders and managers who want to set clearer, aligned goals and track progress effectively.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand effective goal-setting principles and the Objectives and Key Results method.
- Write well-structured personal OKRs aligned with team and organisational objectives.
- Track, review and adjust goals to stay on course and achieve measurable results.

PROGRAMME HIGHLIGHTS

DAY 1 SETTING EFFECTIVE GOALS

- The Power of Clear Goals
- Understanding OKRs
- Writing Personal OKRs

DAY 2 EXECUTING AND TRACKING GOALS

- Planning for Achievement
- Tracking and Reviewing Progress
- Sustaining Goal Achievement

LEARNING APPROACH

- Critiquing good and poor OKR examples
- Workshops to write your own OKRs
- Peer review of draft OKRs
- Role-played OKR check-ins

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Personal Profiling with D.i.S.C

Understanding Behavioural Styles to Work Better with Others

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers who want stronger self-awareness, communication and collaboration.

What You Will Gain

01

Understand the DISC model and identify your own behavioural style tendencies.

02

Recognise others' behavioural styles and adapt how you communicate and work with them.

03

Use DISC insights to improve teamwork, reduce conflict and strengthen relationships.

Programme Highlights

DAY 1

Understanding Behavioural Styles

- Introduction to the DISC Model
- Exploring Your Style
- Recognising Others' Styles

DAY 2

Adapting and Applying DISC

- Adapting Communication
- DISC in Teams
- Personal Application Plan

Learning Approach

- Self-profiling of behavioural style
- Observation exercises with videos
- Role-plays flexing communication
- Team style mapping

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

PERSUADING & INFLUENCING SKILLS

Gaining Commitment and Support Without Relying on Authority

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, specialists, project leaders, team leaders and managers who need to gain support for ideas and proposals.

WHAT YOU WILL GAIN

01
Understand the sources of influence and what shapes how people respond to proposals.

02
Build compelling arguments tailored to the needs of each stakeholder.

03
Handle objections and gain stakeholder commitment in influencing conversations.

PROGRAMME HIGHLIGHTS

DAY 1
FOUNDATIONS OF influence

- Understanding Influence
- Principles of Persuasion
- Understanding Stakeholders

DAY 2
INFLUENCING IN PRACTICE

- Building a Persuasive Case
- Influencing Conversations
- Influence Action Plan

LEARNING APPROACH

- Influencing style self-assessment
- Stakeholder mapping on real proposals
- Role-plays on handling objections
- Case studies of influence attempts

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PLANNING & CONTROLLING
WORK EFFECTIVELY WITH PDCA

- Applying the PDCA Cycle for Reliable Results and Continuous Improvement

WHO SHOULD ATTEND

Employees, specialists, team leaders and supervisors who plan, execute and monitor work activities, projects or processes.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how the PDCA cycle supports work planning, control and continuous improvement.
- Plan and monitor work with PDCA tools to keep activities on track and achieve targets.
- Analyse performance gaps and take corrective and improvement actions using PDCA.

PROGRAMME HIGHLIGHTS

DAY 1 PLANNING AND DOING

- Introduction to PDCA
- Plan: Setting Targets and Planning Work
- Do: Executing the Plan

DAY 2 CHECKING AND ACTING

- Check: Monitoring and Evaluating Results
- Act: Correcting and Improving
- Applying PDCA at Work

LEARNING APPROACH

- Case studies on work and improvement
- Group workshops on full PDCA cycles
- Data analysis to identify gaps
- PDCA plan for a real task

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Positive Thinking & Attitudes

Building a Constructive Mindset for Work and Life

Duration

2 Days

Who Should Attend

Employees and professionals at all levels who want to strengthen their mindset, motivation and resilience at work.

What You Will Gain

01

Understand how thoughts, attitudes and beliefs shape emotions, behaviour and performance.

02

Replace negative thinking patterns with constructive, realistic positive thinking.

03

Build habits that sustain a positive attitude and a constructive team environment.

Programme Highlights

DAY 1

Understanding Attitude and Mindset

- The Power of Attitude
- Understanding Thinking Patterns
- Reframing Techniques

DAY 2

Living a Positive Attitude at Work

- Positive Attitude Under Pressure
- Positive Influence on Others
- Personal Positive Habits Plan

Learning Approach

- Personal attitude self-assessment
- Reflective reframing exercises
- Group discussions on real experiences
- Role-plays in difficult situations

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ASCENDIA
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PROFESSIONAL PROGRAMMES

PROBLEM SOLVING & DECISION MAKING

From Root Cause to Confident, Well-Justified Decisions

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, specialists, team leaders and junior managers who analyse workplace issues and make operational decisions.

WHAT YOU WILL GAIN

01
Define problems precisely and separate underlying issues from symptoms.

02
Uncover root causes and generate practical solution options with proven tools.

03
Make well-justified decisions and turn them into actionable implementation plans.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING & ANALYSING THE PROBLEM

- The Structured Problem-Solving Mindset
- Defining the Problem Correctly
- Root Cause Analysis

DAY 2
DECIDING & TAKING ACTION

- Generating and Developing Solutions
- Making Sound Decisions
- From Decision to Implementation

LEARNING APPROACH

- Real-world business case studies
- Team practice with every tool
- Integrated business simulation
- Action plan for a live workplace issue

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PROCESS DESIGN

- Designing Efficient, Clear and Customer-Focused Work Processes

WHO SHOULD ATTEND

Process owners, specialists, team leaders, managers and improvement professionals who design or improve work processes.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand good process design and how processes create value for customers.
- Map and analyse current processes to pinpoint waste and bottlenecks.
- Design an improved future-state process with clear roles, controls and measures.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING AND MAPPING PROCESSES

- Process Thinking
- Process Mapping
- Process Analysis

DAY 2 DESIGNING BETTER PROCESSES

- Future-State Process Design
- Process Controls and Measures
- Implementing Process Changes

LEARNING APPROACH

- Mapping workshops on real processes
- Future-state process design workshops
- Presenting redesigned processes
- Implementation plan for a real process

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Public Speaking & Presentation Skills

Presenting with Clarity, Confidence and Impact

Duration

2 Days

Who Should Attend

Professionals, specialists, team leaders and managers who present ideas, reports or proposals to colleagues or customers.

What You Will Gain

01

Plan presentations with a clear objective and key messages tailored to the audience.

02

Deliver with confidence through effective voice, body language and visual aids.

03

Engage audiences, handle questions and manage presentation nerves.

Programme Highlights

DAY 1

Planning and Structuring Presentations

- Foundations of Effective Presentations
- Audience and Objective
- Structuring the Presentation

DAY 2

Delivering with Impact

- Voice and Body Language
- Visual Aids and Audience Engagement
- Handling Questions & Final Presentations

Learning Approach

- Multiple rounds of delivery practice
- Video feedback on delivery
- Peer observation and coaching
- Q&A drills on difficult questions

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

RELATIONSHIP MANAGEMENT

Building and Sustaining Productive Working Relationships

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and managers who build relationships with colleagues, managers, customers and partners.

WHAT YOU WILL GAIN

01
Recognise what builds or damages trust in professional relationships.

02
Strengthen key relationships through communication, empathy and clear expectations.

03
Repair strained relationships and manage disagreement constructively.

PROGRAMME HIGHLIGHTS

DAY 1
FOUNDATIONS OF STRONG RELATIONSHIPS

- The Value of Relationships at Work
- Building Trust
- Communication That Builds Relationships

DAY 2
MANAGING RELATIONSHIPS EFFECTIVELY

- Managing Expectations and Agreements
- Handling Strained Relationships
- Relationship Management Plan

LEARNING APPROACH

- Relationship strengths self-assessment
- Role-plays on rapport and repair
- Group discussions on real experiences
- Personal relationship management plan

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REPORTS WRITING SKILLS

- Writing Clear, Structured and Decision-Ready Reports

WHO SHOULD ATTEND

Professionals, analysts, specialists, team leaders and managers who prepare reports for managers, stakeholders or customers.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Plan reports with a clear purpose, audience, scope and key messages.
- Write well-structured reports with evidence-based findings and recommendations.
- Edit and present report content, data and visuals to support efficient decisions.

PROGRAMME HIGHLIGHTS

DAY 1 PLANNING AND STRUCTURING REPORTS

- Effective Report Writing
- Planning the Report
- Report Structure

DAY 2 WRITING AND PRESENTING REPORTS

- Writing Clear Content
- Presenting Data in Reports
- Editing and Quality Review

LEARNING APPROACH

- Report and summary writing workshops
- Peer review of draft reports
- Individual facilitator feedback
- Report template and improvement plan

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ASCENDIA
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PROFESSIONAL PROGRAMMES

Risk Management

Identifying, Assessing and Controlling Risks in Daily Work and Projects

Duration

2 Days

Who Should Attend

Professionals, specialists, team and project leaders, and managers who identify and manage risks in their work or projects.

What You Will Gain

01
Understand the risk management process and principles based on ISO 31000.

02
Identify, assess and prioritise risks in work processes and projects.

03
Build risk response and monitoring plans with clear owners, controls and reporting.

Programme Highlights

DAY 1

Understanding and Assessing Risk

- Risk Management Fundamentals
- Risk Identification
- Risk Assessment

DAY 2

Responding to and Monitoring Risk

- Risk Response Planning
- Risk Monitoring and Reporting
- Building a Risk-Aware Culture

Learning Approach

- Risk register development workshops
- Risk event case studies
- Group risk assessment exercises
- Risk register and action plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

SELF CHANGE MANAGEMENT

Leading Yourself Through Change with Confidence

DURATION
2 Days

WHO SHOULD ATTEND
Employees and professionals at all levels facing organisational change, role transitions or new ways of working.

WHAT YOU WILL GAIN

01
Recognise your reactions to change and the factors that shape how you respond.

02
Manage uncertainty, stress and resistance with practical self-management techniques.

03
Turn change into opportunities for learning, contribution and career growth.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING CHANGE AND YOURSELF

- The Nature of Change at Work
- Managing Your Response to Change
- Building Personal Resilience

DAY 2
TAKING OWNERSHIP OF CHANGE

- From Reacting to Acting
- Communicating & Collaborating in Change
- Personal Change Plan

LEARNING APPROACH

- Change readiness self-assessment
- Real personal adaptation case studies
- Facilitated group discussions
- Role-plays on change conversations

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SELF MANAGEMENT

- Taking Charge of Your Time, Energy, Emotions and Development

WHO SHOULD ATTEND

Employees, specialists and team leaders at all levels who want to manage themselves better for performance and wellbeing.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Assess your self-management strengths and gaps across goals, time, emotions and learning.
- Plan work, stay focused and manage emotions under pressure with practical techniques.
- Build a personal plan for sustainable performance and continuous development.

PROGRAMME HIGHLIGHTS

DAY 1 MANAGING GOALS, TIME AND FOCUS

- Foundations of Self Management
- Goals and Self-Discipline
- Time and Focus Management

DAY 2 MANAGING EMOTIONS AND DEVELOPMENT

- Managing Emotions and Stress
- Self-Development and Learning
- Personal Self-Management Plan

LEARNING APPROACH

- Self-management profile assessment
- Reflective time and habit audits
- Peer coaching for accountability
- Personal self-management plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Self Motivation Skills

Sustaining Drive, Energy and Commitment at Work

Duration

2 Days

Who Should Attend

Employees, specialists and team leaders who want stronger internal motivation, energy and commitment in demanding roles.

What You Will Gain

01

Identify your motivators, demotivators and what influences your motivation at work.

02

Set meaningful goals, keep momentum and overcome procrastination and setbacks.

03

Connect daily work with your values and long-term aspirations through a motivation plan.

Programme Highlights

DAY 1

Understanding Motivation

- The Science of Motivation
- Finding Meaning in Work
- Goals That Motivate

DAY 2

Sustaining Motivation

- Overcoming Motivation Barriers
- Energy and Self-Discipline
- Personal Motivation Plan

Learning Approach

- Personal motivators self-assessment
- Reflection on values and purpose
- Workshops on personal motivating goals
- Peer coaching and accountability

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ASCENDIA
TRAINING & CONSULTING

SHIFTING FROM RESPONSIBILITY, ACCOUNTABILITY TO OWNERSHIP

Building an Ownership Mindset That Drives Results

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and supervisors expected to show greater initiative, accountability and ownership.

WHAT YOU WILL GAIN

01
Distinguish responsibility, accountability and ownership, and their impact on performance.

02
Take initiative, solve problems and follow through on commitments.

03
Build personal and team practices that strengthen accountability and ownership.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING OWNERSHIP 01

- Accountability and Ownership
- Barriers to Ownership
- The Ownership Mindset

DAY 2
LIVING OWNERSHIP AT WORK 02

- Ownership in Action
- Accountability Conversations
- Building an Ownership Culture

LEARNING APPROACH

- Personal ownership self-assessment
- Accountability case studies
- Accountability conversation role-plays
- Group discussions on team practices

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STAKEHOLDER MANAGEMENT & INFLUENCING SKILLS

- Engaging Stakeholders and Building Support for Results

WHO SHOULD ATTEND

Project leaders, specialists, team leaders and managers who work with multiple internal and external stakeholders.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Analyse stakeholders by influence, interest, expectations and attitudes.
- Build engagement strategies and communication plans tailored to each stakeholder group.
- Gain support, manage resistance and resolve conflicting stakeholder interests.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING STAKEHOLDERS

- Stakeholder Management Fundamentals
- Stakeholder Identification and Analysis
- Engagement & Communication Planning

DAY 2 INFLUENCING STAKEHOLDERS

- Influencing Techniques
- Managing Resistance and Conflict
- Sustaining Stakeholder Relationships

LEARNING APPROACH

- Mapping workshops on real initiatives
- Engagement and communication planning
- Role-plays on stakeholder conflict
- Stakeholder success and failure cases

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Start-Up / Entrepreneurial Mindset

Thinking and Acting Like an Entrepreneur Inside the Organisation

Duration

2 Days

Who Should Attend

Employees, specialists, team leaders and managers expected to take initiative, drive new ideas and create business value.

What You Will Gain

01 Understand the entrepreneurial mindset and its value within established organisations.

02 Apply opportunity identification, lean experiments and business modelling to real ideas.

03 Pitch a business idea with a clear value proposition and test plan.

Programme Highlights

DAY 1

Thinking Like an Entrepreneur

- The Entrepreneurial Mindset
- Spotting Opportunities
- Customer Discovery

DAY 2

Turning Ideas into Value

- Lean Experimentation
- Simple Business Modelling
- Pitching the Idea

Learning Approach

- Entrepreneurial mindset profile
- Business model canvas workshops
- Designing quick tests for ideas
- Pitch sessions with panel feedback

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

STRESS MANAGEMENT

Managing Pressure for Wellbeing and Performance

DURATION
2 Days

WHO SHOULD ATTEND
Employees, specialists, team leaders and managers at all levels who work under pressure and want to manage stress better.

WHAT YOU WILL GAIN

01
Recognise the causes, signs and effects of stress on wellbeing and performance.

02
Manage stress responses, thinking patterns and workload pressures with practical techniques.

03
Build a personal stress management plan for resilience and sustainable wellbeing.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING STRESS 01

- What Stress Is
- Sources of Workplace Stress
- Thinking and Stress

DAY 2
MANAGING STRESS EFFECTIVELY 02

- Practical Stress Management Techniques
- Building Resilience
- Personal Stress Management Plan

LEARNING APPROACH

- Personal stress profile
- Relaxation and mindfulness practice
- Stressor mapping and reframing
- Group sharing of coping strategies

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TIME & TASK MANAGEMENT SKILLS

- Prioritising, Planning and Executing Work Efficiently

WHO SHOULD ATTEND

Employees, specialists and team leaders at all levels who manage multiple tasks, deadlines and competing priorities.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Analyse your time use and pinpoint key time wasters and productivity barriers.
- Prioritise, plan and schedule tasks to meet deadlines effectively.
- Build routines and tools to stay focused, manage interruptions and deliver on time.

PROGRAMME HIGHLIGHTS

DAY 1 TAKING CONTROL OF TIME

- Time Management Foundations
- Setting Priorities
- Planning and Scheduling

DAY 2 MANAGING TASKS AND FOCUS

- Task Management Systems
- Managing Interruptions and Focus
- Personal Productivity Plan

LEARNING APPROACH

- Personal time use audit
- Planning exercises on your own work
- Role-plays on negotiating priorities
- Personal productivity plan

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Train the Online Trainers

Designing and Delivering Engaging Virtual Learning

Duration

2 Days

Who Should Attend

Internal trainers, subject matter experts, HR and L&D professionals, and managers who design or deliver training online.

What You Will Gain

01

Understand what makes virtual learning effective and how it differs from the classroom.

02

Design interactive virtual sessions using platform features and digital engagement tools.

03

Facilitate online with confidence, keeping learners engaged and objectives on track.

Programme Highlights

DAY 1

Designing Virtual Learning

- Principles of Virtual Learning
- Designing Virtual Sessions
- Virtual Platforms and Engagement Tools

DAY 2

Delivering Virtual Training

- Virtual Presence and Delivery
- Facilitating & Managing Online Learners
- Teach-Back and Evaluation

Learning Approach

- Live virtual demonstrations
- Hands-on platform practice
- Teach-back sessions with feedback
- Peer coaching on delivery

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

TRAIN THE TRAINERS

Designing and Delivering Effective Workplace Training

DURATION
2 Days

WHO SHOULD ATTEND
Internal trainers, subject matter experts, supervisors, HR and L&D professionals who design or deliver employee training.

WHAT YOU WILL GAIN

01
Design training sessions with clear objectives using adult learning principles.

02
Deliver training confidently: presenting, facilitating, questioning and managing learners.

03
Evaluate training effectiveness and give feedback that improves learning outcomes.

PROGRAMME HIGHLIGHTS

DAY 1
DESIGNING EFFECTIVE TRAINING

- The Role of the Trainer
- Training Design
- Training Materials and Activities

DAY 2
DELIVERING AND EVALUATING TRAINING

- Training Delivery Skills
- Facilitating Learning, Managing Learners
- Teach-Back and Evaluation

LEARNING APPROACH

- Design workshops on own session plans
- Delivery practice with feedback
- Role-plays with challenging learners
- Teach-back with video feedback

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ASCENDIA
TRAINING & CONSULTING

PROFESSIONAL PROGRAMMES

Work Implementation Skills

Executing Assigned Work Accurately, Efficiently and On Time

Duration

2 Days

Who Should Attend

Employees, specialists and frontline team leaders responsible for executing assigned tasks and reporting progress.

What You Will Gain

01

Clarify objectives, requirements, standards and deadlines before starting assigned work.

02

Plan, execute and track work to deliver accurately and on time.

03

Report progress, escalate problems early and close tasks professionally.

Programme Highlights

DAY 1

Understanding and Planning Work

- Effective Work Implementation
- Receiving and Clarifying Assignments
- Planning the Work

DAY 2

Executing and Reporting

- Executing the Work
- Reporting and Escalation
- Completing and Reviewing Work

Learning Approach

- Role-plays on reporting and escalation
- Planning real work assignments
- Execution problem case studies
- Group sharing of good practices

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WORK-LIFE BALANCE

- Managing Work and Personal Life for Sustainable Performance

WHO SHOULD ATTEND

Employees, specialists, team leaders and managers facing heavy workloads, long hours or difficulty balancing commitments.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Assess your current balance and identify the main sources of imbalance.
- Prioritise, set boundaries and manage workload to create a healthier balance.
- Build a personal plan that supports wellbeing, relationships and sustained performance.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING WORK-LIFE BALANCE

- Work-Life Balance Today
- Values and Priorities
- Managing Workload

DAY 2 CREATING A HEALTHIER BALANCE

- Setting Boundaries
- Wellbeing and Energy
- Personal Balance Plan

LEARNING APPROACH

- Personal balance wheel assessment
- Values and time use reflection
- Role-plays on setting boundaries
- Group sharing of practical strategies

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Management & Leadership

Short programmes for supervisors, managers and leaders, available stand-alone or as building blocks of a longer journey.

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11 Future-Ready Leadership Skills for Executives & Emerging Leaders	95
Agile & Adaptive Leadership	96
AI for Leaders	97
Bottom-up Feedback Programme for Managers	98
Business Acumen	99
Company Culture & Leadership	100
Conflict Management	101
Cross-Silo Leadership	102
Data-Driven Decision-Making	103
Delegation Skills	104
Developing Talents	105
Diversity, Equity & Inclusion (DEI)	106
Emotional Intelligence in Leadership	107
Ethical Leadership	108
Feedback Skills	109
Finance for Non-Financial Managers	110
Fostering Collaboration & a Positive Work Culture	111
Fundamental Management Skills	112
HR Skills for Non-HR Managers	113
Inclusive Leadership	114
Innovation Leadership	115
Inspiring Leadership Skills	116
Intercultural Leadership	117
Key Figures Management in Daily Business	118
Leadership Development & Succession Planning	119
Leadership in Action	120
Leadership in Crisis & Change Management	121
Leading a High Performance Team	122
Leading Change	123
Leading with Questions	124
LEAN Leadership	125
Management Skills for Middle Managers	126
Managing & Leading a Remote/Hybrid Team	127
Managing Transition/Dynamics	128
Mentoring & Coaching Skills	129
Mindful Leadership	130
Motivating & Developing Staff's Capabilities	131
Motivation Skills	132
Performance Management	133
Positive Collaboration with Gen Z	134
Prioritization & Productivity Enhancement	135
Process Management	136
Purpose-Driven Leadership	137
Sense Making	138
Servant Leadership	139
Setting Up KPIs & Evaluation	140
Situational Leadership	141
Strategic Thinking & Planning	142
Supervisory Skills	143
Team Bonding	144
Team Formation & Building Trusted Mentorship	145
Team Psychological Safety	146

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

11 FUTURE-READY LEADERSHIP SKILLS FOR EXECUTIVES AND EMERGING LEADERS

Future-Ready Leadership Capabilities for a Changing Business Landscape

DURATION
2 Days

WHO SHOULD ATTEND
Executives, senior and middle managers and emerging leaders preparing to lead through AI, rapid change and new expectations.

