



MSS BUSINESS SOLUTIONS

The Leader in Soft Skills EnterTrainment and Edutainment

THOUGHT LEADERS PHILIPPINES SPEAKERS, TRAINERS, AND CONSULTANTS BUREAU

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Our menu of services includes:

**IN-HOUSE CORPORATE TRAINING
PUBLIC MOTIVATIONAL, INSPIRATION, AND RESOURCE SPEAKING
LEADERSHIP AND MANAGEMENT MENTORING
SOFT SKILLS COACHING
TEAM AND TEAM CULTURE BUILDING
HUMAN RESOURCES FUNCTIONS ADVISORY/CONSULTING
TALENT ACQUISITION/RECRUITMENT
MICRO, SMALL, AND MEDIUM ENTERPRISES ADVISORY/CONSULTING
BUSINESS REGISTRATION
OFFICE/COMPANY ARCHITECTURAL AND CUSTOM FIT-OUT
OFFICE/COMPANY UPHOLSTERY
OFFICE/COMPANY WOODWORKS**

WHO WE ARE

We will never claim we are the best because we are not. Well, not yet. We will never declare that we are the biggest because we are not but we are on our way.

One thing we are certain about though is that we produce observable and measurable results that have helped individuals and companies that we have worked with justify and maximize their employee learning and development investment.

Going into the second decade of the 21st century, our brand/firm has become one of the most preferred, renowned, and reliable talent development-focused companies in the Philippines.

We are now highly sought after because of our expertise in helping our partners gain a competitive advantage and create exceeding business results by leveraging what we call the **Eight Es of Corporate Success namely, Educating, Equipping, Encouraging, Engaging, Entertaining, Empowering, Exemplifying, and Escorting to Success** the talents, the employees; our business partners.

We are not just a training program provider or a learning event organizer. We offer an array of holistic talent development solutions that truly and effectively accomplish any or all the following:

- Close organizational, divisional, departmental, team, individual, and occupational performance gaps;
- Introduce sustainable interventions and solutions based on a scientific analysis of confirmed areas for improvement and talent development needs;
- Align determined learning and development interventions with the vision, mission, core values, and strategies at all levels;
- Implement talent development programs that cater to what we call the **Six Components of Employee Performance: Knowledge, Skills, Attitude, Environment, Motivation and Inspiration, and Job-Person Fit**

Therefore, you can be assured that we know what we are talking about and doing. The core of our expertise is in **Talent Development** and this modern-day buzzword is beyond employee training or learning and development.

We acknowledge, appreciate and apply that training is not the sole remedy to the root causes of company and human resources' performance imperfections. It is because of this that we guarantee our clients that we deeply understand the requirement and its bases to carefully and thoroughly design and develop the most suitable option.

WHAT WE DO AND OFFER

Whatever your business and talent challenges are, we have the right solution for you.

Depending on several factors that must be studied in devising the best intervention, we will work with you to ascertain if any of the possible solutions below is the right track for us.



Corporate and Non-Corporate Training

Offline

✓ On-site Training

Making the most of your own training facilities, we can facilitate training within your premises upon your request. Training on-site ensures that the beneficiaries of our default or customized program feel more comfortable learning right at their own backyard.

✓ Off-site Training

You don't have your own training rooms? That is not a problem. We can go anywhere and anytime you prefer. We can also assist in finding the most

suitable location that qualifies for your location, budget, and convenience needs.

Online

✓ Our flexibility allows us to facilitate training even using the internet with the help of online webinar tools like:

- GoToWebinar (www.gotowebinar.com)
- AnyMeeting (www.anymeeting.com)
- Skype (www.skype.com)
- Google Hangouts (www.plus.google.com/hangouts)
- Etc.