WHAT YOU WILL GAIN

01
Identify the trends reshaping leadership and the 11 capabilities that matter most now.

02
Assess your strengths and gaps across the 11 skills and build priority capabilities.

03
Create a personal plan to build future-ready capabilities and lead teams through change.

PROGRAMME HIGHLIGHTS

DAY 1
LEADING SELF AND THINKING AHEAD

- The Changing Leadership Landscape
- Strategic & Data-Driven (Skills 1–3)
- Leading Self (Skills 4–5)

DAY 2
LEADING PEOPLE AND CHANGE

- Leading People (Skills 6–8)
- Change & Collaboration (Skills 9–11)
- Personal Leadership Development Plan

LEARNING APPROACH

- Self-assessment across the 11 skills
- Case studies on leading transformation
- Coaching and inclusion role-plays
- Personal leadership development plan

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AGILE AND ADAPTIVE LEADERSHIP

- Leading Teams with Speed, Flexibility and Learning

WHO SHOULD ATTEND

Managers, team leaders, project leaders and emerging leaders in fast-changing, uncertain or project-based settings.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand how agile and adaptive leadership differs from traditional command-and-control.
- Plan in short cycles, empower your team and respond quickly to change.
- Help your team learn, experiment and keep performing under uncertainty.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING AGILE AND ADAPTIVE LEADERSHIP

- Leadership in a Fast-Changing World
- The Agile Leader Mindset
- Adaptive Leadership

DAY 2 LEADING AGILE TEAMS

- Agile Team Practices
- Empowering and Coaching Teams
- Leading Through Change

LEARNING APPROACH

- Agile team sprint simulation
- Agile transformation case studies
- Role-plays on coaching empowered teams
- Personal agile leadership action plan

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MANAGEMENT & LEADERSHIP PROGRAMMES

AI for Leaders

Leading Teams and Decisions in the Age of AI

Duration

2 Days

Who Should Attend

Executives, senior and middle managers responsible for business performance, team productivity and AI adoption.

What You Will Gain

01 Understand the capabilities, limits and risks of AI, including generative AI, in business.

02 Evaluate AI opportunities in your function and use AI tools for analysis and decisions.

03 Build an AI adoption roadmap for your team, covering governance, skills and change.

Programme Highlights

DAY 1

Understanding AI for Business

- AI and the Business Landscape
- Leaders Using AI
- Responsible AI Leadership

DAY 2

Leading AI Adoption

- Identifying AI Opportunities
- Leading People Through AI Change
- AI Adoption Roadmap

Learning Approach

- Hands-on practice with AI tools
- AI adoption case studies
- AI opportunity mapping workshops
- Role-plays on leading AI change

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

BOTTOM-UP FEEDBACK PROGRAMME FOR MANAGERS

Using Team Feedback to Strengthen Leadership Effectiveness

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and supervisors taking part in upward feedback or using team feedback to grow as leaders.

WHAT YOU WILL GAIN

01
Understand how bottom-up feedback works and how it supports your leadership development.

02
Pinpoint your leadership strengths, blind spots and priorities from upward feedback.

03
Create and share a leadership improvement plan, backed by follow-up team conversations.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING AND INTERPRETING FEEDBACK

- The Value of Bottom-up Feedback
- Receiving Feedback Constructively
- Analysing Feedback Results

DAY 2
TURNING FEEDBACK INTO ACTION

- Selecting Development Priorities
- Feedback Follow-up Conversations
- Leadership Improvement Plan

LEARNING APPROACH

- Feedback report analysis
- Reflective exercises on blind spots
- Team follow-up conversation role-plays
- Peer coaching on development goals

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BUSINESS ACUMEN

- Understanding How the Business Makes Money and Creates Value

WHO SHOULD ATTEND

Managers, team leaders, specialists and high-potential employees who need a stronger grasp of business drivers.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how your organisation creates value, generates profit and manages cash.
- Read financial statements and key indicators to judge business health and drivers.
- Evaluate decisions by their impact on revenue, cost, profit, cash and customers.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING THE BUSINESS

- What Business Acumen Is
- Key Financial Statements
- Business Performance Drivers

DAY 2 MAKING BUSINESS-SAVVY DECISIONS

- Market and Competitive Awareness
- Evaluating Business Decisions
- Business Simulation and Application

LEARNING APPROACH

- Multi-period business simulation
- Financial statement and ratio practice
- Industry and decision case studies
- Workshops on real business proposals

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Company Culture & Leadership

Shaping a Strong Culture Through Everyday Leadership

Duration

2 Days

Who Should Attend

Senior leaders, middle managers and team leaders responsible for shaping, sustaining or transforming culture.

What You Will Gain

01 Understand the elements of organisational culture and your role in shaping it.

02 Diagnose your current culture and pinpoint gaps against the desired culture.

03 Turn company values into everyday behaviours, decisions and team practices.

Programme Highlights

DAY 1

Understanding Culture

- What Culture Is
- Leaders as Culture Shapers
- Diagnosing Culture

DAY 2

Building the Desired Culture

- Translating Values into Behaviours
- Leading Culture Change
- Culture Leadership Action Plan

Learning Approach

- Diagnostics of your current culture
- Culture transformation case studies
- Workshops on values and behaviours
- Culture leadership action plan

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

CONFLICT MANAGEMENT

Turning Conflict into Constructive Outcomes

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders, supervisors and professionals managing conflict in teams, across departments or with stakeholders.

WHAT YOU WILL GAIN

01
Recognise the sources, stages and types of conflict and their impact on performance.

02
Use the right conflict-handling styles to resolve disagreements constructively.

03
Handle difficult conversations and mediate conflicts between individuals or teams.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING CONFLICT
01

- The Nature of Workplace Conflict
- Conflict-Handling Styles
- Managing Emotions in Conflict

DAY 2
RESOLVING CONFLICT
02

- Difficult Conversations
- Mediating Conflicts Between Others
- Preventing and Managing Team Conflict

LEARNING APPROACH

- Personal conflict style assessment
- Workplace conflict case studies
- Role-plays on difficult conversations
- Conflict management action plan

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CROSS-SILO LEADERSHIP

- Leading Collaboration Across Functions and Boundaries

WHO SHOULD ATTEND

Middle and senior managers, project leaders and emerging leaders whose results depend on other functions or locations.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand the causes and costs of silos and the capabilities to lead across boundaries.
- Align priorities, build cross-functional networks and influence without formal authority.
- Build a cross-silo collaboration plan with shared goals and joint accountability.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING SILOS AND BOUNDARIES

- The Cost of Silos
- Boundaries in Organisations
- Building Cross-Functional Relationships

DAY 2 LEADING ACROSS BOUNDARIES

- Aligning Goals and Priorities
- Influence Without Authority
- Cross-Silo Collaboration Plan

LEARNING APPROACH

- Silo breakdown case studies
- Mapping your cross-functional network
- Influencing role-plays with peers
- Cross-silo collaboration plan

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Data-Driven Decision-Making

Using Data and Evidence to Make Better Management Decisions

Duration

2 Days

Who Should Attend

Managers, team leaders and professionals who make operational, commercial or people decisions and want to use data well.

What You Will Gain

01

Understand data-driven decision making and avoid common pitfalls in interpreting data.

02

Frame decision questions, choose relevant metrics and analyse data in a structured way.

03

Evaluate options with evidence and present data-based recommendations persuasively.

Programme Highlights

DAY 1

Foundations of Data-Driven Decisions

- Why Data-Driven Decisions Matter
- Framing the Decision
- Understanding and Analysing Data

DAY 2

Making and Communicating Decisions

- Evaluating Options with Data
- Communicating Data-Based Recommendations
- Building a Data-Driven Team

Learning Approach

- Hands-on analysis of business datasets
- Data-based decision case studies
- Presentation practice with feedback
- Data-driven decision action plan

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ASCENDIA
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DELEGATION SKILLS

Delegating Effectively to Multiply Results and Develop People

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and supervisors who want to delegate better, free up time and develop their team members.

WHAT YOU WILL GAIN

01
Recognise the benefits of delegation and overcome the barriers that hold you back.

02
Use a structured process to select tasks, match them to people and set clear expectations.

03
Hold delegation and follow-up conversations that build accountability and capability.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING DELEGATION
- Why Delegation Matters
- What and When to Delegate
- Matching Tasks to People

DAY 2
DELEGATING IN PRACTICE
- The Delegation Conversation
- Monitoring and Supporting
- Delegation Action Plan

LEARNING APPROACH

- Delegation habits self-assessment
- Workload analysis exercises
- Delegation and follow-up role-plays
- Personal delegation action plan

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DEVELOPING TALENTS

- Identifying and Growing the Capabilities of Your Team

WHO SHOULD ATTEND

Managers, team leaders and HR business partners responsible for identifying, developing and retaining talent.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Spot talent potential and development needs using practical assessment tools.
- Grow capabilities through coaching, stretch assignments and the 70-20-10 model.
- Create development plans and hold conversations that build engagement and retention.

PROGRAMME HIGHLIGHTS

DAY 1 IDENTIFYING TALENT

- The Manager as Talent Developer
- Assessing Performance and Potential
- Understanding Development Needs

DAY 2 GROWING TALENT

- Development Approaches
- Development Conversations and Coaching
- Individual Development Plans

LEARNING APPROACH

- Nine-box talent mapping exercises
- Development planning workshops
- Coaching conversation role-plays
- Development plans for your team

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Diversity, Equity, and Inclusion (DEI)

Building a Fair and Inclusive Workplace Where Everyone Can Contribute

Duration

2 Days

Who Should Attend

Managers, team leaders, HR professionals and employees at all levels building a fair and inclusive workplace.

What You Will Gain

01

Understand diversity, equity and inclusion and their impact on people and performance.

02

Recognise unconscious bias and inequitable practices in everyday decisions and processes.

03

Apply inclusive behaviours that strengthen equity and belonging in your team.

Programme Highlights

DAY 1

Understanding DEI

- DEI Foundations
- Unconscious Bias
- Equity in Workplace Practices

DAY 2

Building Inclusion

- Inclusive Behaviours
- Being an Ally and Speaking Up
- DEI Action Plan

Learning Approach

- Guided self-reflection on bias
- Workplace equity case studies
- Inclusive communication role-plays
- Personal and team DEI action plan

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

EMOTIONAL INTELLIGENCE IN LEADERSHIP

Leading with Self-Awareness, Empathy and Influence

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and emerging leaders who want greater leadership impact through emotional intelligence.

WHAT YOU WILL GAIN

01
Assess your emotional intelligence across all four domains of the EI model.

02
Manage pressure, read team dynamics and respond effectively to others' emotions.

03
Lead feedback, conflict, motivation and change conversations with emotional intelligence.

PROGRAMME HIGHLIGHTS

DAY 1 — 01
LEADING YOURSELF WITH EMOTIONAL INTELLIGENCE

- Emotional Intelligence and Leadership
- Self-Awareness for Leaders
- Self-Management Under Pressure

DAY 2 — 02
LEADING OTHERS WITH EMOTIONAL INTELLIGENCE

- Social Awareness
- Relationship Management
- EI Leadership Development Plan

LEARNING APPROACH

- Leadership EI self-assessment
- Reflection on triggers and impact
- Role-plays on charged conversations
- Peer coaching on priorities

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ETHICAL LEADERSHIP

- Leading with Integrity and Building a Culture of Trust

WHO SHOULD ATTEND

Senior and middle managers and team leaders responsible for decisions, team conduct and organisational values.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand ethical leadership and your role in shaping an ethical culture.
- Resolve ethical dilemmas with structured frameworks that balance business and ethics.
- Promote integrity, speaking up and accountability in your team through your own behaviour.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF ETHICAL LEADERSHIP

- Ethics and Leadership
- Ethical Risks for Leaders
- Ethical Decision Making

DAY 2 BUILDING AN ETHICAL CULTURE

- Leading by Example
- Encouraging Speaking Up
- Ethical Leadership Action Plan

LEARNING APPROACH

- Ethical leadership self-assessment
- Case studies on ethical dilemmas
- Role-plays on raising concerns
- Ethical leadership action plan

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MANAGEMENT & LEADERSHIP PROGRAMMES

Feedback Skills

Giving and Receiving Feedback That Improves Performance

Duration

2 Days

Who Should Attend

Managers, team leaders, supervisors and professionals who give feedback to team members, peers or managers.

What You Will Gain

01 Understand the principles that make feedback effective and well received.

02 Deliver positive and constructive feedback clearly and respectfully with structured models.

03 Receive feedback openly and build a strong feedback culture in your team.

Programme Highlights

DAY 1

Foundations of Effective Feedback

- The Power of Feedback
- Feedback Models
- Delivering Feedback Conversations

DAY 2

Advanced Feedback Skills

- Handling Difficult Feedback Situations
- Receiving Feedback
- Building a Feedback Culture

Learning Approach

- Feedback habits self-assessment
- Practice writing feedback statements
- Role-plays with observer feedback
- Personal feedback action plan

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

FINANCE FOR NON-FINANCIAL MANAGERS

Understanding the Numbers to Make Better Business Decisions

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and professionals from non-finance functions who need to read financials and manage budgets.

WHAT YOU WILL GAIN

01
Understand the key financial statements and the accounting concepts behind them.

02
Analyse performance using key ratios, cost analysis and budget variance analysis.

03
Apply financial thinking to evaluate decisions and investments in your area.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING FINANCIAL INFORMATION

- Why Finance Matters for Managers
- The Financial Statements
- Financial Analysis

DAY 2
FINANCIAL MANAGEMENT AND DECISIONS

- Costs and Profitability
- Budgeting and Control
- Evaluating Investments and Decisions

LEARNING APPROACH

- Finance in plain business language
- Ratio and break-even calculations
- Budget variance workshops
- Business case exercises

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FOSTERING COLLABORATION & A POSITIVE WORK CULTURE

- Building Workplaces Where People Work Well Together

WHO SHOULD ATTEND

Managers, team leaders and HR professionals who want stronger collaboration and a positive, engaging work culture.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand what makes a positive culture and what helps or hinders collaboration.
- Build trust, respect, recognition and effective collaboration within and across teams.
- Create team initiatives and agreements that sustain a positive, collaborative culture.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING COLLABORATION AND CULTURE

- What a Positive Work Culture Looks Like
- Barriers to Collaboration
- Building Trust and Respect

DAY 2 CREATING A POSITIVE COLLABORATIVE CULTURE

- Collaboration Practices
- Recognition, Wellbeing and Positivity
- Culture Action Plan

LEARNING APPROACH

- Team culture self-assessment
- Collaboration case studies
- Experiential team activities
- Team culture action plan

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MANAGEMENT & LEADERSHIP PROGRAMMES

Fundamental Management Skills

Essential Skills for New and Developing Managers

Duration

2 Days

Who Should Attend

Newly promoted managers, team leaders and supervisors, and high-potential employees preparing to manage.

What You Will Gain

01 Understand your role as a manager and move smoothly from individual contributor.

02 Plan, organise, delegate and monitor team work with practical management tools.

03 Communicate, give feedback, motivate and handle difficult situations with confidence.

Programme Highlights

DAY 1

Managing Work

- Becoming a Manager
- Planning and Organising
- Delegating and Monitoring

DAY 2

Managing People

- Communicating as a Manager
- Feedback and Motivation
- Handling Difficult Situations

Learning Approach

- Management readiness self-assessment
- New-manager case studies
- One-to-one and feedback role-plays
- Group planning exercises

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

HR SKILLS FOR NON-HR MANAGERS

Managing People Processes Effectively as a Line Manager

DURATION
2 Days

WHO SHOULD ATTEND
Line managers, department heads, team leaders and supervisors in non-HR functions who recruit and manage staff.

WHAT YOU WILL GAIN

01
Understand your role in key people processes and how it complements HR.

02
Use practical HR tools for recruitment, onboarding, performance and employee relations.

03
Handle common people situations confidently, in line with policy and labour regulations.

PROGRAMME HIGHLIGHTS

DAY 1
BUILDING AND MANAGING THE TEAM

- The Line Manager's HR Role
- Recruitment and Selection
- Onboarding and Retention

DAY 2
DEVELOPING AND MANAGING EMPLOYEES

- Performance Management
- Developing and Engaging Employees
- Employee Relations

LEARNING APPROACH

- Interview and performance role-plays
- People-management case studies
- Onboarding and development workshops
- Personal HR skills action plan

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INCLUSIVE LEADERSHIP

- Leading Diverse Teams Where Everyone Belongs and Contributes

WHO SHOULD ATTEND

Senior and middle managers and team leaders who lead diverse teams and want to unlock their full potential.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand how inclusive leaders behave and how this lifts performance and innovation.
- Assess your inclusive leadership strengths and spot bias in decisions and team practices.
- Lead inclusively in decisions, team interactions, talent management and change.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING INCLUSIVE LEADERSHIP

- The Case for Inclusive Leadership
- Bias in Leadership
- Psychological Safety and Belonging

DAY 2 PRACTISING INCLUSIVE LEADERSHIP

- Inclusive Team Practices
- Inclusive Talent Management
- Inclusive Leadership Action Plan

LEARNING APPROACH

- Inclusive leadership self-assessment
- Inclusive team meeting simulation
- Inclusive leadership case studies
- Inclusive development role-plays

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Innovation Leadership

Leading Teams to Generate and Deliver Innovation

Duration

2 Days

Who Should Attend

Senior and middle managers, team leaders and project leaders responsible for driving innovation and improvement.

What You Will Gain

01

Create the conditions for innovation and remove the barriers that block it.

02

Encourage idea generation, experimentation and learning in your team.

03

Build a team innovation plan with clear priorities, processes, resources and measures.

Programme Highlights

DAY 1

Creating the Conditions for Innovation

- Innovation and Leadership
- Building an Innovation Climate
- Leading Idea Generation

DAY 2

Delivering Innovation

- Experimentation and Learning
- Managing the Innovation Portfolio
- Team Innovation Plan

Learning Approach

- Innovation success and failure cases
- Creative idea generation workshops
- Experiment design for real ideas
- Team innovation plan

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ASCENDIA
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INSPIRING LEADERSHIP SKILLS

Leading with Vision, Energy and Influence

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and emerging leaders who want to inspire commitment, engagement and high performance.

WHAT YOU WILL GAIN

01
Understand what makes leaders inspiring and assess your own leadership presence.

02
Communicate a compelling vision, connect with people and build commitment.

03
Inspire your team through communication, recognition and leading through challenges.

PROGRAMME HIGHLIGHTS

DAY 1
THE FOUNDATIONS OF INSPIRING LEADERSHIP

- What Makes Leaders Inspiring
- Leading with Vision
- Leadership Presence

DAY 2
INSPIRING OTHERS

- Inspiring Communication
- Building Commitment
- Inspiring Leadership Action Plan

LEARNING APPROACH

- Inspiring leadership self-assessment
- Team vision workshops
- Storytelling with video feedback
- Inspiring conversation role-plays

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INTERCULTURAL LEADERSHIP

- Leading Diverse and International Teams Effectively

WHO SHOULD ATTEND

Managers, team leaders and project leaders who lead multicultural teams or work with international stakeholders.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand key cultural dimensions and how they shape leadership and communication.
- Read cultural differences in your team and adapt your style to lead across cultures.
- Build trust, manage conflict and foster inclusive collaboration in multicultural teams.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING CULTURE AND LEADERSHIP

- Leading Across Cultures
- Cultural Dimensions
- Leadership Expectations Across Cultures

DAY 2 LEADING MULTICULTURAL TEAMS

- Building Trust Across Cultures
- Managing Cultural Conflict
- Intercultural Leadership Action Plan

LEARNING APPROACH

- Personal cultural profile
- Multicultural leadership case studies
- Cross-cultural conflict role-plays
- Sharing international experiences

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ASCENDIA
TRAINING & CONSULTING

MANAGEMENT & LEADERSHIP PROGRAMMES

Key Figures Management in Daily Business

Managing the Numbers That Drive Daily Performance

Duration

2 Days

Who Should Attend

Managers, team leaders, supervisors and professionals who monitor and improve operational and financial indicators.

What You Will Gain

01 Identify the key figures that drive performance in your area and link them to results.

02 Analyse key figures to spot trends, deviations and root causes of performance gaps.

03 Use key figures in daily management to decide quickly and take timely corrective action.

Programme Highlights

DAY 1

Understanding Key Figures

- Why Key Figures Matter
- Key Financial Figures
- Key Operational Figures

DAY 2

Managing with Key Figures

- Analysing Key Figures
- Key Figures in Daily Management
- Taking Corrective Action

Learning Approach

- Practical key figure calculations
- Key figure tree workshops
- Performance report case studies
- Performance review meeting simulations

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

LEADERSHIP DEVELOPMENT AND SUCCESSION PLANNING

Building a Strong Leadership Pipeline for the Future

DURATION
2 Days

WHO SHOULD ATTEND
Senior managers, department heads, HR business partners and talent professionals who develop future leaders.

WHAT YOU WILL GAIN

01
Link leadership development and succession planning to business continuity.

02
Identify critical roles, assess successor readiness and pinpoint pipeline gaps.

03
Build succession and development plans with targeted actions and regular reviews.

PROGRAMME HIGHLIGHTS

DAY 1
BUILDING THE FOUNDATIONS

- Business Case for Succession Planning
- Identifying Critical Roles
- Identifying and Assessing Successors

DAY 2
DEVELOPING THE PIPELINE

- Leadership Development Approaches
- Succession and Development Plans
- Governance and Review

LEARNING APPROACH

- Critical role and succession workshops
- Talent review simulation
- Succession success and failure cases
- Workplace succession planning

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LEADERSHIP IN ACTION

- Practical Leadership Skills for Everyday Results

WHO SHOULD ATTEND

Team leaders, supervisors, newly promoted managers and emerging leaders strengthening day-to-day leadership.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand the core responsibilities and behaviours of effective everyday leaders.
- Use practical tools to set direction, communicate, motivate and develop your team.
- Handle feedback, decisions and leadership challenges confidently in realistic situations.

PROGRAMME HIGHLIGHTS

DAY 1 LEADING YOURSELF AND SETTING DIRECTION

- The Leader's Role
- Setting Direction
- Communicating as a Leader

DAY 2 LEADING PEOPLE AND RESULTS

- Motivating and Engaging the Team
- Feedback, Coaching and Decision Making
- Leadership in Action Plan

LEARNING APPROACH

- Leadership behaviours self-assessment
- Role-plays with structured feedback
- Realistic team leadership simulation
- Personal leadership action plan

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Leadership in Crisis and Change Management

Leading with Clarity and Confidence When It Matters Most

Duration

2 Days

Who Should Attend

Senior managers, middle managers and team leaders who lead teams through crises, disruption or major change.

What You Will Gain

01

Understand the leadership demands of crisis and change and how to respond effectively.

02

Apply crisis and change frameworks to plan and lead responses to disruption.

03

Communicate and support your team in ways that sustain trust, performance and wellbeing.

Programme Highlights

DAY 1

Leading Through Crisis

- Understanding Crisis
- Crisis Response and Decision Making
- Crisis Communication

DAY 2

Leading Change and Recovery

- Leading Change
- Supporting People in Crisis and Change
- Recovery and Learning

Learning Approach

- Crisis simulation under time pressure
- Case studies on crisis and change
- Crisis message drafting and delivery
- Role-plays on supporting team members

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

LEADING A HIGH PERFORMANCE TEAM

Building Teams That Deliver Outstanding Results

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and project leaders who want to build and sustain high-performing teams.

WHAT YOU WILL GAIN

01
Recognise what makes teams high-performing and assess your own team's performance.

02
Build clear goals, trust, accountability and effective processes within your team.

03
Create a team improvement plan that closes priority gaps and sustains high performance.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING HIGH PERFORMANCE

- Characteristics of High-Performing Teams
- Clear Purpose and Goals
- Trust and Psychological Safety

DAY 2
DRIVING AND SUSTAINING PERFORMANCE

- Accountability and Performance
- Team Processes and Collaboration
- Team Performance Improvement Plan

LEARNING APPROACH

- Team performance diagnostic
- Team challenges with debriefs
- Accountability and conflict role-plays
- Cross-industry team case studies

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LEADING CHANGE

- Guiding People and Organisations Successfully Through Change

WHO SHOULD ATTEND

Managers, team leaders, project leaders and change agents responsible for implementing organisational change.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand why change initiatives succeed or fail and how leaders make the difference.
- Apply change management frameworks to plan, communicate and implement change.
- Engage stakeholders, manage resistance and make change stick.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING AND PLANNING CHANGE

- The Leadership Challenge of Change
- Change Management Frameworks
- Planning Change

DAY 2 LEADING PEOPLE THROUGH CHANGE

- Communicating Change
- Managing Resistance
- Sustaining Change

LEARNING APPROACH

- Change leadership self-assessment
- Successful and failed change cases
- Workshops on real change initiatives
- Role-plays on managing resistance

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Leading with Questions

Using Powerful Questions to Engage, Empower and Develop People

Duration

2 Days

Who Should Attend

Managers, team leaders and project leaders who want to shift from telling to asking to develop their teams.

What You Will Gain

01

Understand how leading with questions lifts team engagement, thinking and problem solving.

02

Use powerful questions in coaching, problem solving, decision making and meetings.

03

Listen and question in ways that empower team members to find their own solutions.

Programme Highlights

DAY 1

The Power of Questions

- From Telling to Asking
- Types of Questions
- Listening Behind the Questions

DAY 2

Applying Questions in Leadership

- Questions for Coaching and Development
- Questions for Problem Solving & Meetings
- Building a Questioning Culture

Learning Approach

- Telling versus asking self-assessment
- Questioning and listening triads
- Coaching conversation role-plays
- Question-led meeting simulation

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

LEAN LEADERSHIP

Leading Continuous Improvement and Operational Performance

DURATION
2 Days

WHO SHOULD ATTEND
Managers, supervisors and team leaders who lead Lean or continuous improvement in operations and services.

WHAT YOU WILL GAIN

01
Understand Lean principles and how leaders build a continuous improvement culture.

02
Apply Gemba walks, daily management and problem-solving coaching in your area.

03
Build a Lean leadership plan with standard work, visual management and routines.

PROGRAMME HIGHLIGHTS

DAY 1
LEAN PRINCIPLES AND THE LEADER'S ROLE

- Lean Fundamentals
- The Lean Leader
- Going to the Gemba

DAY 2
LEADING CONTINUOUS IMPROVEMENT

- Daily Management Systems
- Coaching for Problem Solving
- Sustaining a Lean Culture

LEARNING APPROACH

- Lean process simulations
- Gemba observation practice
- Daily management and A3 workshops
- Problem-solving coaching role-plays

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MANAGEMENT SKILLS FOR MIDDLE MANAGERS

- Leading Teams and Driving Results from the Middle

WHO SHOULD ATTEND

Middle managers, department heads and senior team leaders who manage other leaders and connect strategy with operations.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Translate strategy into execution and lead effectively through other leaders.
- Use tools for planning, performance, delegation and cross-functional coordination.
- Engage, develop and hold team leaders and team members accountable.

PROGRAMME HIGHLIGHTS

DAY 1 MIDDLE MANAGER'S ROLE AND MANAGING RESULTS

- The Role of the Middle Manager
- Planning and Execution
- Managing Through Others

DAY 2 LEADING PEOPLE AND STAKEHOLDERS

- Performance Management and Development
- Communication and Influence
- Middle Manager Action Plan

LEARNING APPROACH

- Management capability self-assessment
- Middle management case studies
- Departmental planning workshops
- Performance and influence role-plays

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MANAGEMENT & LEADERSHIP PROGRAMMES

Managing & Leading a Remote/Hybrid Team

Building Connection, Accountability and Performance Across Locations

Duration

2 Days

Who Should Attend

Managers, team leaders and project leaders who lead remote, hybrid or geographically distributed teams.

What You Will Gain

01 Understand the specific challenges and opportunities of leading remote and hybrid teams.

02 Communicate, set goals, manage performance and collaborate effectively across locations.

03 Build team agreements and routines that sustain trust, engagement and wellbeing.

Programme Highlights

DAY 1

Foundations of Remote and Hybrid Leadership

- The Remote and Hybrid Workplace
- Building Trust at a Distance
- Communication in Remote and Hybrid Teams

DAY 2

Managing Performance and Engagement

- Goals and Performance
- Engagement, Inclusion and Wellbeing
- Team Agreements and Action Plan

Learning Approach

- Remote leadership self-assessment
- Hybrid meeting simulations
- Remote check-in role-plays
- Team working agreement workshops

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

MANAGING TRANSITION/DYNAMICS

Leading Yourself and Your Team Through Transitions

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and professionals leading teams through restructuring, mergers, role changes or new leadership.

WHAT YOU WILL GAIN

01
Distinguish change from transition and understand the stages people go through.

02
Manage team dynamics, uncertainty and performance during periods of transition.

03
Build a transition plan that guides people from endings to new beginnings.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING TRANSITIONS AND TEAM DYNAMICS

- Change Versus Transition
- Team Dynamics During Transition
- Leading Yourself Through Transition

DAY 2
LEADING OTHERS THROUGH TRANSITION

- Managing Endings
- Navigating the Neutral Zone
- Creating New Beginnings

LEARNING APPROACH

- Organisational transition case studies
- Reflection on personal transitions
- Transition conversation role-plays
- Transition strategy workshops

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MENTORING & COACHING SKILLS

- Developing Others Through Mentoring and Coaching Conversations

WHO SHOULD ATTEND

Managers, team leaders, senior professionals and internal mentors who support the development of colleagues.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Choose the right approach between mentoring, coaching, managing and training.
- Use core coaching skills and the GROW model to help others solve problems and grow.
- Hold mentoring and coaching conversations that build trust, ownership and growth.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF MENTORING AND COACHING

- Mentoring and Coaching Explained
- Core Coaching Skills
- The GROW Coaching Model

DAY 2 MENTORING AND COACHING IN PRACTICE

- Effective Mentoring
- Feedback and Challenging Situations
- Building a Coaching Culture

LEARNING APPROACH

- Mentoring and coaching self-assessment
- Listening and questioning triads
- Real coaching with observer feedback
- Role-plays on challenging situations

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Mindful Leadership

Leading with Focus, Clarity and Compassion

Duration

2 Days

Who Should Attend

Managers, team leaders and senior professionals who lead under pressure and want greater focus and balance.

What You Will Gain

01

Understand how mindfulness strengthens leadership effectiveness and wellbeing.

02

Sharpen focus, manage stress and respond rather than react under pressure.

03

Lead mindfully when listening, making decisions and supporting team wellbeing.

Programme Highlights

DAY 1

Mindfulness and the Leader

- Introduction to Mindful Leadership
- Focus and Clarity
- Emotional Balance

DAY 2

Leading Others Mindfully

- Mindful Communication
- Mindful Decision Making
- Building a Mindful Team Culture

Learning Approach

- Guided workplace mindfulness practices
- Attention and stress self-assessment
- Mindful listening skill practice
- Reflection on leadership challenges

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

MOTIVATING AND DEVELOPING STAFF'S CAPABILITIES

Engaging Team Members and Growing Their Capabilities

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and supervisors responsible for motivating team members and developing their skills.

WHAT YOU WILL GAIN

01
Identify what motivates each person and what drives engagement and performance.

02
Apply motivation strategies and development tools to raise engagement and capability.

03
Build individual development plans and hold motivating development conversations.

PROGRAMME HIGHLIGHTS

DAY 1
MOTIVATING TEAM MEMBERS

- Understanding Motivation
- Identifying Individual Motivators
- Motivation Strategies

DAY 2
DEVELOPING CAPABILITIES

- Assessing Development Needs
- Development Methods
- Development Plans and Follow-up

LEARNING APPROACH

- Motivation practices self-assessment
- Motivator mapping and needs analysis
- Development conversation role-plays
- Individual development plans

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MOTIVATION SKILLS

- Building Energy, Commitment and Engagement in Teams

WHO SHOULD ATTEND

Managers, team leaders and supervisors who want to increase motivation and engagement within their teams.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand key motivation theories and apply them to today's workplace.
- Use practical motivation techniques tailored to individuals and team situations.
- Create a motivation plan that sustains team energy, engagement and performance.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING MOTIVATION

- Why Motivation Matters
- Motivation Theories in Practice
- Understanding Individual Differences

DAY 2 MOTIVATING IN PRACTICE

- Motivation Techniques
- Re-motivating Team Members
- Team Motivation Plan

LEARNING APPROACH

- Motivating behaviours self-assessment
- Team motivation case studies
- Re-motivation conversation role-plays
- Recognition and empowerment workshops

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Performance Management

Driving Results Through Clear Goals, Feedback and Development

Duration

2 Days

Who Should Attend

Managers, team leaders and supervisors who set goals, review performance and develop their team members.

What You Will Gain

01

Manage each stage of the performance management cycle with confidence.

02

Set clear goals, monitor performance, give feedback and evaluate results fairly.

03

Conduct effective review conversations and address underperformance constructively.

Programme Highlights

DAY 1

Planning and Monitoring Performance

- The Performance Management Cycle
- Setting Goals and Expectations
- Monitoring and Feedback

DAY 2

Reviewing and Developing Performance

- Performance Evaluation
- Performance Review Conversations
- Managing Underperformance & Development

Learning Approach

- Goal writing and evaluation exercises
- Feedback and review role-plays
- Performance management case studies
- Group discussions on fair evaluation

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

POSITIVE COLLABORATION WITH GEN Z

Working and Leading Effectively Across Generations

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders, supervisors and experienced employees who work with, lead or onboard Gen Z colleagues.

WHAT YOU WILL GAIN

01
Understand what Gen Z expects and values at work without falling into stereotypes.

02
Communicate, give feedback and engage Gen Z colleagues for effective collaboration.

03
Build team practices that turn generational diversity into stronger performance.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING GEN Z

- Generations in the Workplace
- What Gen Z Values at Work
- Bridging Generational Gaps

DAY 2
COLLABORATING AND LEADING EFFECTIVELY

- Communicating with Gen Z
- Engaging and Developing Gen Z
- Multigenerational Team Practices

LEARNING APPROACH

- Self-assessment of generational views
- Cross-generational group discussions
- Feedback and engagement role-plays
- Personal collaboration action plan

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PRIORITIZATION & PRODUCTIVITY ENHANCEMENT

- Focusing Team Effort on What Matters Most

WHO SHOULD ATTEND

Managers, team leaders and professionals who manage competing priorities for themselves and their teams.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Pinpoint workload pressures, priorities and productivity barriers for you and your team.
- Apply prioritisation frameworks and productivity techniques to focus on high-value work.
- Build personal and team productivity systems that improve output, quality and wellbeing.

PROGRAMME HIGHLIGHTS

DAY 1 PRIORITISING WHAT MATTERS

- The Productivity Challenge
- Prioritisation Frameworks
- Managing Competing Demands

DAY 2 ENHANCING PRODUCTIVITY

- Personal Productivity Techniques
- Team Productivity
- Productivity Action Plan

LEARNING APPROACH

- Productivity profile self-assessment
- Prioritising your real workloads
- Priority negotiation role-plays
- Team productivity workshops

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Process Management

Managing and Improving Processes for Consistent Performance

Duration

2 Days

Who Should Attend

Managers, process owners, team leaders and specialists who manage and improve business or operational processes.

What You Will Gain

01 Understand process management principles and the responsibilities of process owners.

02 Map, measure and analyse processes to uncover gaps and improvement opportunities.

03 Build improvement and control plans that sustain consistent process performance.

Programme Highlights

DAY 1

Understanding and Measuring Processes

- Process Management Fundamentals
- Process Mapping
- Process Measurement

DAY 2

Improving and Controlling Processes

- Process Analysis and Improvement
- Process Control and Governance
- Process Management Action Plan

Learning Approach

- Mapping workshops on real processes
- Process KPI data exercises
- Process improvement case studies
- Process management action plan

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MANAGEMENT & LEADERSHIP PROGRAMMES

PURPOSE-DRIVEN LEADERSHIP

Leading with Meaning to Inspire Commitment and Performance

DURATION
2 Days

WHO SHOULD ATTEND
Senior managers, middle managers, team leaders and emerging leaders who want to lead with purpose.

WHAT YOU WILL GAIN

01
Understand how purpose-driven leadership lifts engagement, performance and success.

02
Define your personal leadership purpose and link it to your team and organisation.

03
Connect daily work to purpose and inspire commitment across your team.

PROGRAMME HIGHLIGHTS

DAY 1
DISCOVERING PURPOSE
01

- The Power of Purpose
- Personal Leadership Purpose
- Team and Organisational Purpose

DAY 2
LEADING WITH PURPOSE
02

- Communicating Purpose
- Purpose in Daily Leadership
- Purpose-Driven Leadership Plan

LEARNING APPROACH

- Reflection on values and purpose
- Case studies of purpose-driven leaders
- Storytelling practice with feedback
- Peer coaching on purpose statements

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SENSE MAKING

- Making Sense of Complexity to Lead with Clarity

WHO SHOULD ATTEND

Middle and senior managers and emerging leaders who lead in complex, ambiguous or rapidly changing environments.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Strengthen sense making as a leadership capability for complexity and uncertainty.
- Interpret signals, frame complex situations and choose the right leadership response.
- Communicate a clear, credible reading of complex situations to teams and stakeholders.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING COMPLEXITY

- Leading in a Complex World
- Types of Situations
- Gathering and Interpreting Signals

DAY 2 CREATING MEANING AND DIRECTION

- Framing and Reframing
- Acting in Uncertainty
- Communicating Sense to Others

LEARNING APPROACH

- Case studies in complex situations
- Scenario workshops on possible futures
- Evolving business situation simulation
- Facilitated reflection on assumptions

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Servant Leadership

Leading by Serving Others to Achieve Shared Success

Duration

2 Days

Who Should Attend

Managers, team leaders and emerging leaders building trust, engagement and performance through people-centred leadership.

What You Will Gain

01 Understand servant leadership and how it differs from traditional leadership approaches.

02 Practise listening, empathy, empowerment and stewardship in your daily leadership.

03 Build a leadership plan that balances support for people with accountability for results.

Programme Highlights

DAY 1

Understanding Servant Leadership

- Foundations of Servant Leadership
- Characteristics of Servant Leaders
- Building Trust and Community

DAY 2

Practising Servant Leadership

- Empowering and Developing Others
- Balancing Service and Accountability
- Servant Leadership Action Plan

Learning Approach

- Servant leadership self-assessment
- Case studies of servant leaders
- Coaching and accountability role-plays
- Group discussions on local contexts

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

SETTING UP KPIS & EVALUATION

Designing Meaningful KPIs and Evaluating Performance Fairly

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders, HR business partners and performance professionals who design KPIs and evaluate performance.

WHAT YOU WILL GAIN

01
Design KPIs that clearly link strategy to individual performance.

02
Set SMART KPIs, targets and weightings for departments and individual roles.

03
Track, review and evaluate performance fairly to drive improvement.

PROGRAMME HIGHLIGHTS

DAY 1
DESIGNING KPIS

- KPI Fundamentals
- Cascading Strategy into KPIs
- Writing SMART KPIs

DAY 2
TRACKING AND EVALUATING PERFORMANCE

- KPI Tracking and Reporting
- Performance Evaluation
- Using KPIs to Drive Improvement

LEARNING APPROACH

- KPI cascading and dictionary workshops
- Dashboard and scoring exercises
- KPI system case studies
- KPI implementation plan

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SITUATIONAL LEADERSHIP

- Adapting Your Leadership Style to Develop People and Drive Performance

WHO SHOULD ATTEND

Team leaders, supervisors, line managers and newly promoted managers who lead and develop direct reports.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Diagnose each team member's competence and commitment on specific tasks.
- Apply the right style (directing, coaching, supporting or delegating) for each person and task.
- Develop a tailored leadership plan for each direct report, with agreed goals and follow-up.

PROGRAMME HIGHLIGHTS

DAY 1 — UNDERSTANDING SITUATIONAL LEADERSHIP

- Leadership in Today's Workplace
- Diagnosing Development Level
- The Four Leadership Styles

DAY 2 — APPLYING SITUATIONAL LEADERSHIP AT WORK

- Partnering for Performance
- Leading Different Team Members
- Leadership Action Planning

LEARNING APPROACH

- Leadership style self-assessment
- Case studies & video analysis
- Role-plays with structured feedback
- Peer coaching on real team challenges

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Situational Leadership® is a registered trademark of its respective owner.
This programme does not confer official certification.

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ASCENDIA
TRAINING & CONSULTING

MANAGEMENT & LEADERSHIP PROGRAMMES

Strategic Thinking & Planning

Thinking Ahead and Turning Strategy into Action

Duration

2 Days

Who Should Attend

Middle and senior managers, department heads and high-potential leaders who turn strategy into departmental plans.

What You Will Gain

01

Analyse external and internal factors to spot strategic issues, opportunities and risks.

02

Use strategic tools to set clear priorities and objectives for your unit or department.

03

Build an actionable strategic plan with initiatives, KPIs, resources and communication.

Programme Highlights

DAY 1

Strategic Thinking

- The Strategic Mindset
- Analysing the External Environment
- Analysing Internal Capabilities

DAY 2

Strategic Planning and Execution

- Setting Strategic Direction
- Translating Strategy into Plans
- Executing and Communicating Strategy

Learning Approach

- Strategic thinking self-assessment
- Regional and global strategy cases
- Strategy workshops on your business
- Plans presented to a leadership panel

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

SUPERVISORY SKILLS

Leading Teams Effectively at the Front Line

DURATION
2 Days

WHO SHOULD ATTEND
New and experienced supervisors, team leaders and frontline managers who direct daily work and lead teams.

WHAT YOU WILL GAIN

01
Understand the role, responsibilities and core competencies of an effective supervisor.

02
Plan work, assign tasks, monitor performance and solve operational problems.

03
Communicate, give feedback, motivate and handle difficult situations with confidence.

PROGRAMME HIGHLIGHTS

DAY 1
THE SUPERVISOR'S ROLE AND MANAGING WORK

- The Role of the Supervisor
- Planning and Organising Work
- Monitoring Performance, Solving Problems

DAY 2
LEADING PEOPLE

- Communicating with the Team
- Feedback and Motivation
- Handling Difficult Situations

LEARNING APPROACH

- Supervisory strengths self-assessment
- Realistic frontline case studies
- Role-plays on difficult conversations
- Group work planning exercises

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TEAM BONDING

- Strengthening Connection, Trust and Team Spirit

WHO SHOULD ATTEND

Intact teams, departments and project teams, leaders and members alike, who want stronger trust and collaboration.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Recognise what builds strong team relationships and where your team stands today.
- Practise trust, communication and collaboration through experiential team activities.
- Agree team commitments that sustain team spirit and collaboration back at work.

PROGRAMME HIGHLIGHTS

DAY 1 BUILDING CONNECTION AND TRUST

- Getting to Know Each Other
- Trust in Teams
- Communicating as a Team

DAY 2 COLLABORATING AND CELEBRATING SUCCESS

- Collaboration Challenges
- Team Strengths and Appreciation
- Sustaining Team Spirit

LEARNING APPROACH

- Indoor and outdoor team challenges
- Structured debriefs on daily teamwork
- Personal and team style discovery
- Team agreements and commitments

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ASCENDIA
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MANAGEMENT & LEADERSHIP PROGRAMMES

Team Formation & Building Trusted Mentorship

Forming Strong Teams and Mentoring Relationships That Accelerate Growth

Duration

2 Days

Who Should Attend

Managers, team leaders, project leaders and senior professionals who form new teams, onboard members or mentor colleagues.