We can conduct any generic or customized training program based on the needs of your organization and talents. Some of the topics that we have unquestionable expertise in are:

LEADERSHIP PROGRAMS

TITLE	SUBTITLE	GOAL
Be a Total Package Leader 'Leager'	A Corporate EnterTrainment on Basic Leadership and Management/Basic Supervision Skills	To prepare new supervisors and potential leaders for the challenging yet exciting task of being a leader

		and a manager.
Measure Your Success to Manage Your Progress	A Corporate EnterTrainment on Key Performance Indicators	The participants should have already known, understood, and appreciated Key Performance Indicators or KPIs and are then prepared to design, finalize, implement, and constantly monitor them afterwards.
Be a Genuine Leader, Achieve Better	A Corporate EnterTrainment on Advance Leadership	To transform participants into proud 'leagers' (leaders/managers) who accomplish goals and objectives through their valued team members
The CONNECT™ Strategy in Exemplifying Principle-driven Leadership with Integrity	A Corporate EnterTrainment on Principle-driven Leadership in the Organization	The participants should have realized and appreciated INTEGRITY, PRINCIPLE-DRIVEN LEADERSHIP and effective ways of winning over people and handling them well.
There are Different Strokes for Different Folks	A Corporate EnterTrainment on the Situational Leadership® Model by Paul Hersey and Ken Blanchard	To profile their associates and know, understand, appreciate, and apply their ability status and level willingness, inclusive of their state and motivation and inspiration To use this knowledge, understanding, appreciation, and application to match the situation and the follower with the best leadership style that will work to get the best out of the person the task/function is being assigned to To be a more flexible leader that can adjust his approach and method based on the unique needs of his/her followers and the situation
The (HE)Art of Leadership	A Corporate EnterTrainment on Emotional Intelligence Among Leaders	To learn additional knowledge, skills, abilities, and attitude to develop, correct, or improve one's emotional quotient (EQ) or emotional intelligence (EI)
Let's be a Leager (Leader/Manager)	A Corporate EnterTranment on The Es of Leadership and Management Success	To realize, appreciate, and learn to become a better 'Leager' so one can educate, equip, encourage, engage, entertain, empower, exemplify, and escort to success his/her teammates.
Essentials of Leadership	A Corporate EnterTrainment on How to be a Great Leader and Meeting Etiquette	To understand and start applying the basic expectations from a leader To possess and display a positive outlook and behavior as a leader To observe proper etiquette during meetings.
R.E.S.U.L.T.S.: The Results-oriented Coaching Model	A Corporate EnterTrainment on Coaching Employees with Impact	R: Relate with the coachee E: Express the perceived and observed performance gaps

		<p>S: Self-Reproach</p> <p>U: Understand causes of non-performance</p> <p>L: Lay down plans and discuss alternative actions together</p> <p>T: Tell-Show-Perform-Review the ideal or desired performance</p> <p>S: State expectations and your support</p>
I.N.S.P.I.R.E.: The Success-based Coaching Process for Impact	A Corporate EnterTrainment on Coaching and Mentoring	<p>I: INvestigate</p> <p>S: Shape up</p> <p>P: Prepare</p> <p>I: Introspect</p> <p>R: Recommend</p> <p>E: Empower</p>
The (HE)Art of Leadership and Interpersonal/Interdepartmental Relationship	A Corporate EnterTrainment on Values-based Leadership and Individual Contributions	<p>To lead and manage their employees governed by the right work attitude and personal values, motivated by desired individual and team results, and inspired by own aspirations and the company's vision, mission, and core values.</p> <p>To correct or improve interpersonal and interdepartmental work and personal relationships through alignment towards organizational goals and objectives and interdependence and mutual respect for a happier, more satisfied, and greatly contented working experience</p>
Designing, Developing, Implementing, and Evaluating a Performance Management System for Managers	A Corporate EnterTrainment on Performance Management System	To come up with an objective (observable and measurable) basic for evaluating managers' performance in the company.
Establishing and Optimizing a Winning Team	A Corporate EnterTrainment on Building High-Performance Teams	To know, understand, appreciate, and apply the cognition, competencies, and character of building high-performance teams and becoming effective leaders and managers currently and in the future.
Level Up to a Leager	A Corporate EnterTrainment on Advance Supervisory Skills	<p>To understand thoroughly the competencies in each major function of leadership and management</p> <p>To apply leadership and management principles, concepts, methodologies, etc. in real-life challenging situations and with difficult employees</p> <p>To role-model being a leader and a manager at the same time</p> <p>To appreciate the vital role advanced skills in supervising people play in replicating and/or multiplying effective, holistic, and people-oriented 'leagers' who are able to exceed the company's bottom lines while bringing out the best in their team members.</p>
Ten (10) Varieties of Leadership: Look, Listen, Live, and Lead	A Corporate EnterTrainment on Leadership Approaches	<p>To recall the different varieties of leadership approaches</p> <p>To determine what leadership approach best fits the situation and the people being led</p> <p>To appreciate the importance of being flexible and</p>