What You Will Gain

01 Lead each stage of team formation with the right leadership actions.

02 Set team purpose, roles, norms and working agreements for new or restructured teams.

03 Build trusted mentoring relationships that accelerate team members' development.

Programme Highlights

DAY 1

Forming High-Performing Teams

- How Teams Form and Develop
- Setting Team Foundations
- Building Trust in New Teams

DAY 2

Building Trusted Mentorship

- The Mentoring Relationship
- Mentoring Skills
- Embedding Mentoring in the Team

Learning Approach

- Team charter workshops on real teams
- Team and mentoring self-assessments
- Mentoring role-plays with feedback
- Team and mentoring case studies

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ASCENDIA
TRAINING & CONSULTING

MANAGEMENT & LEADERSHIP PROGRAMMES

TEAM PSYCHOLOGICAL SAFETY

Creating Teams Where People Speak Up, Learn and Perform

DURATION
2 Days

WHO SHOULD ATTEND
Managers, team leaders and project leaders who want teams that feel safe to speak up, share ideas and learn.

WHAT YOU WILL GAIN

01
Understand how psychological safety drives team learning, innovation and performance.

02
Assess your team's psychological safety and the leader behaviours that shape it.

03
Encourage speaking up, constructive challenge and learning from failure.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING PSYCHOLOGICAL SAFETY

- What Psychological Safety Is
- Assessing Team Safety
- The Leader's Role

DAY 2
BUILDING PSYCHOLOGICAL SAFETY

- Encouraging Voice
- Learning from Failure
- Psychological Safety Action Plan

LEARNING APPROACH

- Team psychological safety assessment
- Case studies on safety and silence
- Role-plays on responding to input
- After-action review facilitation

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Human Resources

Capability for HR and L&D teams, from talent acquisition and performance to people strategy and learning design.

22 programmes | **2 days each · customisable**

Change Management for HR	148
Compensation & Benefits Fundamentals	149
Culture Building & Transformation	150
Employee Engagement Strategy	151
Employee Experience (EX) Design	152
Employer Branding Strategy	153
HR Business Partner Capability	154
HR Data & Analytics Fundamentals	155
HR Policies & Compliance	156
HR Reporting Skills	157
Instructional Design & Training Development	158
Learning & Development Strategy	159
Organizational Development (OD) Fundamentals	160
Performance Management System (PMS)	161
Recruitment & Selection Excellence	162
Strategic HR & People Strategy Alignment	163
Succession Planning & Leadership Pipeline	164
Talent Acquisition Strategy	165
Talent Management Framework	166
Training Evaluation & Measurement	167
Training Needs Analysis (TNA)	168
Workforce / Manpower Planning	169

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

CHANGE MANAGEMENT FOR HR

Equipping HR to Lead and Support Organisational Change

DURATION
2 Days

WHO SHOULD ATTEND
HR leaders, HR business partners, HR specialists and OD professionals who support or lead organisational change.

WHAT YOU WILL GAIN

01
Understand HR's role in change and apply proven change management frameworks.

02
Assess change impact, engage stakeholders and plan targeted change interventions.

03
Build HR-led change plans covering communication, capability, resistance and reinforcement.

PROGRAMME HIGHLIGHTS

DAY 1
HR AND CHANGE

- HR's Role in Change
- Change Management Frameworks
- Change Impact and Readiness

DAY 2
PLANNING AND LEADING CHANGE

- Change Communication and Engagement
- Managing Resistance, Building Capability
- Reinforcing and Sustaining Change

LEARNING APPROACH

- Case studies of HR-led change
- Change impact and planning workshops
- Role-plays on handling resistance
- HR change plan for the workplace

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COMPENSATION & BENEFITS FUNDAMENTALS

- Designing Fair, Competitive and Sustainable Reward Practices

WHO SHOULD ATTEND

HR professionals, C&B specialists, HR business partners and HR managers who manage or contribute to C&B practices.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand total rewards principles and the components of compensation and benefits.
- Apply job evaluation, salary benchmarking and salary structure design methods.
- Make pay and benefit decisions that balance internal equity, competitiveness and cost.

PROGRAMME HIGHLIGHTS

DAY 1 COMPENSATION FOUNDATIONS

- Total Rewards Principles
- Job Analysis and Job Evaluation
- Market Pricing and Salary Structures

DAY 2 PAY DECISIONS AND BENEFITS

- Pay Administration
- Benefits Management
- Reward Communication and Governance

LEARNING APPROACH

- Hands-on salary structure design
- Salary review simulation
- Reward and benefits case studies
- C&B improvement action plan

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

Culture Building & Transformation

Shaping Organisational Culture to Support Strategy

Duration

2 Days

Who Should Attend

HR leaders, HR business partners, culture and OD specialists, and senior managers responsible for culture initiatives.

What You Will Gain

01 Understand how organisational culture enables or limits strategy execution.

02 Diagnose the current culture and define the desired culture with proven tools.

03 Design a culture roadmap using HR systems, leadership behaviours and communication.

Programme Highlights

DAY 1

Understanding and Diagnosing Culture

- Culture and Strategy
- Culture Models
- Culture Diagnosis

DAY 2

Transforming Culture

- Culture Levers
- Engaging the Organisation
- Culture Transformation Roadmap

Learning Approach

- Culture profiling of your organisation
- Culture transformation case studies
- Workshops on levers and roadmap design
- Roadmap presentations with feedback

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

EMPLOYEE ENGAGEMENT STRATEGY

Building an Engaged Workforce That Drives Performance

DURATION
2 Days

WHO SHOULD ATTEND
HR leaders, HR business partners, engagement and culture specialists, and managers responsible for engagement.

WHAT YOU WILL GAIN

01
Understand the drivers of engagement and their link to performance and retention.

02
Analyse survey and HR data to pinpoint priority engagement drivers and gaps.

03
Develop an engagement strategy and action plans with clear owners and measures.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING ENGAGEMENT

- Employee Engagement Fundamentals
- Measuring Engagement
- Analysing Engagement Data

DAY 2
BUILDING THE ENGAGEMENT STRATEGY

- Engagement Interventions
- Action Planning with Managers
- Engagement Strategy Plan

LEARNING APPROACH

- Engagement survey analysis exercises
- Engagement turnaround case studies
- Role-plays on sharing results
- Engagement strategy plan

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EMPLOYEE EXPERIENCE (EX) DESIGN

- Designing Moments That Matter Across the Employee Lifecycle

WHO SHOULD ATTEND

HR leaders, HR business partners, people experience and internal communication professionals who shape employee experience.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how employee experience drives engagement, retention and performance.
- Use personas and journey maps to uncover pain points and moments that matter.
- Design and prototype EX improvements with an implementation and measurement plan.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING EMPLOYEE EXPERIENCE

- Employee Experience Fundamentals
- Understanding Employees
- Employee Journey Mapping

DAY 2 DESIGNING BETTER EXPERIENCES

- Designing EX Solutions
- Prototyping and Testing
- Implementing and Measuring EX

LEARNING APPROACH

- Persona and journey mapping workshops
- Design sprints to prototype ideas
- EX transformation case studies
- EX implementation roadmap

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

Employer Branding Strategy

Becoming an Employer of Choice for Target Talent

Duration

2 Days

Who Should Attend

HR, talent acquisition, employer branding, internal communication and marketing professionals who attract and retain talent.

What You Will Gain

01 Understand how employer branding drives talent attraction, engagement and retention.

02 Develop an authentic EVP grounded in employee and candidate perception research.

03 Design an employer branding plan covering channels, content, activation and measurement.

Programme Highlights

DAY 1

Building the Employer Brand Foundation

- Employer Branding Fundamentals
- Research and Insights
- Employee Value Proposition

DAY 2

Activating the Employer Brand

- Employer Brand Communication
- Living the Brand
- Measuring and Planning

Learning Approach

- Audit of your employer brand
- EVP drafting and testing
- Employer branding case studies
- Employer branding roadmap

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ASCENDIA
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HR BUSINESS PARTNER CAPABILITY

Becoming a Strategic Partner to the Business

DURATION
2 Days

WHO SHOULD ATTEND
HR business partners, HR managers and senior HR generalists who work with business leaders on people issues.

WHAT YOU WILL GAIN

01
Understand the HRBP role, operating model and capabilities that add strategic value.

02
Diagnose business issues and recommend people solutions using business acumen and data.

03
Build trusted partnerships with business leaders through influencing and consulting.

PROGRAMME HIGHLIGHTS

DAY 1
THE HRBP ROLE AND BUSINESS UNDERSTANDING

- The HR Business Partner Role
- Business Acumen for HR
- Diagnosing Organisational Issues

DAY 2
CONSULTING AND INFLUENCING

- The HR Consulting Process
- Influencing Business Leaders
- HRBP Development Plan

LEARNING APPROACH

- HRBP capability self-assessment
- Business unit case studies
- Role-plays with business leaders
- Partnering and development plan

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HR DATA & ANALYTICS FUNDAMENTALS

- Using People Data to Generate Insights and Support Decisions

WHO SHOULD ATTEND

HR professionals, HR business partners, HR analysts and HR managers who work with people data and reporting.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the levels of HR analytics and how people data supports decisions.
- Prepare and analyse HR data on headcount, turnover, engagement and performance.
- Present data-driven insights and recommendations that stakeholders can act on.

PROGRAMME HIGHLIGHTS

DAY 1 HR ANALYTICS FOUNDATIONS

- The Value of HR Analytics
- HR Data Fundamentals
- Key HR Metrics

DAY 2 ANALYSING AND COMMUNICATING INSIGHTS

- Analysing HR Data
- Visualising HR Data
- From Insight to Action

LEARNING APPROACH

- Hands-on Excel analysis of HR data
- HR dashboard building workshops
- HR analytics case studies
- HR analytics action plan

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ASCENDIA
TRAINING & CONSULTING

HUMAN RESOURCES PROGRAMMES

HR Policies & Compliance

Developing Sound HR Policies and Managing Compliance Risks

Duration

2 Days

Who Should Attend

HR managers, HR specialists, HR business partners and employee relations professionals who own HR policies and compliance.

What You Will Gain

01 Understand key Vietnamese labour law requirements for HR policies and practices.

02 Develop clear, compliant HR policies aligned with business needs and legal requirements.

03 Reduce legal and reputational risks through compliance monitoring and employee relations.

Programme Highlights

DAY 1

Legal Framework and Policy Design

- The Legal Framework for HR
- Developing HR Policies
- Key Policy Areas

DAY 2

Compliance and Employee Relations

- Discipline and Termination
- Compliance Monitoring
- Communicating and Implementing Policies

Learning Approach

- Policy drafting workshops
- Disciplinary and compliance cases
- HR compliance audit exercises
- Policy and compliance action plan

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ASCENDIA
TRAINING & CONSULTING

HUMAN RESOURCES PROGRAMMES

HR REPORTING SKILLS

Producing Accurate, Clear and Decision-Ready HR Reports

DURATION
2 Days

WHO SHOULD ATTEND
HR officers, HR specialists, HR business partners and HR managers who prepare HR reports for management.

WHAT YOU WILL GAIN

01
Identify the purpose, audience and key metrics for each type of HR report.

02
Produce accurate, clear HR reports through sound data preparation and visualisation.

03
Write and present HR reports with insights that support management decisions.

PROGRAMME HIGHLIGHTS

DAY 1
PLANNING AND PREPARING HR REPORTS

- The Role of HR Reporting
- Selecting HR Metrics
- Preparing HR Data

DAY 2
PRODUCING AND PRESENTING HR REPORTS

- Analysis and Visualisation
- Writing HR Reports
- Presenting HR Reports

LEARNING APPROACH

- Hands-on Excel data and dashboards
- Report writing workshops
- Peer review and feedback on reports
- HR reporting improvement plan

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INSTRUCTIONAL DESIGN & TRAINING DEVELOPMENT

- Designing Engaging, Effective Learning Programmes

WHO SHOULD ATTEND

L&D professionals, instructional designers, internal trainers and subject matter experts who design training programmes.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Plan effective training using instructional design models and adult learning principles.
- Write measurable objectives, activities and assessments aligned with performance needs.
- Design training materials and a complete session plan ready for delivery and evaluation.

PROGRAMME HIGHLIGHTS

DAY 1 DESIGNING LEARNING

- Foundations of Instructional Design
- Analysis and Learning Objectives
- Designing the Learning Experience

DAY 2 DEVELOPING TRAINING MATERIALS

- Developing Learning Activities
- Materials and Assessments
- Piloting and Evaluation

LEARNING APPROACH

- Workshops designing your own programme
- Practice on objectives and assessments
- Peer review of design projects
- Complete session plan and materials

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

Learning & Development Strategy

Aligning Learning with Business Priorities to Build Capability

Duration

2 Days

Who Should Attend

L&D managers, HR leaders, HR business partners and training specialists responsible for learning strategy and capability.

What You Will Gain

01

Define L&D priorities grounded in business strategy and capability needs.

02

Design an L&D strategy covering architecture, delivery, technology, governance and budget.

03

Demonstrate the business impact of learning with clear measures and a roadmap.

Programme Highlights

DAY 1

Strategic L&D Foundations

- The Strategic Role of L&D
- Capability Needs Analysis
- Learning Architecture

DAY 2

Delivering and Measuring the Strategy

- Delivery and Technology
- Governance, Budget and Stakeholders
- Measuring Impact and Roadmap

Learning Approach

- Capability and architecture workshops
- L&D transformation case studies
- Budgeting and governance exercises
- L&D strategy roadmap

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

ORGANIZATIONAL DEVELOPMENT (OD) FUNDAMENTALS

Improving Organisational Effectiveness Through Planned Change

DURATION
2 Days

WHO SHOULD ATTEND
HR business partners, OD specialists, HR managers and change professionals who drive organisational effectiveness and change.

WHAT YOU WILL GAIN

01
Understand the principles, values and process of organisational development.

02
Assess organisational effectiveness with proven OD diagnostic models and data methods.

03
Design OD interventions at every level, with implementation and evaluation plans.

PROGRAMME HIGHLIGHTS

DAY 1
OD FOUNDATIONS AND DIAGNOSIS

- Introduction to OD
- Organisational Diagnosis Models
- Data Collection and Analysis

DAY 2
OD INTERVENTIONS

- Individual and Team Interventions
- Organisational Interventions
- Implementation and Evaluation

LEARNING APPROACH

- OD diagnosis and intervention cases
- Diagnosing your own organisation
- OD intervention design exercises
- OD project action plan

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PERFORMANCE MANAGEMENT SYSTEM (PMS)

- Designing and Running a Performance System That Drives Results

WHO SHOULD ATTEND

HR leaders, HR business partners, and compensation and performance specialists who design or improve performance systems.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand what makes an effective PMS and the latest performance management trends.
- Design goal-setting frameworks, rating approaches, review cycles and calibration.
- Implement the PMS by building manager capability and linking performance to reward.

PROGRAMME HIGHLIGHTS

DAY 1 DESIGNING THE PERFORMANCE SYSTEM

- Performance Management Today
- Goal-Setting Frameworks
- Performance Evaluation Design

DAY 2 RUNNING AND INTEGRATING THE SYSTEM

- Review Cycles and Calibration
- Performance, Reward & Development
- Implementation and Change

LEARNING APPROACH

- Diagnostic of your current PMS
- PMS design workshops
- Calibration meeting simulation
- PMS implementation roadmap

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

Recruitment & Selection Excellence

Hiring the Right People Through Structured, Fair, Effective Selection

Duration

2 Days

Who Should Attend

HR and talent acquisition professionals, recruiters and hiring managers involved in recruitment and selection decisions.

What You Will Gain

01 Define clear job requirements and competency-based selection criteria for target roles.

02 Assess candidates objectively with structured screening and behavioural interviewing.

03 Make evidence-based hiring decisions and deliver a positive candidate experience.

Programme Highlights

DAY 1

Defining Needs and Attracting Candidates

- The Recruitment and Selection Process
- Defining Job Requirements
- Sourcing and Screening

DAY 2

Selecting the Right Candidate

- Behavioural & Competency Interviewing
- Assessment Methods & Selection Decisions
- Offer and Candidate Experience

Learning Approach

- Interview guides for real roles
- Interview role-plays with feedback
- Evidence-based calibration exercises
- Recruitment improvement action plan

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

STRATEGIC HR & PEOPLE STRATEGY ALIGNMENT

Aligning People Strategy with Business Strategy

DURATION
2 Days

WHO SHOULD ATTEND
HR directors, HR managers, HR business partners and senior HR professionals responsible for people strategy and HR planning.

WHAT YOU WILL GAIN

01
Identify the people capabilities and HR priorities your business strategy requires.

02
Develop a people strategy that aligns HR practices with business goals and capabilities.

03
Execute and measure the people strategy with clear metrics, governance and a roadmap.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING STRATEGIC HR

- Strategic HR Management
- Analysing Business Strategy
- People Strategy Foundations

DAY 2
BUILDING AND EXECUTING THE PEOPLE STRATEGY

- Developing the People Strategy
- HR Metrics and Governance
- Implementation Roadmap

LEARNING APPROACH

- Strategy analysis workshops
- People strategy case studies
- Executive presentations with feedback
- People strategy roadmap

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SUCCESSION PLANNING & LEADERSHIP PIPELINE

- Designing a Robust Succession System for Business Continuity

WHO SHOULD ATTEND

HR leaders, HR business partners, talent management and L&D professionals who design and run succession planning.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the leadership pipeline and what makes succession planning effective.
- Identify critical positions, assess successors and measure pipeline strength.
- Design a succession process with governance, development actions and metrics.

PROGRAMME HIGHLIGHTS

DAY 1 DESIGNING THE SUCCESSION SYSTEM

- Succession Planning Essentials
- The Leadership Pipeline
- Critical Positions and Risk

DAY 2 RUNNING AND SUSTAINING SUCCESSION

- Assessing and Selecting Successors
- Developing Successors
- Governance and Metrics

LEARNING APPROACH

- Pipeline mapping workshops
- Talent review simulation
- Succession system case studies
- Succession implementation plan

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ASCENDIA
TRAINING & CONSULTING

HUMAN RESOURCES PROGRAMMES

Talent Acquisition Strategy

Building a Strategic Approach to Attracting and Hiring Talent

Duration

2 Days

Who Should Attend

HR leaders, talent acquisition managers, HR business partners and recruitment specialists responsible for hiring strategy.

What You Will Gain

01 Define talent acquisition priorities from business needs and labour market conditions.

02 Develop a talent acquisition strategy covering sourcing, branding, technology and process.

03 Improve hiring quality, speed and cost through metrics and stakeholder management.

Programme Highlights

DAY 1

Strategic Foundations

- From Recruitment to Talent Acquisition
- Workforce Needs and Market Analysis
- Sourcing Strategy

DAY 2

Executing and Measuring the Strategy

- Employer Brand and Candidate Experience
- Process, Technology and Stakeholders
- Metrics and Strategy Plan

Learning Approach

- Hiring demand and sourcing workshops
- Talent acquisition case studies
- Candidate journey mapping
- Talent acquisition strategy plan

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

TALENT MANAGEMENT FRAMEWORK

Designing an Integrated System to Attract, Develop and Retain Talent

DURATION
2 Days

WHO SHOULD ATTEND
HR leaders, talent management specialists, HR business partners and L&D managers who design or improve talent practices.

WHAT YOU WILL GAIN

01
Understand how an integrated talent management framework supports business strategy.

02
Pinpoint gaps in how talent is identified, developed, deployed and retained.

03
Design a talent framework with the processes, tools, roles and metrics you need.

PROGRAMME HIGHLIGHTS

DAY 1
TALENT MANAGEMENT FOUNDATIONS

- Strategic Talent Management
- Talent Management Components
- Identifying Talent

DAY 2
DESIGNING THE FRAMEWORK

- Developing and Deploying Talent
- Governance and Measurement
- Talent Framework Design Workshop

LEARNING APPROACH

- Talent practice maturity assessment
- Talent review simulation
- Framework design workshops
- Workplace implementation roadmap

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TRAINING EVALUATION & MEASUREMENT

- Demonstrating the Value and Impact of Learning

WHO SHOULD ATTEND

L&D professionals, training managers, HR business partners and internal trainers responsible for evaluating training.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand key evaluation models, including the Kirkpatrick levels and ROI methodology.
- Design tools to measure reaction, learning, behaviour change and business results.
- Analyse evaluation data and report the impact and value of training to stakeholders.

PROGRAMME HIGHLIGHTS

DAY 1 EVALUATION MODELS AND PLANNING

- Why Training Evaluation Matters
- Evaluation Models
- Evaluating Reaction and Learning

DAY 2 MEASURING BEHAVIOUR AND RESULTS

- Evaluating Behaviour Change
- Measuring Business Results and ROI
- Reporting Evaluation Results

LEARNING APPROACH

- Evaluation tool design workshops
- ROI and cost-benefit calculations
- Training impact case studies
- Evaluation plan for a real programme

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

Training Needs Analysis (TNA)

Identifying the Right Learning Needs to Improve Performance

Duration

2 Days

Who Should Attend

HR and L&D professionals, training coordinators, HR business partners and line managers who identify training needs.

What You Will Gain

01 Understand the levels of training needs analysis and their link to business performance.

02 Collect and analyse learning needs using interviews, surveys and competency gap analysis.

03 Develop a prioritised training plan and recommendations based on TNA findings.

Programme Highlights

DAY 1

Planning and Conducting TNA

- TNA Fundamentals
- Planning the TNA
- Data Collection Methods

DAY 2

Analysing Needs and Planning Training

- Analysing TNA Data
- From Needs to Training Plan
- Reporting and Stakeholder Alignment

Learning Approach

- TNA planning and design workshops
- Stakeholder interview role-plays
- Competency gap analysis exercises
- TNA plan and training plan

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ASCENDIA
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HUMAN RESOURCES PROGRAMMES

WORKFORCE / MANPOWER PLANNING

Aligning Workforce Capacity and Capability with Business Needs

DURATION
2 Days

WHO SHOULD ATTEND
HR managers, HR business partners, workforce planners and line managers responsible for headcount and workforce planning.

WHAT YOU WILL GAIN

01
Understand the principles and process of strategic and operational workforce planning.

02
Analyse workforce supply and demand to identify current and future gaps.

03
Develop workforce plans covering hiring, development, redeployment and productivity.

PROGRAMME HIGHLIGHTS

DAY 1
WORKFORCE PLANNING FOUNDATIONS AND ANALYSIS

- Workforce Planning Fundamentals
- Workforce Supply Analysis
- Workforce Demand Analysis

DAY 2
CLOSING GAPS AND IMPLEMENTING PLANS

- Gap Analysis
- Workforce Strategies
- Implementation and Monitoring

LEARNING APPROACH

- Excel supply, demand and gap analysis
- Scenario planning exercises
- Workforce planning case studies
- Workforce plan for a business unit

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Sales & Marketing

Commercial capability across selling, account management, marketing and customer experience.

33 programmes | **2 days each · customisable**

B2B Sales Excellence	171
Brand Management & Brand Strategy	172
Consultative Selling Techniques	173
Consumer Behavior & Market Insight	174
Content Marketing & Storytelling	175
Cross-selling & Upselling Techniques	176
Customer Journey & Experience Design	177
Customer Relationship Management (CRM)	178
Digital Marketing Fundamentals	179
Effective Sales Communication & Persuasion	180
Go-to-Market Strategy Development	181
Handling Objections & Closing Techniques	182
Integrated Sales & Marketing Strategy	183
Key Account Management (KAM)	184
Lead Generation & Conversion Strategy	185
Marketing Analytics & Data-Driven Marketing	186
Marketing Fundamentals & Strategy	187
Negotiation Skills for Sales	188
Performance Marketing & Ads Optimization	189
Presentation Skills for Sales Professionals	190
Product Marketing & Product Positioning	191
Sales & Marketing Alignment	192
Sales Coaching for Managers	193
Sales Fundamentals & Professional Selling Skills	194
Sales Leadership & Team Management	195
Sales Performance Management	196
Sales Planning & Forecasting	197
SEO & SEM Basics	198
Social Media Marketing Strategy	199
Solution Selling & Value-Based Selling	200
Strategic Selling & Complex Sales	201
Territory & Pipeline Management	202
Understanding Customer Needs & Buying Behavior	203

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ASCENDIA
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SALES & MARKETING PROGRAMMES

B2B SALES EXCELLENCE

Selling Effectively to Business Customers

DURATION
2 Days

WHO SHOULD ATTEND
B2B sales executives, account managers, business development managers and sales leaders selling to business customers.

WHAT YOU WILL GAIN

01
Understand how business customers buy and the competencies behind B2B sales excellence.

02
Apply proven techniques for prospecting, discovery, value propositions and stakeholders.

03
Build account and opportunity plans that raise win rates and strengthen relationships.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING B2B SALES

- The B2B Sales Environment
- Prospecting and Qualification
- Discovery and Business Understanding

DAY 2
WINNING AND GROWING B2B BUSINESS

- Value Propositions and Proposals
- Stakeholder Engagement and Negotiation
- Account Growth Plan

LEARNING APPROACH

- B2B sales capability self-assessment
- Discovery and procurement role-plays
- B2B win and loss case studies
- Account growth plan for your business

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BRAND MANAGEMENT & BRAND STRATEGY

- Building Strong Brands That Create Lasting Value

WHO SHOULD ATTEND

Brand managers, marketing managers, product managers and marketing executives who build and manage brands.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand brand equity and the building blocks of a strong brand strategy.
- Analyse brand health and competitive positioning to uncover brand opportunities.
- Develop a brand plan covering positioning, identity, architecture and measurement.

PROGRAMME HIGHLIGHTS

DAY 1 BRAND FOUNDATIONS

- The Power of Brands
- Brand Health and Analysis
- Brand Positioning

DAY 2 BUILDING AND MANAGING BRANDS

- Brand Identity and Architecture
- Brand Communication and Activation
- Brand Plan and Measurement

LEARNING APPROACH

- Brand audits of participants' brands
- Brand building and repositioning cases
- Brand plan presentations with feedback
- Brand plan for workplace application

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Consultative Selling Techniques

Becoming a Trusted Adviser to Your Customers

Duration

2 Days

Who Should Attend

Sales executives, account managers, business development and pre-sales professionals who sell solutions or services.

What You Will Gain

01

Understand consultative selling and how it differs from transactional selling.

02

Diagnose customer challenges and co-create tailored solutions with proven techniques.

03

Lead sales conversations that build trust and position you as a trusted adviser.

Programme Highlights

DAY 1

The Consultative Approach

- Consultative Selling Principles
- Preparing for Consultative Conversations
- Diagnosing Customer Needs

DAY 2

Creating and Communicating Value

- Co-Creating Solutions
- Handling Concerns and Gaining Commitment
- Building Long-Term Partnerships

Learning Approach

- Consultative selling self-assessment
- Call planning for real meetings
- Role-plays with structured feedback
- Full consultative sales simulation

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ASCENDIA
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SALES & MARKETING PROGRAMMES

CONSUMER BEHAVIOR & MARKET INSIGHT

Understanding Consumers to Drive Better Marketing Decisions

DURATION
2 Days

WHO SHOULD ATTEND
Marketing, brand, product, insights and sales professionals who make decisions based on consumer understanding.

WHAT YOU WILL GAIN

01
Understand the psychological, social and cultural drivers of consumer behaviour.

02
Apply proven research methods to gather consumer and market insights.

03
Turn consumer insights into actionable marketing and business recommendations.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING CONSUMERS

- Consumer Behaviour Fundamentals
- Influences on Consumer Behaviour
- Vietnamese and Regional Consumers

DAY 2
GENERATING MARKET INSIGHT

- Research Methods
- From Data to Insight
- Applying Insights

LEARNING APPROACH

- Insight-driven marketing case studies
- Research design workshops
- Insight generation from research data
- Insight action plan for the workplace

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CONTENT MARKETING & STORYTELLING

- Creating Content That Attracts, Engages and Converts

WHO SHOULD ATTEND

Marketing, communication and content professionals, brand managers and business owners who create marketing content.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand content marketing principles and how storytelling builds brand engagement.
- Develop a content strategy with clear audiences, pillars, formats and channels.
- Create compelling stories and content, and measure their effectiveness.

PROGRAMME HIGHLIGHTS

DAY 1 CONTENT STRATEGY

- Content Marketing Fundamentals
- Audience Insight
- Content Strategy Design

DAY 2 STORYTELLING AND CONTENT CREATION

- Storytelling for Brands
- Creating Effective Content
- Distribution and Measurement

LEARNING APPROACH

- Creative storytelling workshops
- Peer review of content pieces
- Content campaign case studies
- Content marketing plan for your team

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SALES & MARKETING PROGRAMMES

Cross-selling & Upselling Techniques

Growing Revenue from Existing Customers

Duration

2 Days

Who Should Attend

Sales executives, account managers, customer service and relationship managers who grow revenue from existing customers.

What You Will Gain

01

Spot cross-selling and upselling opportunities based on customer needs, usage and value.

02

Recommend additional products and upgrades that genuinely benefit customers.

03

Hold sales conversations that increase revenue while strengthening customer trust.

Programme Highlights

DAY 1

Finding Growth Opportunities

- Cross-selling and Upselling Fundamentals
- Understanding Existing Customers
- Identifying Opportunities

DAY 2

Converting Opportunities

- Consultative Recommendation Techniques
- Handling Objections and Closing
- Account Growth Plan

Learning Approach

- Account opportunity mapping workshops
- Role-plays with structured feedback
- CRM data exercises to spot openings
- Account growth plan for the workplace

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ASCENDIA
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SALES & MARKETING PROGRAMMES

CUSTOMER JOURNEY & EXPERIENCE DESIGN

Designing Customer Experiences That Build Loyalty

DURATION
2 Days

WHO SHOULD ATTEND
Marketing, customer experience, service, sales and product professionals responsible for improving customer experience.

WHAT YOU WILL GAIN

01
Understand how customer experience drives loyalty and business growth.

02
Map customer journeys to pinpoint pain points and moments of truth.

03
Design CX improvements with a clear implementation and measurement plan.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING THE CUSTOMER EXPERIENCE

- Customer Experience Fundamentals
- Understanding Customers
- Customer Journey Mapping

DAY 2
DESIGNING BETTER EXPERIENCES

- Experience Design
- Prioritising & Implementing Improvements
- Measuring Customer Experience

LEARNING APPROACH

- Mapping real customer journeys
- Service blueprinting exercises
- CX transformation case studies
- CX improvement plan for the workplace

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CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

- Using CRM Practices and Systems to Grow Customer Value

WHO SHOULD ATTEND

Sales executives, account and sales managers, sales operations and marketing professionals who manage customer relationships.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand how CRM practices drive customer retention, growth and sales productivity.
- Apply CRM processes for customer data, segmentation, activities and pipeline tracking.
- Use CRM data and reports to make better sales decisions and strengthen relationships.

PROGRAMME HIGHLIGHTS

DAY 1 CRM STRATEGY AND PRACTICES

- CRM Fundamentals
- Customer Segmentation and Strategy
- CRM Processes

DAY 2 USING CRM FOR RESULTS

- CRM Data and Reporting
- CRM for Customer Growth
- CRM Adoption Action Plan

LEARNING APPROACH

- Segmentation and process workshops
- Analysing CRM reports and dashboards
- CRM implementation case studies
- CRM improvement action plan

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Digital Marketing Fundamentals

Building a Strong Foundation in Digital Marketing

Duration

2 Days

Who Should Attend

Marketing, brand and communication staff, business owners and professionals new to digital marketing.

What You Will Gain

01 Understand the main digital channels and how they work together across the journey.

02 Apply core techniques for website, search, social media, email and paid digital marketing.

03 Develop a practical digital marketing plan with objectives, channels, budget and KPIs.

Programme Highlights

DAY 1

Digital Marketing Foundations

- The Digital Marketing Landscape
- Website and Search
- Social Media Marketing

DAY 2

Executing and Measuring Digital Marketing

- Email, Content and Paid Media
- Measuring Digital Performance
- Digital Marketing Planning

Learning Approach

- Website and social channel audits
- Digital campaign case studies
- Interpreting real campaign reports
- Digital marketing plan workshop

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

EFFECTIVE SALES COMMUNICATION & PERSUASION

Communicating with Clarity and Influence to Win Business

DURATION
2 Days

WHO SHOULD ATTEND
Sales executives, account managers, business development and customer-facing professionals who must persuade customers.

WHAT YOU WILL GAIN

01
Adapt your communication style to different buyers and stakeholders.

02
Apply persuasion principles and clear message structures to present value compellingly.

03
Communicate persuasively face-to-face, by phone, by email and in virtual meetings.

PROGRAMME HIGHLIGHTS

DAY 1
COMMUNICATION FOUNDATIONS FOR SALES

- Communication in Sales
- Listening and Questioning
- Adapting to Different Buyers

DAY 2
PERSUASION IN PRACTICE

- Principles of Persuasion
- Persuasive Messages
- Multi-Channel Sales Communication

LEARNING APPROACH

- Communication style self-assessment
- Role-plays with structured feedback
- Persuasive email writing exercises
- Customer success storytelling practice

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GO-TO-MARKET STRATEGY DEVELOPMENT

- Launching and Scaling Products and Services Successfully

WHO SHOULD ATTEND

Product, marketing and sales managers, business development and commercial leaders who launch or scale offerings.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Analyse markets, segments and competition to set clear go-to-market priorities.
- Develop a go-to-market strategy covering value proposition, pricing, channels and sales.
- Design an execution plan with launch activities, resources, KPIs and risk controls.

PROGRAMME HIGHLIGHTS

DAY 1 GO-TO-MARKET ANALYSIS

- Go-to-Market Fundamentals
- Market and Segment Selection
- Value Proposition and Pricing

DAY 2 GO-TO-MARKET STRATEGY AND EXECUTION

- Channel and Sales Strategy
- Marketing and Launch Planning
- KPIs and Go-to-Market Plan

LEARNING APPROACH

- Strategy workshops on your offerings
- Successful and failed launch cases
- Channel, pricing and launch planning
- Plan presentations with feedback

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Handling Objections & Closing Techniques

Turning Concerns into Commitment

Duration

2 Days

Who Should Attend

Sales executives, account managers, business development and customer-facing staff who handle objections and close sales.

What You Will Gain

01 Recognise common customer objections and the real concerns behind them.

02 Handle objections confidently with a structured approach that maintains customer trust.

03 Close with confidence to gain commitment and advance the sale.

Programme Highlights

DAY 1

Handling Objections

- Understanding Objections
- Objection Handling Process
- Handling Common Objections

DAY 2

Closing the Sale

- Recognising Buying Signals
- Closing Techniques
- Integrated Sales Practice

Learning Approach

- Rapid objection handling drills
- Role-plays with structured feedback
- Objection-to-close sales simulation
- Personal objection response library

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ASCENDIA
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SALES & MARKETING PROGRAMMES

INTEGRATED SALES & MARKETING STRATEGY

Building a Unified Strategy to Drive Revenue Growth

DURATION
2 Days

WHO SHOULD ATTEND
Sales and marketing managers, business unit heads, commercial leaders and business development managers who drive growth.

WHAT YOU WILL GAIN

01
Analyse market, customer and competitor information to identify growth opportunities.

02
Develop an integrated sales and marketing strategy across segments, offers and channels.

03
Design an execution plan with targets, budgets, KPIs and sales-marketing coordination.

PROGRAMME HIGHLIGHTS

DAY 1
STRATEGIC ANALYSIS
01

- Integrated Commercial Strategy
- Market and Customer Analysis
- Value Proposition and Positioning

DAY 2
STRATEGY AND EXECUTION
02

- Channel and Go-to-Market Strategy
- Targets, Budgets and KPIs
- Execution and Coordination

LEARNING APPROACH

- Strategy workshops on your business
- Integrated go-to-market case studies
- Funnel target and budget planning
- Executive presentations with feedback

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KEY ACCOUNT MANAGEMENT (KAM)

- Building Strategic Partnerships That Grow Account Value

WHO SHOULD ATTEND

Key account managers, account managers, senior sales executives and sales leaders who grow strategic B2B customers.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Prioritise key accounts using objective criteria such as attractiveness and cost-to-serve.
- Analyse each key account's business and stakeholders to uncover growth and risks.
- Build and present a practical key account plan with clear value and measurable targets.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING & PRIORITISING KEY ACCOUNTS

- Strategic Role of Key Account Management
- Selecting and Prioritising Key Accounts
- Understanding the Customer's Business

DAY 2 PLANNING & GROWING KEY ACCOUNTS

- Creating & Communicating Customer Value
- Building the Key Account Plan
- Key Account Plan Workshop

LEARNING APPROACH

- Portfolio and stakeholder mapping
- Senior stakeholder value role-plays
- Account plan workshop with feedback
- 90-day plan for your key account

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SALES & MARKETING PROGRAMMES

Lead Generation & Conversion Strategy

Building a Predictable Pipeline of Qualified Leads

Duration

2 Days

Who Should Attend

Marketing and sales professionals, business development executives and growth teams who generate and convert leads.

What You Will Gain

01

Analyse your lead funnel to pinpoint gaps from lead generation to conversion.

02

Build lead generation strategies across inbound, outbound and partnership channels.

03

Improve funnel performance with proven nurturing, qualification and conversion techniques.

Programme Highlights

DAY 1

Generating Leads

- The Lead Funnel
- Inbound Lead Generation
- Outbound and Partnership Lead Generation

DAY 2

Converting Leads

- Lead Qualification
- Lead Nurturing and Conversion
- Lead Strategy Plan

Learning Approach

- Funnel analysis to diagnose gaps
- Lead generation planning workshops
- Qualification and follow-up role-plays
- Lead strategy plan for your business

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ASCENDIA
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SALES & MARKETING PROGRAMMES

MARKETING ANALYTICS & DATA-DRIVEN MARKETING

Using Data to Make Smarter Marketing Decisions

DURATION
2 Days

WHO SHOULD ATTEND
Marketing managers, brand managers, digital marketers and analysts who make marketing decisions or report performance.

WHAT YOU WILL GAIN

01
Understand the key marketing metrics and how data supports decisions across the journey.

02
Analyse marketing and customer data to evaluate campaigns, segments and marketing ROI.

03
Turn data into clear marketing recommendations and dashboards for stakeholders.

PROGRAMME HIGHLIGHTS

DAY 1
MARKETING DATA FOUNDATIONS

- Data-Driven Marketing
- Key Marketing Metrics
- Customer Analytics

DAY 2
ANALYSING AND ACTING ON DATA

- Campaign Analysis
- Marketing Dashboards
- Data-Driven Recommendations

LEARNING APPROACH

- Hands-on marketing data analysis
- Dashboard design workshops
- Data-driven marketing case studies
- Marketing analytics action plan

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MARKETING FUNDAMENTALS & STRATEGY

- Building a Solid Foundation in Marketing Thinking and Planning

WHO SHOULD ATTEND

Marketing, brand and product executives and professionals from other functions who need a structured marketing foundation.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Master core marketing concepts, from customer value and STP to the marketing mix.
- Analyse market, customer and competitor information to spot marketing opportunities.
- Develop a practical marketing strategy and plan with clear objectives and KPIs.

PROGRAMME HIGHLIGHTS

DAY 1 MARKETING FOUNDATIONS

- The Role of Marketing
- Market and Customer Analysis
- Segmentation, Targeting and Positioning

DAY 2 MARKETING STRATEGY AND PLANNING

- The Marketing Mix
- Marketing Planning
- Marketing Plan Presentation

LEARNING APPROACH

- Local and global brand case studies
- STP and marketing mix workshops
- Plan presentations with feedback
- Personal learning action plan

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

Negotiation Skills for Sales

Negotiating Profitable Deals and Long-Term Customer Relationships

Duration

2 Days

Who Should Attend

Sales executives, account and key account managers and sales managers who negotiate prices, terms and contracts.

What You Will Gain

01

Analyse each negotiation by mapping interests, BATNA, walk-away points and tradables.

02

Apply strategies and tactics that protect margins while creating value for customers.

03

Handle procurement tactics, price pressure and deadlocks with confidence.

Programme Highlights

DAY 1

Preparing Sales Negotiations

- ✓ Sales Negotiation Fundamentals
- ✓ Negotiation Planning
- ✓ Value-Based Negotiation

DAY 2

Conducting Sales Negotiations

- ✓ Negotiation Tactics
- ✓ Negotiating with Procurement
- ✓ Closing Agreements

Learning Approach

- Negotiation style self-assessment
- Sales deal simulations with debriefs
- Procurement tactics role-plays
- Planning for your real negotiations

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ASCENDIA
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SALES & MARKETING PROGRAMMES

PERFORMANCE MARKETING & ADS OPTIMIZATION

Driving Measurable Results from Paid Digital Advertising

DURATION
2 Days

WHO SHOULD ATTEND
Digital marketing executives, performance marketers, e-commerce and growth teams who run paid digital campaigns.

WHAT YOU WILL GAIN

01
Understand performance marketing principles, funnel metrics and the role of each channel.

02
Plan paid campaigns with clear objectives, targeting, creatives, budgets and tracking.

03
Optimise campaigns with data to improve conversion and return on ad spend.

PROGRAMME HIGHLIGHTS

DAY 1
PLANNING PERFORMANCE CAMPAIGNS

- Performance Marketing Fundamentals
- Campaign Planning
- Tracking and Attribution

DAY 2
OPTIMISING PERFORMANCE

- Creative and Landing Page Optimisation
- Campaign Optimisation
- Reporting and Scaling

LEARNING APPROACH

- Campaign and tracking plan workshops
- Data analysis to diagnose performance
- A/B test design exercises
- Campaign optimisation case studies

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PRESENTATION SKILLS FOR SALES PROFESSIONALS

- Delivering Sales Presentations That Win Business

WHO SHOULD ATTEND

Sales executives, account managers, business development and pre-sales professionals who present to customers.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Plan sales presentations around customer needs, decision makers and desired outcomes.
- Deliver persuasive presentations with confidence, clarity and engaging visuals.
- Handle questions, objections and challenging audiences with composure.

PROGRAMME HIGHLIGHTS

DAY 1 PLANNING SALES PRESENTATIONS

- Winning Sales Presentations
- Audience and Objective
- Structuring a Persuasive Presentation

DAY 2 DELIVERING WITH IMPACT

- Delivery Skills
- Visuals and Demonstrations
- Q&A, Objections and Final Presentations

LEARNING APPROACH

- Multiple practice rounds with feedback
- Video feedback on your delivery
- Q&A drills for handling objections
- Presentation plan for a real customer

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Product Marketing & Product Positioning

Positioning Products to Win in the Market

Duration

2 Days

Who Should Attend

Product marketers, brand and marketing executives, product managers and sales professionals who launch or position offerings.

What You Will Gain

01
Analyse customers, competitors and market context to find positioning opportunities.

02
Develop clear positioning, value propositions and messaging for target segments.

03
Plan launches that equip sales and marketing teams to communicate the positioning.

Programme Highlights

DAY 1

Understanding the Market and the Customer

- The Role of Product Marketing
- Customer and Market Insight
- Competitive Analysis

DAY 2

Positioning and Going to Market

- Product Positioning
- Messaging and Sales Enablement
- Product Launch Planning

Learning Approach

- Persona and positioning workshops
- Product launch case studies
- Messaging and battlecard exercises
- Launch plan for a real product

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

SALES & MARKETING ALIGNMENT

Working as One Revenue Team to Drive Growth

DURATION
2 Days

WHO SHOULD ATTEND
Sales and marketing managers, executives and business development professionals who collaborate to generate revenue.