		versatile to be able to lead the team and the organization to success
LeaGership: How to Become an Effective Leader and Manager	A Corporate EnterTrainment on Building a Great Relationship with Corporate Partners – the Employees	To better lead their employees to success through the building healthy relationships, practicing effective communication, and managing a results-based performance through proper coaching and counseling

COMMUNICATION PROGRAMS

TITLE	SUBTITLE	GOAL
ComYOUUniqueate Effectively V1	A Corporate EnterTrainment on Effective Business Communication	To communicate in the English language effectively and get the desired response or feedback both verbally, vocally, and visually face to face and through business correspondences
Write It Right	A Corporate EnterTrainment on Grammar Refresher for Business Correspondence	To compose effective and grammatical business correspondences that send across the right message and that contribute to the company's success
Enhancing English Made Simple V1	A Corporate EnterTrainment on English Proficiency	To know, understand, appreciate, and apply the different components of speaking English well, fluently, and effectively.
Enhancing English Mae Simple V2	A Corporate EnterTrainment on Speech Enhancement in the English Language	To speak English effectively and conversationally with confidence and without hesitations To improve one's listening and comprehension skills To explain facts in an understandable manner To know technical terms or jargons in English
Establishing and Sustaining a Healthy Working Relationships with Millennials	A Corporate EnterTrainment on Managing and Working with Filipino Millennials in the Filipino Workplace	To know, understand, appreciate, and start applying the unique general personality profile of millennial or Gen Y corporate talents (employees) in terms of how they think, what they think, how they arrive at decisions, and what/how they feel or emote or behave or act To leverage their knowledge, understanding, appreciation, and application of the millennials' psychology in leading and managing them better and much more effectively to the organization's desired results at both company, division, department, team, and individual levels To make them appreciate the value and contribution of millennials in the achievement of the company's vision, mission, values, and strategies and their unique cognitive skills, competencies, and character to establish and sustain a sincerely-harmonious working and personal relationship with them
Write It Right	A Corporate EnterTrainment on Business Correspondence	To write effective and client-attractive investment proposals or quotations and communicate effectively using multimedia like business email, SMS, and social media
Be Conversational, Be More Professional	A Corporate EnterTrainment on Conversational	To possess effective sway of the English language in