WHAT YOU WILL GAIN

01
Recognise the causes and costs of misalignment between sales and marketing.

02
Apply alignment tools such as shared definitions, lead processes and SLAs.

03
Build a joint plan with shared goals, processes, metrics and communication routines.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING ALIGNMENT

- Why Sales and Marketing Misalign
- Shared Understanding of the Customer
- Lead Management

DAY 2
BUILDING AN ALIGNED REVENUE ENGINE

- Service Level Agreements and Metrics
- Collaboration Routines
- Joint Sales and Marketing Plan

LEARNING APPROACH

- Joint sales and marketing workshops
- Alignment success and failure cases
- Facilitated discussions on real issues
- Joint sales and marketing plan

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SALES COACHING FOR MANAGERS

- Developing Sales Teams Through Effective Coaching

WHO SHOULD ATTEND

Sales managers, sales team leaders, regional managers and key account managers who coach sales representatives.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand how coaching lifts sales performance and how it differs from managing.
- Use coaching models to diagnose development needs and coach skills, pipeline and deals.
- Hold effective field and deal coaching conversations with your sales representatives.

PROGRAMME HIGHLIGHTS

DAY 1 FOUNDATIONS OF SALES COACHING

- The Sales Manager as Coach
- Diagnosing Coaching Needs
- Coaching Models and Skills

DAY 2 COACHING IN ACTION

- Field Coaching
- Pipeline and Deal Coaching
- Building a Coaching Rhythm

LEARNING APPROACH

- Sales coaching self-assessment
- Coaching triads with observer feedback
- Field and deal coaching role-plays
- Personal sales coaching plan

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

Sales Fundamentals & Professional Selling Skills

Building a Strong Foundation for Sales Success

Duration

2 Days

Who Should Attend

New and developing sales and account executives, business development staff and customer-facing professionals who sell.

What You Will Gain

01

Understand the professional selling process and the mindset of successful salespeople.

02

Apply core skills in prospecting, questioning, presenting solutions and handling objections.

03

Lead a complete sales conversation from opening to closing and follow-up.

Programme Highlights

DAY 1

Sales Foundations

- The Professional Sales Mindset
- The Sales Process
- Prospecting and Preparation

DAY 2

Selling Skills in Action

- Discovering Customer Needs
- Solutions & Objection Handling
- Closing and Follow-Up

Learning Approach

- Selling strengths self-assessment
- Role-plays of every sales stage
- Full sales conversation simulation
- Case studies from your industries

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ASCENDIA
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SALES & MARKETING PROGRAMMES

SALES LEADERSHIP & TEAM MANAGEMENT

Leading Sales Teams to Sustainable High Performance

DURATION
2 Days

WHO SHOULD ATTEND
Sales managers, sales directors, regional managers and newly promoted sales leaders who lead sales teams.

WHAT YOU WILL GAIN

01
Clarify the sales leader's role across strategy, people and performance.

02
Apply leadership tools for planning, team structure, hiring, motivation and performance.

03
Build a sales leadership plan that lifts team capability, engagement and results.

PROGRAMME HIGHLIGHTS

DAY 1
LEADING THE SALES ORGANISATION
01

- The Sales Leader's Role
- Sales Strategy and Planning
- Building the Sales Team

DAY 2
LEADING SALES PEOPLE
02

- Motivating Sales Teams
- Managing Sales Performance
- Sales Leadership Plan

LEARNING APPROACH

- Sales leadership profile assessment
- Team plan and structure workshops
- Coaching and performance role-plays
- Sales leadership case studies

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SALES PERFORMANCE MANAGEMENT

- Driving Sales Results Through Goals, Metrics and Coaching

WHO SHOULD ATTEND

Sales managers, sales team leaders, regional managers and sales operations professionals accountable for team performance.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand the building blocks of an effective sales performance management system.
- Use metrics, dashboards and review routines to monitor and diagnose performance.
- Drive results with targeted coaching, incentives and recognition.

PROGRAMME HIGHLIGHTS

DAY 1 SALES PERFORMANCE FOUNDATIONS

- Sales Performance Management System
- Sales Metrics
- Diagnosing Sales Performance

DAY 2 IMPROVING SALES PERFORMANCE

- Performance Reviews
- Coaching and Motivation
- Sales Performance Action Plan

LEARNING APPROACH

- Scorecard and review routine workshops
- Data exercises to diagnose performance
- Performance conversation role-plays
- Incentive and turnaround case studies

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Sales Planning & Forecasting

Building Realistic Sales Plans and Accurate Forecasts

Duration

2 Days

Who Should Attend

Sales managers, sales executives, key account managers and commercial analysts who own sales plans, targets and forecasts.

What You Will Gain

01 Understand planning and forecasting methods and their role in business planning.

02 Turn targets into practical account, product and activity plans.

03 Improve forecast accuracy and sales predictability with proven techniques and reviews.

Programme Highlights

DAY 1

Sales Planning

- Sales Planning Fundamentals
- Target Setting and Allocation
- Building the Sales Plan

DAY 2

Sales Forecasting

- Forecasting Methods
- Improving Forecast Accuracy
- Plan and Forecast Review

Learning Approach

- Excel target and forecasting exercises
- Sales plans for your own territory
- Forecast accuracy case studies
- Forecast review meeting simulation

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ASCENDIA
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SALES & MARKETING PROGRAMMES

SEO & SEM BASICS

Getting Found by Customers on Search Engines

DURATION
2 Days

WHO SHOULD ATTEND
Marketing and digital marketing staff, website owners and business owners who want greater search engine visibility.

WHAT YOU WILL GAIN

01
Understand how search engines work and when to use SEO or SEM.

02
Apply core SEO techniques, from keyword research to on-page and content optimisation.

03
Set up and optimise search ad campaigns and measure search performance.

PROGRAMME HIGHLIGHTS

DAY 1
SEARCH ENGINE OPTIMISATION
01

- How Search Works
- Keyword Research
- On-Page and Technical SEO

DAY 2
SEARCH ENGINE MARKETING
02

- Off-Page SEO and Local SEO
- Search Advertising Basics
- Measuring & Optimising Search

LEARNING APPROACH

- Hands-on keyword and campaign setup
- SEO audits of real websites
- SEO and SEM case studies
- Search marketing action plan

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SOCIAL MEDIA MARKETING STRATEGY

- Building Brand Engagement and Business Results Through Social Media

WHO SHOULD ATTEND

Marketing executives, social media and content specialists, brand managers and business owners who run social channels.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Analyse audiences and platforms to set clear social media objectives and strategy.
- Develop content strategies and calendars that build engagement and support business goals.
- Optimise performance with social advertising, community management and analytics.

PROGRAMME HIGHLIGHTS

DAY 1 SOCIAL MEDIA STRATEGY

- The Role of Social Media in Marketing
- Audience and Platform Strategy
- Content Strategy

DAY 2 EXECUTION AND OPTIMISATION

- Content Planning & Community Management
- Social Media Advertising
- Measurement and Strategy Plan

LEARNING APPROACH

- Audits of your own social channels
- Content pillar and calendar workshops
- Campaign and crisis case studies
- Practice reading social media reports

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ASCENDIA
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SALES & MARKETING PROGRAMMES

Solution Selling & Value-Based Selling

Selling Business Outcomes, Not Products

Duration

2 Days

Who Should Attend

Sales executives, account managers, pre-sales consultants and business development staff selling high-value solutions.

What You Will Gain

01 Understand the principles of solution selling and value-based selling.

02 Diagnose customer problems and quantify the business value of your solutions.

03 Hold value-based conversations and proposals that justify price and set you apart.

Programme Highlights

DAY 1

Solution Selling

- From Product Selling to Solution Selling
- Diagnosing Customer Problems
- Designing Solutions

DAY 2

Value-Based Selling

- Quantifying Value
- Communicating Value
- Value Selling Action Plan

Learning Approach

- Role-plays with structured feedback
- ROI and TCO value calculations
- Solution design for real customers
- Value-based sales win case studies

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

STRATEGIC SELLING & COMPLEX SALES

Winning Complex Deals with Multiple Stakeholders

DURATION
2 Days

WHO SHOULD ATTEND
Senior sales executives, key account managers, sales managers and business development professionals in complex B2B sales.

WHAT YOU WILL GAIN

01
Analyse buying influences, decision processes and competitive position in complex deals.

02
Build deal strategies that address multiple stakeholders, risks and competitive threats.

03
Advance and win complex deals with opportunity planning and stakeholder engagement.

PROGRAMME HIGHLIGHTS

DAY 1
ANALYSING COMPLEX SALES

- The Nature of Complex Sales
- Buying Influences and Decision Processes
- Opportunity Assessment

DAY 2
WINNING COMPLEX DEALS

- Deal Strategy
- Stakeholder Engagement
- Opportunity Plan and Review

LEARNING APPROACH

- Deal strategy workshops on real deals
- Complex deal win and loss cases
- Executive engagement role-plays
- Deal review simulation with a panel

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TERRITORY & PIPELINE MANAGEMENT

- Managing Coverage and Pipeline for Predictable Sales Results

WHO SHOULD ATTEND

Sales executives, account, territory and sales managers who manage territories, customer coverage and sales pipelines.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Analyse territory potential and customer segments to focus coverage and sales effort.
- Qualify, track and advance opportunities with disciplined pipeline management.
- Build a territory and pipeline plan with activity targets, routines and metrics.

PROGRAMME HIGHLIGHTS

DAY 1 TERRITORY MANAGEMENT

- Territory Management Fundamentals
- Customer Segmentation and Prioritisation
- Territory Planning

DAY 2 PIPELINE MANAGEMENT

- Pipeline Fundamentals
- Qualifying and Advancing Opportunities
- Territory and Pipeline Action Plan

LEARNING APPROACH

- Territory segmentation workshops
- Pipeline analysis data exercises
- Pipeline review meeting simulation
- Personal territory and pipeline plan

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ASCENDIA
TRAINING & CONSULTING

SALES & MARKETING PROGRAMMES

Understanding Customer Needs & Buying Behavior

Seeing the Sale Through the Customer's Eyes

Duration

2 Days

Who Should Attend

Sales executives, account managers, business development and marketing professionals who want to understand customers better.

What You Will Gain

01

Understand the psychological and organisational factors behind customer buying behaviour.

02

Uncover explicit and underlying customer needs through skilled questioning and listening.

03

Tailor your sales approach to different buyer journeys, decision makers and customer types.

Programme Highlights

DAY 1

How Customers Buy

- Customer-Centred Selling
- Consumer and Business Buying Behaviour
- The Buyer Journey

DAY 2

Uncovering and Responding to Needs

- Uncovering Needs
- Buyer Types and Decision Makers
- Applying Customer Insight

Learning Approach

- Consumer and B2B buying case studies
- Journey mapping for your customers
- Needs discovery role-plays
- Customer insight action plan

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AI Application

Practical, role-based use of AI to raise productivity, decision quality and customer impact.

32 programmes | **2 days each · customisable**

Advanced Prompting for Strategic Work	205
AI for Business Process Improvement & Optimization	206
AI for Business Productivity & Performance	207
AI for Business Report Writing & Insights	208
AI for Customer Engagement & Personalization	209
AI for Customer Experience (CX) Transformation	210
AI for Customer Journey Design & Optimization	211
AI for Data Analysis & Business Decision Support	212
AI for Digital Marketing & Ads Performance Optimization	213
AI for High-Impact Marketing Content Creation	214
AI for HR Efficiency & Automation	215
AI for HR Reporting & Workforce Insights	216
AI for Innovation, Creativity & Idea Generation	217
AI for Key Account Management Optimization	218
AI for Knowledge Management & Internal Documentation	219
AI for Lead Generation & Customer Prospecting	220
AI for Learning & Development Content Creation	221
AI for Office Productivity (Excel, PowerPoint, Documents)	222
AI for Operations Efficiency & Process Automation	223
AI for Personal Productivity & Time Optimization	224
AI for Presentation Design & Business Storytelling	225
AI for Problem Solving & Critical Thinking	226
AI for Professional Email & Communication Excellence	227
AI for Project Management & Execution Support	228
AI for Recruitment & Talent Screening Optimization	229
AI for Research, Analysis & Information Synthesis	230
AI for Sales Performance Acceleration	231
AI for Social Media & Campaign Effectiveness	232
AI for Strategic Planning & Business Growth	233
AI for Training Design & Facilitation Enhancement	234
AI-Powered Work Optimization	235
Generative AI for Workplace Excellence (ChatGPT, Copilot, etc.)	236

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AI APPLICATION PROGRAMMES

ADVANCED PROMPTING FOR STRATEGIC WORK

Using AI as a Thinking Partner for Complex Business Challenges

DURATION
2 Days

WHO SHOULD ATTEND
Managers, senior professionals, analysts and strategy staff already using generative AI for complex, strategic work.

WHAT YOU WILL GAIN

01
Structure complex problems and test strategic options with advanced prompting techniques.

02
Use AI to challenge assumptions, explore scenarios and strengthen your recommendations.

03
Build multi-step AI workflows for strategic tasks with sound validation and human judgement.

PROGRAMME HIGHLIGHTS

DAY 1
ADVANCED PROMPTING TECHNIQUES
01

- AI for Complex Work
- Structuring Complex Problems
- AI as Critical Thinking Partner

DAY 2
STRATEGIC APPLICATIONS
02

- Strategic Analysis with AI
- Strategic Communication with AI
- Strategic AI Workflows

LEARNING APPROACH

- Hands-on practice on strategic cases
- Red-team exercises on strategies
- AI-supported strategic case studies
- Personal strategic AI workflow

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ASCENDIA
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AI APPLICATION PROGRAMMES

AI for Business Process Improvement & Optimization

Redesigning Processes for Speed, Quality and Value with AI

Duration

2 Days

Who Should Attend

Process owners, business analysts, continuous improvement professionals, managers and digital transformation teams.

What You Will Gain

01

Combine AI with Lean and process improvement methods to optimise business processes.

02

Map, analyse and redesign processes with AI to remove waste, bottlenecks and rework.

03

Build an AI-enabled improvement proposal with business case, KPIs and implementation plan.

Programme Highlights

DAY 1

Analysing Processes with AI

- Process Improvement in the AI Era
- AI-Assisted Process Mapping
- AI-Assisted Process Analysis

DAY 2

Redesigning Processes with AI

- Future-State Process Design
- Business Case and Risk
- Improvement Proposal

Learning Approach

- Hands-on AI mapping and analysis
- Future-state process design workshops
- AI-enabled improvement case studies
- Workplace process improvement proposal

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ASCENDIA
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AI APPLICATION PROGRAMMES

AI FOR BUSINESS PRODUCTIVITY & PERFORMANCE

Working Faster and Smarter with AI Every Day

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, specialists, team leaders and managers in all functions who want to boost productivity and quality with AI.

WHAT YOU WILL GAIN

01
Identify high-value opportunities to apply AI in daily work and team processes.

02
Use AI to speed up communication, analysis and documentation while maintaining quality.

03
Build personal and team AI workflows that deliver measurable performance improvements.

PROGRAMME HIGHLIGHTS

DAY 1
AI FOR PERSONAL PRODUCTIVITY

- AI and Workplace Performance
- Effective Prompting
- AI for Communication and Documents

DAY 2
AI FOR TEAM PERFORMANCE

- AI for Analysis and Decisions
- AI in Team Workflows
- AI Productivity Plan

LEARNING APPROACH

- Hands-on practice on real work tasks
- Prompt clinics with feedback
- Personal and team workflow workshops
- Personal and team AI productivity plan

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AI FOR BUSINESS REPORT WRITING & INSIGHTS

- Producing Insightful, Decision-Ready Reports Faster with AI

WHO SHOULD ATTEND

Analysts, specialists, team leaders and managers who prepare business, performance or project reports.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Structure reports, analyse data and generate business insights with AI tools.
- Write clear, decision-ready reports with executive summaries and recommendations.
- Validate AI-assisted reports to ensure accuracy, objectivity and confidentiality.

PROGRAMME HIGHLIGHTS

DAY 1 AI-ASSISTED ANALYSIS AND STRUCTURE

- Effective Business Reports
- Planning Reports with AI
- AI for Data Analysis and Insights

DAY 2 WRITING AND FINALISING REPORTS

- Drafting Reports with AI
- Validating AI-Assisted Reports
- Report Workflow

LEARNING APPROACH

- Hands-on analysis and drafting with AI
- Quality reviews of AI outputs
- Peer feedback on report drafts
- Workplace AI report workflow

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ASCENDIA
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AI APPLICATION PROGRAMMES

AI for Customer Engagement & Personalization

Delivering Relevant, Personal Experiences at Scale with AI

Duration

2 Days

Who Should Attend

Marketing, CRM, customer experience, e-commerce and sales professionals responsible for engagement and retention.

What You Will Gain

01

Understand how AI enables segmentation, personalisation and engagement at scale.

02

Analyse customer data, build segments and create personalised content and journeys with AI.

03

Design an AI-enabled engagement programme with clear measures and responsible data use.

Programme Highlights

DAY 1

Understanding Customers with AI

- AI and Customer Engagement
- Customer Data and Segmentation
- Customer Insight Generation

DAY 2

Personalising Engagement

- Personalised Content at Scale
- Personalised Journeys and Automation
- Engagement Programme Plan

Learning Approach

- Hands-on segmentation and content work
- Trigger-based journey design workshops
- Retail, banking and services cases
- Group discussions on privacy and trust

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR CUSTOMER EXPERIENCE (CX) TRANSFORMATION

Using AI to Deliver Faster, Smarter, More Personal Customer Experiences

DURATION
2 Days

WHO SHOULD ATTEND
Customer experience, service, marketing, operations and digital transformation professionals and managers.

WHAT YOU WILL GAIN

01
Understand how generative AI, chatbots and analytics are transforming customer experience.

02
Evaluate AI use cases across the customer journey by value, feasibility and risk.

03
Develop a CX roadmap that integrates AI with people, processes and responsible use.

PROGRAMME HIGHLIGHTS

DAY 1
AI AND THE CUSTOMER EXPERIENCE

- The AI-Enabled Customer Experience
- AI Across the Customer Journey
- AI for Customer Service

DAY 2
DESIGNING THE AI-DRIVEN CX

- AI for Customer Insight
- Responsible AI in CX
- CX Transformation Roadmap

LEARNING APPROACH

- Hands-on service and feedback analysis
- Journey mapping workshops
- CX transformation case studies
- Workplace CX transformation roadmap

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AI FOR CUSTOMER JOURNEY DESIGN & OPTIMIZATION

- Designing and Improving Customer Journeys with AI-Driven Insight

WHO SHOULD ATTEND

Marketing, customer experience, digital, product and service professionals who design and optimise customer journeys.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how AI supports journey research, design, personalisation and optimisation.
- Analyse customer data, generate personas and map journey pain points using AI tools.
- Design an optimised journey with AI-enabled touchpoints, measures and testing plans.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING JOURNEYS WITH AI

- Customer Journeys and AI
- AI for Customer Research
- AI-Assisted Journey Mapping

DAY 2 OPTIMISING JOURNEYS WITH AI

- AI-Enabled Touchpoints
- Testing and Measuring Journeys
- Journey Optimisation Plan

LEARNING APPROACH

- Hands-on AI personas and journey maps
- Journey redesign workshops
- AI-driven journey optimisation cases
- Journey presentations with feedback

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Data Analysis & Business Decision Support

Analysing Data and Supporting Decisions with AI

Duration

2 Days

Who Should Attend

Analysts, specialists, team leaders and managers who analyse business data and make or support decisions.

What You Will Gain

01

Clean, explore, analyse and visualise business data with AI tools.

02

Interpret AI-supported analysis critically to produce reliable insights and recommendations.

03

Build a decision process that combines data, AI analysis and human judgement.

Programme Highlights

DAY 1

AI-Supported Data Analysis

- AI and Data Analysis
- Preparing Data with AI
- Exploring and Analysing Data

DAY 2

From Analysis to Decisions

- Visualisation and Interpretation
- Decision Support
- Decision Process and Action Plan

Learning Approach

- Hands-on analysis of business datasets
- AI-supported decision case studies
- Critical reviews of AI analysis
- Workplace AI decision workflow

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR DIGITAL MARKETING & ADS PERFORMANCE OPTIMIZATION

Improving Digital Advertising Results with AI

DURATION
2 Days

WHO SHOULD ATTEND
Digital marketing executives, performance marketers, media planners and e-commerce teams who manage paid digital campaigns.

WHAT YOU WILL GAIN

01
Understand how AI drives ad platforms, bidding, targeting and creative optimisation.

02
Plan campaigns, generate ad creatives and analyse campaign data with AI tools.

03
Improve conversion and return on ad spend while managing AI-related risks.

PROGRAMME HIGHLIGHTS

DAY 1
AI IN DIGITAL ADVERTISING

- AI-Powered Advertising Platforms
- Campaign Planning with AI
- AI for Ad Creative

DAY 2
OPTIMISING PERFORMANCE WITH AI

- Analysing Campaign Data with AI
- Optimisation Strategies
- Optimisation Plan

LEARNING APPROACH

- Hands-on AI planning and creatives
- Campaign data optimisation exercises
- AI-driven performance marketing cases
- Peer review of creative variations

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AI FOR HIGH-IMPACT MARKETING CONTENT CREATION

- Creating On-Brand Marketing Content Faster with AI

WHO SHOULD ATTEND

Marketing, brand, content and communication professionals who create marketing content across channels.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Develop content ideas, copy, visuals and video concepts aligned with marketing objectives.
- Keep AI-generated content consistent, accurate and on-brand with guidelines and prompts.
- Build an AI-assisted content workflow with review, legal and quality controls.

PROGRAMME HIGHLIGHTS

DAY 1 AI-ASSISTED CONTENT STRATEGY AND COPY

- AI in Marketing Content
- Content Ideation with AI
- Copywriting with AI

DAY 2 AI-ASSISTED VISUAL AND MULTI-CHANNEL CONTENT

- Visual Content with AI
- Video and Multi-Channel Content
- Content Workflow

LEARNING APPROACH

- Hands-on AI copy, visuals and video
- Brand voice prompt workshops
- Peer review of content quality
- AI content campaign case studies

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for HR Efficiency & Automation

Streamlining HR Work with AI and Automation

Duration

2 Days

Who Should Attend

HR professionals, business partners, operations staff and managers seeking greater efficiency through AI and automation.

What You Will Gain

01 Understand the benefits and risks of AI and automation across HR processes.

02 Speed up policies, communications, job descriptions and FAQs with generative AI.

03 Design AI-enabled HR improvements with governance, data protection and implementation plans.

Programme Highlights

DAY 1

AI in HR

- AI and the Future of HR
- Prompting for HR Tasks
- AI for HR Documents and Communication

DAY 2

Automating HR Processes

- AI-Enabled HR Processes
- Responsible AI in HR
- HR AI Implementation Plan

Learning Approach

- Hands-on AI practice on HR tasks
- HR process mapping workshops
- Responsible AI in HR case studies
- Workplace HR AI implementation plan

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AI FOR HR REPORTING & WORKFORCE INSIGHTS

Turning People Data into Insights Faster with AI

DURATION
2 Days

WHO SHOULD ATTEND
HR business partners, analysts, managers and reporting specialists who prepare HR reports and workforce analysis.

WHAT YOU WILL GAIN

01
Understand how AI supports HR data preparation, analysis, reporting and insight.

02
Clean, analyse and visualise headcount, turnover, engagement and performance data with AI.

03
Produce AI-assisted HR insight reports that support workforce decisions and protect data.

PROGRAMME HIGHLIGHTS

DAY 1
AI FOR HR DATA AND ANALYSIS

- AI and HR Analytics
- Preparing HR Data with AI
- Analysing Workforce Data with AI

DAY 2
AI FOR HR REPORTING AND INSIGHT

- Visualising HR Data
- Writing Insight Narratives
- HR Reporting Workflow

LEARNING APPROACH

- Hands-on AI work with HR data
- Workforce insight case studies
- Insight narrative report workshops
- Discussions on people data privacy

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AI FOR INNOVATION, CREATIVITY & IDEA GENERATION

- Expanding Creative Thinking with AI

WHO SHOULD ATTEND

Professionals, team leaders, managers and innovation teams generating ideas for products, services, processes or campaigns.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Use AI to augment human creativity across the innovation process.
- Generate, combine and refine ideas for business challenges with AI-assisted techniques.
- Turn promising ideas into tested concepts with clear value propositions.

PROGRAMME HIGHLIGHTS

DAY 1 CREATIVE THINKING WITH AI

- Creativity and AI
- Framing Challenges
- AI-Assisted Idea Generation

DAY 2 FROM IDEAS TO CONCEPTS

- Evaluating Ideas
- Developing and Testing Concepts
- Innovation Pitch

LEARNING APPROACH

- Hands-on AI creative techniques
- Team ideation on real challenges
- Concept pitch sessions with feedback
- Workplace innovation action plan

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Key Account Management Optimization

Growing Strategic Accounts with AI-Powered Insight

Duration

2 Days

Who Should Attend

Key account managers, account managers, sales managers and customer success professionals handling strategic customers.

What You Will Gain

01

Analyse key accounts' business priorities, relationships and opportunities with AI tools.

02

Develop account plans, value propositions and stakeholder strategies with AI support.

03

Build an AI-supported routine to monitor, review and grow your key accounts.

Programme Highlights

DAY 1

AI-Powered Account Insight

- AI in Key Account Management
- Account Analysis with AI
- Stakeholder Mapping with AI

DAY 2

AI-Supported Account Planning and Growth

- Value Propositions and Account Plans
- Account Reviews and Communication
- KAM Routine with AI

Learning Approach

- Hands-on AI work on real accounts
- Account planning workshops
- Business review role-plays
- AI in account management case studies

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR KNOWLEDGE MANAGEMENT & INTERNAL DOCUMENTATION

Capturing, Organising and Sharing Knowledge with AI

DURATION
2 Days

WHO SHOULD ATTEND
Team leaders, managers, process owners, HR, L&D and specialists responsible for documentation, SOPs and knowledge sharing.

WHAT YOU WILL GAIN

01
Use AI to support knowledge capture, organisation and retrieval across your team.

02
Create and update SOPs, guides, FAQs and internal documentation with AI tools.

03
Build an AI-supported knowledge approach that keeps content accurate, secure and owned.

PROGRAMME HIGHLIGHTS

DAY 1
KNOWLEDGE CAPTURE AND DOCUMENTATION

- Knowledge Management Foundations
- Capturing Knowledge with AI
- Creating Documentation with AI

DAY 2
ORGANISING AND SHARING KNOWLEDGE

- Organising Knowledge
- AI-Powered Knowledge Retrieval
- Knowledge Management Plan

LEARNING APPROACH

- Hands-on AI capture and documentation
- Knowledge structure design workshops
- AI knowledge assistant case studies
- Discussions on governance and security

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AI FOR LEAD GENERATION & CUSTOMER PROSPECTING

- Finding and Engaging the Right Prospects with AI

WHO SHOULD ATTEND

Sales, business development, marketing and growth professionals responsible for lead generation and prospecting.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Define ideal customer profiles and target segments using AI-supported research.
- Identify prospects, research accounts and personalise outreach at scale with AI.
- Build a prospecting system with qualification, tracking and responsible data use.

PROGRAMME HIGHLIGHTS

DAY 1 TARGETING AND RESEARCH WITH AI

- AI-Enabled Prospecting
- Ideal Customer Profile and Segmentation
- Account and Contact Research

DAY 2 ENGAGING PROSPECTS WITH AI

- Personalised Outreach
- Inbound Lead Generation with AI
- Prospecting System

LEARNING APPROACH

- Hands-on ICP, research and outreach
- Testing outreach message variations
- AI-supported lead generation cases
- Peer feedback on outreach sequences

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Learning & Development Content Creation

Creating High-Quality Learning Content Faster with AI

Duration

2 Days

Who Should Attend

L&D professionals, instructional designers, internal trainers and subject matter experts who create learning content.

What You Will Gain

01 Understand where generative AI adds value, and its limits, in learning content creation.

02 Create objectives, outlines, scripts, case studies, quizzes and job aids with AI tools.

03 Build an AI-assisted content workflow with quality, copyright and accuracy checks.

Programme Highlights

DAY 1

AI-Assisted Content Design

- AI in Learning Content Creation
- Prompting for Learning Design
- Creating Core Learning Content

DAY 2

Producing Engaging Learning Assets

- Assessments and Activities
- Visual and Multimedia Content
- Quality Assurance and Workflow

Learning Approach

- Hands-on creation of learning assets
- Prompt clinics for learning content
- Peer quality review of AI content
- AI in L&D teams case studies

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR OFFICE PRODUCTIVITY (EXCEL, POWERPOINT, DOCUMENTS)

Getting More Done in Office Tools with AI

DURATION
2 Days

WHO SHOULD ATTEND
Office-based professionals, administrative staff, analysts and managers who work extensively in Excel, PowerPoint and Word.

WHAT YOU WILL GAIN

01
Use AI assistants to build spreadsheets, formulas, analyses and charts in Excel.

02
Create, structure and design presentations and documents more efficiently with AI.

03
Develop AI-enabled office workflows that save time while maintaining professional quality.

PROGRAMME HIGHLIGHTS

DAY 1
AI FOR SPREADSHEETS

- AI in Office Tools
- AI for Excel Formulas and Data
- AI for Excel Analysis

DAY 2
AI FOR PRESENTATIONS AND DOCUMENTS

- AI for PowerPoint
- AI for Word and Documents
- Office AI Workflow

LEARNING APPROACH

- Live demonstrations of AI features
- Hands-on Excel, PowerPoint, Word tasks
- Realistic end-to-end business cases
- Prompt clinics for office tasks

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AI FOR OPERATIONS EFFICIENCY & PROCESS AUTOMATION

- Improving Operational Performance with AI and Automation

WHO SHOULD ATTEND

Operations managers, supervisors, process owners, engineers and improvement teams in manufacturing, logistics and services.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand how AI and automation improve operational efficiency, quality and decisions.
- Analyse operational processes to identify and prioritise AI and automation opportunities.
- Plan AI-enabled operational improvements with KPIs, risks and change management.

PROGRAMME HIGHLIGHTS

DAY 1 AI IN OPERATIONS

- AI and the Future of Operations
- Process Analysis for Automation
- Generative AI for Operations Work

DAY 2 IMPLEMENTING AI IN OPERATIONS

- AI for Operational Decisions
- Prioritising and Planning Initiatives
- Implementation and Change

LEARNING APPROACH

- Process mapping workshops
- Hands-on AI for operations documents
- Manufacturing and logistics cases
- Workplace operations AI action plan

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Personal Productivity & Time Optimization

Reclaiming Time and Focus with AI

Duration

2 Days

Who Should Attend

Professionals, specialists, team leaders and managers who want to manage their time, tasks and workload better with AI.

What You Will Gain

01

Analyse your time use and pinpoint tasks where AI saves time or improves quality.

02

Plan, prioritise, manage information and complete routine tasks more efficiently with AI.

03

Build a personal AI-enabled productivity system that supports focus and work-life balance.

Programme Highlights

DAY 1

AI for Planning and Prioritising

- Productivity in the AI Era
- AI for Planning and Prioritisation
- AI for Information Overload

DAY 2

AI for Execution and Focus

- AI for Routine Tasks
- Focus and Wellbeing
- Personal Productivity System

Learning Approach

- Time audit and habits self-assessment
- Hands-on AI planning and task practice
- Peer sharing of tips and workflows
- Personal productivity action plan

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ASCENDIA
TRAINING & CONSULTING

AI FOR PRESENTATION DESIGN & BUSINESS STORYTELLING

Creating Compelling Presentations Faster with AI

DURATION
2 Days

WHO SHOULD ATTEND
Professionals, specialists, team leaders and managers who create and deliver business presentations.

WHAT YOU WILL GAIN

01
Build clear, persuasive presentation storylines with storytelling principles and AI tools.

02
Generate slide content, visuals and designs that communicate key messages effectively.

03
Deliver AI-assisted presentations with confidence, accuracy and an authentic personal voice.

PROGRAMME HIGHLIGHTS

DAY 1
AI-ASSISTED STORYTELLING

- Business Storytelling Principles
- Building Storylines with AI
- Content Development with AI

DAY 2
AI-ASSISTED DESIGN AND DELIVERY

- Visual Design with AI
- Presenting with Impact
- Presentation Workflow

LEARNING APPROACH

- Hands-on AI storylines and slides
- Before-and-after slide redesigns
- Delivery practice with feedback
- Q&A drills with AI-generated questions

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AI FOR PROBLEM SOLVING & CRITICAL THINKING

- Combining Human Judgement and AI to Solve Problems Better

WHO SHOULD ATTEND

Professionals, specialists, team leaders and managers who solve workplace problems and want AI to strengthen their thinking.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Define, analyse and solve workplace problems with structured methods and AI support.
- Use AI to generate perspectives, challenge assumptions and evaluate options.
- Evaluate AI outputs critically to avoid errors, bias and over-reliance.

PROGRAMME HIGHLIGHTS

DAY 1 STRUCTURED PROBLEM SOLVING WITH AI

- Thinking with AI
- Defining Problems with AI
- Root Cause Analysis with AI

DAY 2 SOLUTIONS AND CRITICAL EVALUATION

- Generating and Evaluating Solutions
- Critical Evaluation of AI Outputs
- Integrated Problem-Solving Case

LEARNING APPROACH

- Hands-on AI problem-solving cases
- Critical reviews of AI outputs
- Integrated team problem-solving case
- Presentations with challenge sessions

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Professional Email & Communication Excellence

Writing Clear, Professional and Persuasive Messages with AI

Duration

2 Days

Who Should Attend

Professionals, team leaders and managers who frequently write emails and business messages in English or Vietnamese.

What You Will Gain

01 Brief AI tools effectively using professional communication principles.

02 Draft, edit, translate and adapt email tone for different audiences and situations.

03 Review AI-assisted messages to keep them accurate, appropriate and authentic.

Programme Highlights

DAY 1

Foundations of AI-Assisted Communication

- Professional Communication Principles
- Briefing AI for Communication Tasks
- Everyday Emails with AI

DAY 2

Communication Excellence with AI

- Sensitive and Persuasive Messages
- Multilingual & Cross-Cultural Messaging
- Quality and Authenticity

Learning Approach

- Drafting real emails with AI
- Before-and-after message rewrites
- Peer feedback on AI-assisted emails
- Sensitive communication case studies

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR PROJECT MANAGEMENT & EXECUTION SUPPORT

Planning, Tracking and Delivering Projects Better with AI

DURATION
2 Days

WHO SHOULD ATTEND
Project managers, coordinators, PMO staff and team leaders who manage projects or cross-functional initiatives.

WHAT YOU WILL GAIN

01
Use AI to support project planning, communication, risk management and reporting.

02
Build project charters, schedules, risk registers and status reports with AI tools.

03
Improve project execution with an AI-assisted workflow that keeps human accountability.

PROGRAMME HIGHLIGHTS

DAY 1
AI FOR PROJECT PLANNING

- AI in Project Management
- AI for Project Initiation
- AI for Planning

DAY 2
AI FOR EXECUTION AND CONTROL

- AI for Risk and Issue Management
- AI for Communication and Reporting
- AI-Assisted Project Workflow

LEARNING APPROACH

- Hands-on AI on a realistic project
- Prompt clinics for project tasks
- Integrated project simulation
- AI-supported project delivery cases

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AI FOR RECRUITMENT & TALENT SCREENING OPTIMIZATION

- Hiring Faster and Smarter with AI-Supported Recruitment

WHO SHOULD ATTEND

Recruiters, talent acquisition specialists, HR business partners and hiring managers involved in recruitment and selection.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how AI is used in recruitment and manage the risks of bias and non-compliance.
- Create job descriptions, outreach, screening criteria and interview guides with AI.
- Design a faster, higher-quality recruitment workflow that stays fair and human-led.

PROGRAMME HIGHLIGHTS

DAY 1 AI ACROSS THE RECRUITMENT PROCESS

- AI in Talent Acquisition
- AI for Job Design and Attraction
- AI for Screening

DAY 2 OPTIMISING SELECTION WITH AI

- AI for Interviews and Assessment
- Fair and Responsible AI Hiring
- AI Recruitment Workflow

LEARNING APPROACH

- Hands-on AI recruitment tasks
- AI hiring successes and risks
- Recruitment workflow design workshops
- Discussions on fairness and compliance

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Research, Analysis & Information Synthesis

Researching Faster and Synthesising Information More Reliably with AI

Duration

2 Days

Who Should Attend

Analysts, researchers, specialists, consultants and managers who gather, analyse and summarise information for decisions.

What You Will Gain

01

Plan research, find information and summarise large volumes of content with AI tools.

02

Verify sources, facts and reasoning to judge the reliability of AI-generated research.

03

Synthesise multiple sources into clear, well-supported insights and briefings.

Programme Highlights

DAY 1

AI-Assisted Research

- AI for Research
- Planning Research with AI
- Gathering and Summarising Information

DAY 2

Analysis and Synthesis

- Verifying AI Research
- Synthesising Information
- Research Briefings

Learning Approach

- Hands-on AI research and summaries
- Verification challenges on AI outputs
- Multi-source synthesis workshops
- Peer feedback on research briefs

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AI FOR SALES PERFORMANCE ACCELERATION

Selling Smarter and Faster with AI

DURATION
2 Days

WHO SHOULD ATTEND
Sales executives, account managers, business development staff and sales managers seeking better sales results with AI.

WHAT YOU WILL GAIN

01
Understand how AI supports every sales stage and how to use it responsibly.

02
Use AI for account research, call preparation, outreach, proposals and follow-up.

03
Build an AI-enabled sales workflow that boosts productivity and improves win rates.

PROGRAMME HIGHLIGHTS

DAY 1
AI ACROSS THE SALES PROCESS

- AI in Sales
- AI for Account Research and Preparation
- AI for Outreach

DAY 2
AI FOR WINNING AND GROWING DEALS

- AI for Proposals and Presentations
- AI for Sales Practice and Follow-Up
- AI Sales Workflow

LEARNING APPROACH

- Hands-on AI work on real accounts
- AI role-plays of sales conversations
- AI adoption in sales case studies
- Peer sharing of sales prompts

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AI FOR SOCIAL MEDIA & CAMPAIGN EFFECTIVENESS

- Planning, Creating and Optimising Social Campaigns with AI

WHO SHOULD ATTEND

Social media, digital marketing, brand and content professionals who plan and manage social media campaigns.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Research audiences and trends and plan social media campaigns with AI tools.
- Create social content and community responses that engage your target audiences.
- Analyse campaign performance with AI and act on insights to optimise results.

PROGRAMME HIGHLIGHTS

DAY 1 AI FOR SOCIAL MEDIA PLANNING

- AI and Social Media
- Audience and Trend Research with AI
- Campaign Planning with AI

DAY 2 AI FOR EXECUTION AND OPTIMISATION

- Social Content Creation
- Community Management with AI
- Campaign Analysis and Optimisation

LEARNING APPROACH

- Hands-on AI research and content work
- Community management simulations
- Campaign data analysis exercises
- AI-supported social campaign cases

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI for Strategic Planning & Business Growth

Using AI to Sharpen Strategy and Accelerate Growth

Duration

2 Days

Who Should Attend

Senior managers, business unit heads, and strategy and business development staff leading planning and growth.

What You Will Gain

01

Use AI to strengthen strategic analysis, scenario planning and growth decisions.

02

Analyse markets, competitors and capabilities with AI to generate strategic options.

03

Build a strategic plan with growth initiatives, KPIs and an implementation roadmap.

Programme Highlights

DAY 1

AI-Supported Strategic Analysis

- AI and Strategy
- Market and Competitor Analysis with AI
- Internal Analysis and Options

DAY 2

Planning for Growth

- Scenario Planning with AI
- Growth Initiatives and Business Cases
- Strategic Plan and Roadmap

Learning Approach

- Hands-on AI analysis and options
- Future scenario workshops
- AI-driven strategic decision cases
- Strategy presentations with challenge

CONTACT US TO CUSTOMISE THIS PROGRAMME FOR YOUR TEAM.

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ASCENDIA
TRAINING & CONSULTING

AI APPLICATION PROGRAMMES

AI FOR TRAINING DESIGN & FACILITATION ENHANCEMENT

Using AI to Design and Deliver More Engaging Training

DURATION
2 Days

WHO SHOULD ATTEND
Trainers, facilitators, instructional designers and L&D professionals who design and deliver classroom or virtual training.

WHAT YOU WILL GAIN

01
Use AI to support training needs analysis, programme design, delivery and evaluation.

02
Design engaging activities, personalise learning and prepare facilitation materials with AI.

03
Apply AI-enhanced facilitation techniques and integrate them responsibly into training.

PROGRAMME HIGHLIGHTS

DAY 1
AI-ENHANCED TRAINING DESIGN

- AI Across the Training Cycle
- AI for Needs Analysis and Design
- AI for Engaging Activities

DAY 2
AI-ENHANCED FACILITATION

- Facilitation Support with AI
- AI for Reinforcement and Evaluation
- Integration Plan

LEARNING APPROACH

- Hands-on AI design and evaluation
- Facilitation practice with feedback
- Peer review of AI training materials
- Teach-back of AI-enhanced segments

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AI-POWERED WORK OPTIMIZATION

- Redesigning How Work Gets Done with AI

WHO SHOULD ATTEND

Team leaders, managers, process owners and professionals who want to redesign recurring work and workflows using AI.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Analyse current work to find tasks to automate, augment with AI or eliminate.
- Redesign recurring workflows for speed and quality with AI tools and simple automation.
- Plan measurable time savings with clear quality controls and adoption steps.

PROGRAMME HIGHLIGHTS

DAY 1 ANALYSING WORK FOR AI OPPORTUNITIES

- Work Optimisation in the AI Era
- Task and Workflow Analysis
- AI Tools for Work Optimisation

DAY 2 REDESIGNING WORK

- Redesigning Workflows
- Building Simple Automations
- Optimisation Plan

LEARNING APPROACH

- Work audits of real participant tasks
- Hands-on AI tools and automations
- Workflow redesign workshops
- AI-enabled work optimisation cases

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GENERATIVE AI FOR WORKPLACE EXCELLENCE (CHATGPT, COPILOT, ETC)

- Mastering Leading Generative AI Tools for Everyday Work

WHO SHOULD ATTEND

Office-based professionals, specialists, team leaders and managers who use or plan to use generative AI assistants.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand how leading AI assistants work and choose the right tool for each task.
- Apply AI assistants to writing, research, analysis, presentations and collaboration.
- Use generative AI safely, in line with organisational policies and data protection.

PROGRAMME HIGHLIGHTS

DAY 1 STARTING WITH GENERATIVE AI ASSISTANTS

- The Generative AI Landscape
- Prompting Essentials
- Responsible and Secure Use

DAY 2 GENERATIVE AI FOR EVERYDAY EXCELLENCE

- Writing and Communication
- Research, Analysis and Presentations
- Building Personal AI Workflows

LEARNING APPROACH

- Live demonstrations on business tasks
- Hands-on practice on your own work
- Prompt clinics with feedback
- Responsible-use case studies

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Supply Chain Management

Procurement, supplier, contract and supply-chain risk capability for a more resilient operation.