	English Proficiency	both straight English and Taglish communication with internal and external clients by being understandable and conversational
World-class Manners Take Us Further and Farther	A Corporate EnterTrainment on Telephone Etiquette	To understand the different telephone etiquette rules To bring back what they have learned to the workplace for everyday use of the telephone in making, answering, and transferring calls To assist and deal with different types of callers with professionalism, branding, and a high level of customer service To appreciate adherence to telephone etiquette as a means for representing the company well as part of the front lines.
When Listening Alone is the Solution	A Corporate EnterTrainment on Active Listening	To understand different practical concepts involved in active listening and how to perform them. To listen actively amidst the barriers and to be able to do it with the end goal of the activity achieved. To appreciate the significant role active listening contributes to the achievement of individual, team, and organizational goals and objectives
When Objections Become Opportunities	A Corporate EnterTrainment on Persuading People and Responding to Objections (Generic Version)	To train them on persuading skeptic, half-hearted, and even already-interested people to believe in their statements and handling their objections and clarifications professionally and effectively.
When Objections Become Opportunities	A Corporate EnterTrainment on Sales Persuasion and Handling Objections Professionally and Effectively (Sales Version)	To persuade skeptic, interested and half-hearted potential clients and deal with their objections and clarifications professionally, effectively, and ethically.
ComYOUniqueate: Best Practices in Effective Interpersonal and Interdepartmental Communication	A Corporate EnterTrainment on Business Communication Skills	To leverage the benefits of an effective communication with which the communicator expresses himself well with his/her message being delivered, received, interpreted, and acted upon exactly as how it should be with the mutual relationship being enhanced and sustained as well.
V-FIT (Values Formation and Inculcation Training): Quality Products/Services Come from Quality People	A Corporate EnterTrainment on Work Attitude and Values Enhancement (WAVE)	To C.R.E.A.T.E. (correct, replace, enhance, add on to, tweak, or eliminate), whichever is applicable, the target employees' set of core personal and work values and attitude, which may be wanted or unwanted, beneficial or harmful, or matching or opposing.
	A Corporate EnterTrainment on Cultural Diversity and Cross-Cultural Communication	Filipinos are by nature very friendly, accommodating, hardworking, passionate, and down-to-earth. However, despite these positive traits and values, it is inevitable that it is either they are misunderstood or they tend to misunderstand others from different countries with different cultures, traditions, beliefs, and personalities.

		<p>Just the same, foreigners who are assigned to work and live in the Philippines as expatriates are placed in the same predicament where they are misunderstood or they experience difficulties coping with their surroundings and the natives that they work with due to varying backgrounds and profiles.</p> <p>It is because of this that a cross-cultural communication or cultural diversity training intervention is imperative to help both sides (expats to Filipinos and Filipinos to fellow Filipinos and expats) work effectively with one another both on work and personal levels.</p>
Same Vision? No Collision	A Corporate EnterTrainment on Conflict Management	To manage or better yet, avoid conflicts in the workplace by leveraging the most time-tested and proven process before, during, and after resolving a conflict and other best practices.
Establishing a Workplace Climate and Culture of Sharing Feedback	A Corporate EnterTrainment on the 360-degree Assessment or Feedback	To know, understand, appreciate, and apply the functions and benefits of a 360-degree assessment or feedback.
Would You Mind?	A Corporate EnterTrainment on Email Etiquette	To recognize, appreciate, and practice email etiquette both at work and personal email exchanges.
English Improvement for Confidence Enhancement	A Corporate EnterTrainment on Spoken English and Telephone Conversation Proficiency	To correct and improve employees' spoken English and telephone conversation skills and boost their confidence for a more professional and effective execution of their job description as telephone operators with current and potential clients and business partners over the phone.
Showcasing Work Efficiency through Negotiation	A Corporate EnterTrainment on Effective Co-Worker Negotiation	<p>To know, understand, appreciate, and leverage both one's goals and those of others to position oneself effectively to negotiate;</p> <p>To interpret people's message and emotions through body language reading, probing and active listening, and empathy to comprehend how collaboration or compromise can best occur and function;</p> <p>To master assertiveness necessary to influence one's expectations without stepping on others' own propositions</p>
Train the Communicator (TTC)	A Corporate EnterTrainment on Effective Communication with Peers and Employees	To communicate effectively with one's peers and subordinates regardless if it's just daily standing briefing, sit-down meeting, classroom training, or one-on-one coaching or no matter what the language is.
Synergize, Energize, Optimize!	A Corporate EnterTrainment on Interpersonal and Intrapersonal Communication	<p>To know more and deeply about one another in order to understand their personalities, tendencies, learning styles, and communication preferences.</p> <p>To practice a habit of giving one another immediate feedback when there are attitudinal</p>

		<p>misunderstandings, work-related disagreements, and teamwork issues in an open, sincere, and systematic way.</p> <p>To critique the people and process aspects of effective communication in the workplace in order to spot the gaps and think of a solution to bridge such gaps.</p> <p>To appreciate and promote a culture where co-workers manage to collaborate and complement one another despite diversity.</p> <p>To communicate recommendations, constructive feedback, and creative ideas without offending the others or sacrificing working relationships.</p> <p>To promote healthy and friendly competition that gives importance to organizational synergy and human interdependence.</p>
Write It Right (Level Up!)	A Corporate EnterTrainment on Advance Email Communication Skills	To accommodate the escalating complexities of managing customers' demands, heightened emotions, and other challenges and issues when communicating through email.