22 programmes | **2 days each · customisable**

Building Supply Chain Resilience	238
Commercial Negotiation & Deal Making	239
Continuous Risk Monitoring & Reporting	240
Contract Lifecycle Management	241
Contract Risk & Dispute Prevention	242
Cost Optimization & Value Sourcing	243
Crisis Response & Disruption Recovery	244
Digital Procurement & e-Sourcing	245
End-to-End Supply Chain Risk Governance	246
Procurement Excellence & Best Practices	247
Risk Identification & Assessment	248
Risk Mitigation & Control Strategies	249
Scenario Planning & Testing	250
SLA & Commercial Performance	251
Strategic Sourcing & Category Management	252
Supplier Performance & Relationship Management	253
Supplier Risk Assessment & Due Diligence	254
Supplier Segmentation & Development	255
Supply Chain Continuity Planning	256
Supply Chain Risk Management Fundamentals	257
Supply Chain Risk Mapping & Visibility	258
Third-Party & Vendor Risk Management	259

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ASCENDIA
TRAINING & CONSULTING

SUPPLY CHAIN MANAGEMENT PROGRAMMES

BUILDING SUPPLY CHAIN RESILIENCE

Designing Supply Chains That Absorb Shocks and Adapt

DURATION
2 Days

WHO SHOULD ATTEND
Supply chain leaders, procurement and operations managers, planners and strategy professionals shaping supply chain design.

WHAT YOU WILL GAIN

01
Understand how resilience balances efficiency, cost and risk in your supply chain.

02
Assess supply chain resilience using proven capability and vulnerability frameworks.

03
Build a resilience roadmap covering network design, sourcing, inventory and visibility.

PROGRAMME HIGHLIGHTS

DAY 1
UNDERSTANDING RESILIENCE
01

- Supply Chain Resilience Fundamentals
- Vulnerabilities and Capabilities
- Resilient Network and Sourcing Design

DAY 2
BUILDING RESILIENCE CAPABILITIES
02

- Inventory, Capacity and Flexibility
- Visibility, Collaboration, Digital Tools
- Resilience Roadmap

LEARNING APPROACH

- Resilience assessment workshops
- Cases of resilient and fragile chains
- Network, inventory and sourcing design
- Resilience roadmap with feedback

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COMMERCIAL NEGOTIATION & DEAL MAKING

- Negotiating Commercial Agreements That Create Lasting Value

WHO SHOULD ATTEND

Procurement, category and commercial managers, buyers and business development professionals who negotiate agreements.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Analyse any deal using interests, BATNA, ZOPA and tradable variables.
- Apply proven strategies and tactics to create and claim value in complex deals.
- Manage power, pressure and relationships to close sustainable agreements.

PROGRAMME HIGHLIGHTS

DAY 1 PREPARING COMMERCIAL NEGOTIATIONS

- Commercial Negotiation Fundamentals
- Negotiation Planning
- Creating Value

DAY 2 CONDUCTING AND CLOSING DEALS

- Negotiation Tactics
- Complex and Difficult Negotiations
- Closing and Implementation

LEARNING APPROACH

- Negotiation style self-assessment
- Commercial simulations with debriefs
- Role-plays of complex negotiations
- Planning workshops on your real deals

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ASCENDIA
TRAINING & CONSULTING

SUPPLY CHAIN MANAGEMENT PROGRAMMES

Continuous Risk Monitoring & Reporting

Keeping Supply Chain Risks Under Control Every Day

Duration

2 Days

Who Should Attend

Supply chain, procurement, risk, planning and operations professionals who monitor and report supply chain risks.

What You Will Gain

01 Understand how continuous monitoring and key risk indicators keep risks visible.

02 Design key risk indicators, thresholds and monitoring routines for supply chain risks.

03 Produce risk reports and dashboards that enable timely escalation and decisions.

Programme Highlights

DAY 1

Risk Monitoring

- Continuous Monitoring Fundamentals
- Key Risk Indicators
- Monitoring Sources and Tools

DAY 2

Risk Reporting

- Monitoring Routines
- Risk Reports and Dashboards
- Continuous Improvement

Learning Approach

- Hands-on KRI and dashboard design
- Early warning case studies
- Group work on routines and escalation
- Monitoring and reporting action plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

CONTRACT LIFECYCLE MANAGEMENT

Managing Contracts from Creation to Renewal for Maximum Value

DURATION
2 Days

WHO SHOULD ATTEND
Procurement, contract, legal, commercial and supply chain professionals who draft, manage or administer contracts.

WHAT YOU WILL GAIN

01
Understand each contract lifecycle stage and the roles behind effective management.

02
Plan, draft, negotiate, execute and administer contracts with practical tools.

03
Track obligations, performance, changes and renewals through robust processes.

PROGRAMME HIGHLIGHTS

DAY 1
CONTRACT CREATION

- Contract Lifecycle Fundamentals
- Contract Planning and Drafting
- Contract Negotiation and Approval

DAY 2
CONTRACT ADMINISTRATION AND RENEWAL

- Contract Administration
- Performance, Changes and Disputes
- Renewal, Exit and Process Improvement

LEARNING APPROACH

- Checklist and obligation register work
- Contract negotiation role-plays
- Cases of failures and good practice
- Contract management improvement plan

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CONTRACT RISK & DISPUTE PREVENTION

- Reducing Contractual Risk and Preventing Costly Disputes

WHO SHOULD ATTEND

Procurement, contract, legal, project and commercial professionals managing supplier, customer or partner contracts.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Identify the common sources of contractual risk and disputes in commercial agreements.
- Allocate risk and draft clearly to reduce ambiguity and protect your organisation.
- Manage issues early to prevent disputes during contract performance.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING CONTRACT RISK

- Contract Risk Fundamentals
- Risk Allocation in Contracts
- Clear Contract Drafting

DAY 2 PREVENTING AND MANAGING DISPUTES

- Early Warning and Issue Management
- Dispute Resolution Options
- Contract Risk Action Plan

LEARNING APPROACH

- Clause reviews of sample contracts
- Commercial dispute case studies
- Role-plays on contract disagreements
- Risk checklist and action plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

Cost Optimization & Value Sourcing

Reducing Total Cost While Protecting Value

Duration

2 Days

Who Should Attend

Procurement and category managers, buyers, cost engineers and finance partners driving cost reduction and value improvement.

What You Will Gain

01

Analyse cost structures and total cost of ownership to uncover savings opportunities.

02

Use demand, specification, should-cost and supplier collaboration levers to unlock value.

03

Build a cost optimisation plan with quantified savings and value targets.

Programme Highlights

DAY 1

Understanding Cost and Value

- Cost Optimisation Foundations
- Cost Analysis Tools
- Value Levers

DAY 2

Delivering Savings and Value

- Supplier Collaboration for Value
- Savings Measurement and Tracking
- Cost Optimisation Plan

Learning Approach

- Hands-on TCO and should-cost modelling
- Workshops on your own categories
- Cost optimisation case studies
- Workplace cost optimisation plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

CRISIS RESPONSE & DISRUPTION RECOVERY

Responding Fast and Recovering Strong from Supply Chain Disruptions

DURATION
2 Days

WHO SHOULD ATTEND
Supply chain, logistics, procurement and operations managers, and crisis team members who respond to disruptions.

WHAT YOU WILL GAIN

01
Understand effective crisis response and each stage of disruption recovery.

02
Apply crisis structures, decision tools and communication practices under pressure.

03
Coordinate response and recovery actions through realistic disruption simulations.

PROGRAMME HIGHLIGHTS

DAY 1
CRISIS RESPONSE

- Supply Chain Crises
- Crisis Management Structure
- Decision Making Under Pressure

DAY 2
RECOVERY AND LEARNING

- Crisis Communication
- Disruption Recovery
- Post-Crisis Learning

LEARNING APPROACH

- Evolving disruption simulations
- Crisis message drafting practice
- After-action reviews of simulations
- Crisis readiness action plan

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DIGITAL PROCUREMENT & E-SOURCING

- Transforming Procurement with Digital Tools and Data

WHO SHOULD ATTEND

Procurement professionals, category managers, procurement systems specialists and procurement leaders.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Navigate digital procurement technologies, from e-sourcing and e-procurement to AI.
- Run efficient, transparent sourcing events with e-RFx and e-auctions.
- Build a digital procurement roadmap that prioritises tools, data and capabilities.

PROGRAMME HIGHLIGHTS

DAY 1 DIGITAL PROCUREMENT LANDSCAPE

- Digital Transformation of Procurement
- e-Sourcing Fundamentals
- e-Auctions

DAY 2 DATA, AI AND ROADMAP

- Procurement Data and Analytics
- AI and Automation in Procurement
- Digital Procurement Roadmap

LEARNING APPROACH

- e-RFx and e-auction simulations
- Hands-on spend analytics and AI tools
- Digital transformation case studies
- Digital procurement roadmap

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

End-to-End Supply Chain Risk Governance

Building Governance Structures for Supply Chain Risk Oversight

Duration

2 Days

Who Should Attend

Supply chain directors, procurement, risk and compliance managers and senior operations leaders overseeing supply chain risk.

What You Will Gain

01

Understand the building blocks of an effective supply chain risk governance framework.

02

Design governance structures, roles, policies and risk appetite statements.

03

Establish reporting, escalation and assurance processes that ensure clear accountability.

Programme Highlights

DAY 1

Governance Foundations

- Why Governance Matters
- Governance Structures and Roles
- Policies and Risk Appetite

DAY 2

Operating the Governance Framework

- Risk Reporting and Escalation
- Assurance and Compliance
- Governance Roadmap

Learning Approach

- Structure and policy design workshops
- Governance failure case studies
- Risk dashboard design exercises
- Governance implementation roadmap

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

PROCUREMENT EXCELLENCE & BEST PRACTICES

Delivering Value Through Professional Procurement

DURATION
2 Days

WHO SHOULD ATTEND
Procurement and purchasing professionals, buyers, category specialists and procurement managers.

WHAT YOU WILL GAIN

01
Understand procurement's strategic role and the elements of procurement excellence.

02
Apply best-practice processes and tools from needs definition to supplier management.

03
Drive improvements that increase value, compliance and stakeholder satisfaction.

PROGRAMME HIGHLIGHTS

DAY 1
PROCUREMENT FOUNDATIONS

- The Strategic Role of Procurement
- The Procure-to-Pay Process
- Stakeholder Management

DAY 2
BEST PRACTICES IN ACTION

- Supplier Selection and Contracting
- Compliance and Ethics
- Procurement Performance and Improvement

LEARNING APPROACH

- Reviews of your procurement processes
- Bid evaluation and TCO exercises
- Stakeholder meeting role-plays
- Excellence and compliance case studies

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RISK IDENTIFICATION & ASSESSMENT

- Spotting and Evaluating Supply Chain Risks Before They Escalate

WHO SHOULD ATTEND

Supply chain, procurement, logistics, quality and risk professionals who identify and assess supply chain risks.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Identify risks systematically across suppliers, operations, logistics and demand.
- Assess risks consistently by likelihood, impact, velocity and detectability.
- Build a prioritised supply chain risk register that supports better decisions.

PROGRAMME HIGHLIGHTS

DAY 1 RISK IDENTIFICATION

- Risk Identification Foundations
- Identification Techniques
- Writing Clear Risk Statements

DAY 2 RISK ASSESSMENT

- Assessment Criteria
- Risk Prioritisation
- Risk Register and Reporting

LEARNING APPROACH

- Risk workshops on your supply chain
- Risk statement and scale exercises
- Risk assessment case studies
- Prioritised risk register

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

Risk Mitigation & Control Strategies

Turning Risk Assessments into Effective Controls

Duration

2 Days

Who Should Attend

Supply chain, procurement, operations, quality and risk professionals who design and implement risk responses.

What You Will Gain

01

Understand risk response options and what makes supply chain controls effective.

02

Design cost-effective mitigation strategies and controls for priority supply chain risks.

03

Build mitigation plans with clear owners, timelines, resources and effectiveness measures.

Programme Highlights

DAY 1

Risk Response Strategies

- Risk Response Fundamentals
- Supply-Side Mitigation
- Operational and Logistics Mitigation

DAY 2

Controls and Implementation

- Designing Effective Controls
- Mitigation Planning
- Testing Control Effectiveness

Learning Approach

- Mitigation workshops on priority risks
- Control design exercises
- Mitigation strategy case studies
- Workplace risk mitigation plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

SCENARIO PLANNING & TESTING

Preparing Supply Chains for Multiple Possible Futures

DURATION
2 Days

WHO SHOULD ATTEND
Supply chain, planning, procurement, risk and strategy professionals responsible for long-term planning and preparedness.

WHAT YOU WILL GAIN

01
Understand how scenario planning strengthens supply chain strategy and risk preparedness.

02
Develop plausible scenarios from key drivers and critical uncertainties.

03
Apply stress testing and tabletop exercises to evaluate plans and find improvements.

PROGRAMME HIGHLIGHTS

DAY 1
BUILDING SCENARIOS
01

- Scenario Planning Fundamentals
- Drivers and Uncertainties
- Developing Scenarios

DAY 2
TESTING SUPPLY CHAIN PLANS
02

- Stress Testing
- Tabletop Exercises
- From Scenarios to Action

LEARNING APPROACH

- Scenario-building group workshops
- Stress tests that quantify impact
- Realistic tabletop simulation
- Scenario-based action plan

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SLA & COMMERCIAL PERFORMANCE

- Designing and Managing Service Levels That Deliver Results

WHO SHOULD ATTEND

Procurement, contract, vendor, operations and service management professionals managing service providers and outsourcing.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the purpose and building blocks of effective service level agreements.
- Design SLAs and KPIs with clear targets, reporting and incentive or penalty mechanisms.
- Monitor and govern SLAs to manage commercial performance and drive improvement.

PROGRAMME HIGHLIGHTS

DAY 1 DESIGNING SLAS

- SLA Fundamentals
- Defining Service Requirements
- SLA Metrics and Targets

DAY 2 MANAGING COMMERCIAL PERFORMANCE

- Incentives and Remedies
- SLA Monitoring and Governance
- Continuous Improvement

LEARNING APPROACH

- SLA design workshops for real services
- Incentive and penalty case studies
- Service review meeting role-plays
- SLA management action plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

Strategic Sourcing & Category Management

Creating Value Through Structured Sourcing Strategies

Duration

2 Days

Who Should Attend

Procurement and category managers, senior buyers and sourcing specialists responsible for sourcing strategies.

What You Will Gain

01

Understand the principles that drive strategic sourcing and category management.

02

Apply spend analysis, the Kraljic matrix and supply market analysis to your categories.

03

Develop category strategies and sourcing plans that deliver measurable value.

Programme Highlights

DAY 1

Category Analysis

- Strategic Sourcing Foundations
- Spend and Demand Analysis
- Supply Market Analysis

DAY 2

Category Strategy and Execution

- Category Positioning
- Developing Category Strategies
- Sourcing Execution and Review

Learning Approach

- Hands-on spend and market analysis
- Workshops on your own categories
- Category strategy case studies
- Plan presentations with feedback

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

SUPPLIER PERFORMANCE & RELATIONSHIP MANAGEMENT

Driving Supplier Performance and Building Strategic Partnerships

DURATION
2 Days

WHO SHOULD ATTEND
Procurement, category, supplier quality and supply chain professionals who manage supplier performance and relationships.

WHAT YOU WILL GAIN

01
Understand the principles of supplier performance and supplier relationship management.

02
Measure supplier performance, run effective reviews and drive improvement actions.

03
Build relationship plans that foster collaboration, innovation and mutual value.

PROGRAMME HIGHLIGHTS

DAY 1
SUPPLIER PERFORMANCE MANAGEMENT
01

- SPM and SRM Foundations
- Measuring Supplier Performance
- Performance Reviews and Improvement

DAY 2
SUPPLIER RELATIONSHIP MANAGEMENT
02

- Building Strategic Relationships
- Collaboration and Innovation
- Supplier Relationship Plan

LEARNING APPROACH

- Scorecard and relationship workshops
- Supplier review role-plays
- Partnership and turnaround cases
- Relationship plan for a key supplier

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SUPPLIER RISK ASSESSMENT & DUE DILIGENCE

- Evaluating Suppliers Before Risks Become Problems

WHO SHOULD ATTEND

Procurement, supplier quality, compliance and supply chain risk professionals who select and monitor suppliers.

DURATION
2
DAYS

WHAT YOU WILL GAIN

- Understand the dimensions of supplier risk and why due diligence matters.
- Assess financial, operational, compliance, ESG and cyber risks with practical tools.
- Set supplier risk ratings and mitigation plans for onboarding and ongoing management.

PROGRAMME HIGHLIGHTS

DAY 1 SUPPLIER RISK ASSESSMENT

- Supplier Risk Fundamentals
- Financial and Operational Risk
- Compliance, ESG and Cyber Risk

DAY 2 DUE DILIGENCE AND MITIGATION

- Due Diligence Process
- Supplier Risk Rating
- Mitigation and Monitoring

LEARNING APPROACH

- Financial and compliance screening
- Due diligence and scoring workshops
- Supplier failure case studies
- Supplier risk action plan

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ASCENDIA
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SUPPLY CHAIN MANAGEMENT PROGRAMMES

Supplier Segmentation & Development

Focusing Effort Where Suppliers Create the Most Value

Duration

2 Days

Who Should Attend

Procurement and category managers, supplier quality and development engineers, and supply chain professionals.

What You Will Gain

01

Prioritise suppliers by value, risk and strategic importance using segmentation models.

02

Assess supplier capability gaps and design effective development programmes.

03

Build development plans with clear objectives, support activities and performance measures.

Programme Highlights

DAY 1

Supplier Segmentation

- Why Segment Suppliers
- Segmentation Models
- Management Strategies by Segment

DAY 2

Supplier Development

- Supplier Capability Assessment
- Supplier Development Programmes
- Supplier Development Plan

Learning Approach

- Segmentation of your own supplier base
- Capability assessment exercises
- Development programme case studies
- Supplier development plan

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SUPPLY CHAIN CONTINUITY PLANNING

Keeping Supply Flowing When Disruption Strikes

DURATION
2 Days

WHO SHOULD ATTEND
Supply chain, procurement, operations, planning and business continuity professionals responsible for supply continuity.

WHAT YOU WILL GAIN

01
Understand how business continuity principles apply to supply chains.

02
Identify critical products, suppliers, sites and recovery needs through impact analysis.

03
Develop continuity plans with recovery strategies, clear roles and testing arrangements.

PROGRAMME HIGHLIGHTS

DAY 1
CONTINUITY FOUNDATIONS AND ANALYSIS

- Supply Chain Continuity Fundamentals
- Business Impact Analysis
- Continuity Risk Assessment

DAY 2
CONTINUITY STRATEGIES AND PLANS

- Recovery Strategies
- Continuity Plan Development
- Testing and Maintenance

LEARNING APPROACH

- Business impact analysis workshops
- Disruption and recovery case studies
- Tabletop test of a continuity plan
- Continuity action plan

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SUPPLY CHAIN RISK MANAGEMENT FUNDAMENTALS

- Protecting Supply Chain Performance in an Uncertain World

WHO SHOULD ATTEND

Supply chain, procurement, logistics, planning and operations professionals needing a structured risk management foundation.

DURATION
2 DAYS

WHAT YOU WILL GAIN

- Understand risk management principles and the main categories of supply chain risk.
- Identify, assess and prioritise risks across the end-to-end supply chain.
- Develop response and monitoring plans that strengthen continuity and performance.

PROGRAMME HIGHLIGHTS

DAY 1 UNDERSTANDING SUPPLY CHAIN RISK

- Supply Chain Risk in Context
- Types of Supply Chain Risk
- The Risk Management Process

DAY 2 MANAGING SUPPLY CHAIN RISK

- Risk Identification and Assessment
- Risk Response Strategies
- Monitoring and Action Planning

LEARNING APPROACH

- Recent supply chain disruption cases
- Mapping workshops on your supply chain
- Risk register exercises
- Supply chain risk action plan

CONTACT US TO CUSTOMISE THIS PROGRAMME FOR YOUR TEAM.

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ASCENDIA
TRAINING & CONSULTING

SUPPLY CHAIN MANAGEMENT PROGRAMMES

Supply Chain Risk Mapping & Visibility

Seeing Risks Across Multi-Tier Supply Networks

Duration

2 Days

Who Should Attend

Supply chain, procurement, planning, logistics and risk professionals who analyse supply networks and risk exposure.

What You Will Gain

01

Understand why visibility matters and how to tackle multi-tier mapping challenges.

02

Map supply chains to pinpoint critical nodes, dependencies and risk hotspots.

03

Build a visibility improvement plan using data, supplier collaboration and digital tools.

Programme Highlights

DAY 1

Mapping the Supply Chain

- Supply Chain Visibility
- Supply Chain Mapping Methods
- Critical Nodes and Dependencies

DAY 2

Improving Visibility

- Risk Hotspot Analysis
- Digital Visibility Tools
- Visibility Improvement Plan

Learning Approach

- Multi-tier mapping of real products
- Critical node and hotspot analysis
- Control tower and visibility cases
- Visibility improvement plan

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ASCENDIA
TRAINING & CONSULTING

SUPPLY CHAIN MANAGEMENT PROGRAMMES

THIRD-PARTY & VENDOR RISK MANAGEMENT

Managing Risks Across External Partners and Service Providers

DURATION
2 Days

WHO SHOULD ATTEND
Procurement, risk, compliance, IT, legal and operations professionals managing vendors, outsourcers and other third parties.

WHAT YOU WILL GAIN

01
Understand the third-party risk lifecycle and the main categories of third-party risk.

02
Assess, onboard, contract and monitor vendors with a risk-based approach.

03
Build a third-party risk framework with clear policies, tiers, controls and reporting.

PROGRAMME HIGHLIGHTS

DAY 1
THIRD-PARTY RISK FOUNDATIONS

- The Third-Party Risk Landscape
- Risk-Based Tiering
- Due Diligence and Onboarding

DAY 2
MANAGING THIRD-PARTY RISK

- Contractual Controls
- Ongoing Monitoring
- Third-Party Risk Framework

LEARNING APPROACH

- Tiering and framework design workshops
- Due diligence and contract reviews
- Third-party failure case studies
- Third-party risk framework

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LET'S TALK

Let's Build Capability Together

Tell us about your people and your business goals. We will recommend the right mix of pathway, consulting and training, and tailor it to your organisation.

CONTACT US

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Driving real capability development for sustainable business performance.

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