CUSTOMER SERVICE PROGRAMS

TITLE	SUBTITLE	GOAL
Giving Customers a Royal Treatment	A Corporate EnterTrainment on Advance Customer Service	To learn additional knowledge and skills that will upgrade their customer service know-how and encourage them to apply, appreciate, and sustain their application of these knowledge and skills.
Win Over a Difficult Customer, Win the Competition	A Corporate EnterTrainment on Customer Service Skills Upgrade (Telephone Version)	<p>To improve one's customer service skills and enhance the customer experience over the phone</p> <p>To stand up for the company while upholding excellent customer service and valuing the customers and their experience</p> <p>To deal with complainants' different difficult attitudes and behaviors and neutralize them.</p>
Happy Customers, Happy Employees, Happy Company	A Corporate EnterTrainment on Enhancing the Customer Journey/Experience	<p>To bring up-to-date their understanding and application of excellent customer service and make them realize enhancing their customers' entire experience represents a better overall strategy than just improving their employees' customer service competencies</p> <p>To initiate implementing and testing out some of the best practices in enhancing their customers' experience in the lifecycle and determine which strategies will work to their advantage in the long run</p> <p>To design and start executing a Customer Journey Map that resolves and enhances customer interaction touchpoints during the lifecycle</p>

Servalue, Servision	A Corporate EnterTrainment on Enhancing the Customer Journey/Experience V2	To correct and enhance the customers' entire experience through the support of the company and its employees
Happy Customers, Happy Employees	A Corporate EnterTrainment on Face-to-Face Customer Service	To understand the customer's rage, treat active listening is the start of the solution or the solution itself, manage one's anger to assist the customer better, pacify irate customers, collaborate with customers, and assert company's side while also protecting customers' interests.
Excellent Customer Service Over the Phone	A Corporate EnterTrainment on Telephone Customer Care Brilliance	To listen actively to one's customers' concerns and identify with them more by understanding their concerns and empathizing with them sincerely To probe effectively to determine to root cause of the customer's concern correctly and to be able to resolve it with efficiency and urgency. To respond with carefully-thought and intelligent answers that customers will not only appreciate but that really resolve their concerns as well. To handle customers' complaints with sensitivity, respect, patience, and passion to serve. To manage the call flow and the conversation with respect for the customer's time and regard for effectiveness and efficiency To provide excellent customer service that the customer will commend and cherish
Championing World-class In-person Customer Care	A Corporate EnterTrainment on Excellent Face-to-Face Customer Service	To know, understand, realize, appreciate, and start applying the needed knowledge, skills, and attitude to provide a world-class customer service, enhance their customers' service experience, and make them love their job more for it to love them back.
Love your Job to Love your Customers and Love your Customers to Love your Job	A Corporate EnterTrainment on Customer Service and Customer Relationship	To have a changed mentality about their work or job, their relationship with their customers, and the customers themselves and providing excellent customer service and establishing a positive customer relationship
When Complaints Become Opportunities to Impress	A Corporate EnterTrainment on Dealing with Complaints like a Pro	To handle and deal with complaints effectively balancing protecting both the interests of the company and the customers and providing a memorable customer experience despite human imperfections.
Digitizing Customer Service thru E-Care		To understand and appreciate the return on investment in bringing customer service and customer experience enhancement to online multi-media platforms; To maximize the use of the top online multi-media platforms to interact with customers, provide great customer service, and enhance digitalized customer service competencies; To apply online and social media etiquette to avoid

		risks in corporate reputation and relationship with customers; To employ risk or reputation management in dealing with customer complaints online.
Championing World-class Multichannel Customer Service	A Corporate EnterTrainment on Awesome Customer Care	To know, understand, appreciate, and apply Relationship Marketing and how this form of marketing is integrated into customer service strategies; To realize, correct, replace, or improve the most common Areas for Improvement among anybody who provides customer service to either an internal or external client or customer; To build a great relationship with both current and potential customers and enhance the organization's reputation as a leader in customer service quality.

TRAIN-THE-TRAINER PROGRAMS

TITLE	SUBTITLE	GOAL
EnterTrain the EnterTrainers	A Corporate EnterTrainment on A.D.D.I.E.	To educate, equip, encourage, engage, entertain, empower, exemplify, and escort to success aspiring and even tenured training designers, developers, implementers, and evaluators on the knowledge, skills, and attitude needed to become an effective training generalist
IMPRESSentation Skills Pay the Bills	A Corporate EnterTrainment on Winning Hearts and Minds with Words	To transform oneself into a compelling all-around presenter that educates, equips, encourages, engages, entertains, empowers, exemplifies, and escorts to success his/her audience.
Voice Power	A Corporate EnterTrainment on Public Announcing and Speaking	To overcome their public speaking fright or nervousness by knowing themselves better, understanding why they're afraid and what makes them afraid, and thinking and acting positively. To prepare themselves mentally, psychologically, and physically before speaking or announcing in public. To neutralize their accent and ensure high quality on their voice by mastering the components of voice quality and neutralizing their accent through correct pronunciation.

WORK EXCELLENCE, SUCCESS SKILLS, AND PRODUCTIVITY PROGRAMS

TITLE	SUBTITLE	GOAL
Be a Complete Package	A Corporate EnterTrainment to Equip Corporate Talents (Employees)	To communicate effectively in order compete efficiently, lead and manage self for better results, solve problems and make decisions with ease, and manage stress and pressure in the workplace

The Power of the Mind	A Corporate EnterTrainment on Critical Thinking	<p>To understand what Critical Thinking is and how it is best implemented in the resolution of organizational issues and challenges</p> <p>To familiarize oneself with the effective process of thinking critically to comprehend situations and match them with the best solutions and decisions</p> <p>To realize the significance that critical thinking plays in day-to-day organizational strategies, tactics, and operations</p> <p>To develop one's critical thinking skills and related competencies to leverage the benefits of this mental process</p>
The TENets (10) of Personal Excellence	A Corporate EnterTrainment on the Steps to Excel and Be Productive	<p>To integrate into one's system the ten steps and/or tips on how to become more productive in one's current job and excel in it too.</p> <p>To apply the best practices in personal productivity and excellence and be consistent in them as well.</p> <p>To appreciate the importance of possessing the will to win, the initiative to excel, and the consistent attitude to sustain it.</p>
It's Not Time, It's You	A Corporate EnterTrainment on Self and Priorities Management	<p>To adopt the thinking that 'there are so many things that can be done and yet, there's so little time' and use that fact to become more productive</p> <p>To apply the Four Basic Functions of Leadership/Management to oneself to use time well and accomplish much more in life.</p> <p>To leverage the different methods and tools that can be used to maximize time, enhance personal productivity, and help meet or exceed the company's bottom lines.</p>
H.A.V.E.F.U.N.: Winning Challenges Doesn't Have to be Boring	A Corporate EnterTrainment on Solving Problems and Making Decisions	<p>To view company and employee problems or issues as challenges and opportunities by thinking positively and predicting success while anticipating the probability of failure;</p> <p>To apply with understanding and appreciation the H.A.V.E.F.U.N. process or method for solving problems or winning challenges using realistic work-related direct application activities;</p> <p>To master and apply more than one approach or method to undergoing each phase of the problem-solving and decision-making process depending on the situation;</p> <p>To value and integrate H.A.V.E.F.U.N. as a fresh, unique and highly-viable option to solving problems in the workplace and among employees and their deliverables and tasks.</p>
Why Force Work-Life Balance When Work Can be a Fun Part of Life Itself?	A Corporate EnterTrainment on Work-Life Balance	<p>To understand that literal work-life balance cannot be truly attained but that there are ways to avoid and deal with stress and enjoy work-and-life co-existence</p>

		<p>while finding success in life.</p> <p>To live a stress-free and optimistic life that is healthful mentally, emotionally, physically, and socially.</p> <p>To appreciate work as an important piece of life to achieve genuine happiness, contentment, and satisfaction.</p>
Activate the Creativity Within	A Corporate EnterTrainment Creative Thinking	<p>To understand and appreciate creative or innovative thinking as an important method or tool in solving problems and improving processes;</p> <p>To differentiate creative thinking and critical thinking;</p> <p>To apply the methods and follow the process of creative or innovative thinking so generating new helpful ideas and producing creative outputs in the future become as easy as 123;</p> <p>To demonstrate creative or innovative thinking in the workplace when needed.</p>

SALES/MARKETING/PUBLIC RELATIONS PROGRAMS

TITLE	SUBTITLE	GOAL
Personal Branding 101: The Keys to Marketing Oneself as a Brand Effectively	A Corporate EnterTrainment on Personal Branding	To leverage their personal branding to achieve their business goals of networking with more business partners and attracting more clients of their products and services.
How to Be ExSELLent? Mastering the Sales Process and Leveraging Current Best Practices in Sales Creation	A Corporate EnterTrainment on Sales Fundamentals	To be more educated, equipped, encouraged, engaged, entertained, empowered, and escorted to meeting or better yet, exceeding their sales targets and other performance metrics.
When Cold Calling Becomes Warm: Ten (10) Proven Strategies in Developing Clients from Cold Calling	A Corporate EnterTrainment on Cold Calling	To train target participants on how to leverage cold calling in signing up potential customers
Think Like a Boss: Big-Picture Thinking in Sales	A Corporate EnterTrainment on Using Strategic and Entrepreneurial Thinking in Sales	To start using big-picture or strategic thinking in selling their products and negotiating the terms and conditions and in preparation for future promotions to leadership/management roles.

Modesty aside, our company is already fast-rising as a training provider thanks to the brand of corporate training that our founder, Mr. Myron Sta. Ana has established and popularized. He is widely known in the corporate world and on social media as **#TheCorporateEnterTrainer** because of his specialty in incorporating entertainment to his training and presenting style. You will never find, at least now, another trainer who does stand-up comedy, sings, dances, raps, and acts out on stage and in the classroom. Add to that his amazing ability to genuinely engage his audience/participants with his entertainment. Truly, there is no dull moment when the trainees are with him. They learn a lot while having fun at the same time.



Public Learning Events

If you do not have your internal training department or if you would rather send your employees to a public learning event than organize your in-house program, then we have this other solution for you.

We also organize learning opportunities that offer the same topics as aforementioned. For now, we offer once-a-month events. You can be assured we are going to offer more learning events frequently. For information about our scheduled events for the entire year, please feel free to call us at (02)919-2734 or email us at inquiries@myronstaana.net.



Professional Speaking

With "**Myronosophies**", our world-class professional speaking brand, you are guaranteed of genuine **EduTainment**. The word comes from the combination of our founder, Mr. Myron Sta. Ana's first name, Myron and the Anglicized Latin word for "wisdom", Sophia. It's also a word play for Myron and Philosophies or Myron's Philosophies.

The brand refers to his life and career philosophies that have motivated and inspired thousands of individuals to pursue their aspirations and live their dreams despite life's challenges and personal limitations.

Motivational Speaking

Being an experienced and results-oriented employee learning and development practitioner for more or less seven (7) years and getting to train, mentor, and coach hundreds to thousands of past co-workers and trainees, our speaker, Mr. Myron Sta. Ana knows how to motivate different people with different priorities, personalities, and purposes.

With his **#EnterTraining** approach to encouraging and engaging others and his deep understanding of employing a holistic approach to touching people's lives (catering to Knowledge, Skills, and Attitude), his audience may expect having the Attention,

Interest, Desire, and Action (AIDA) to improve their performance, exceed their targets, and contribute more to the company's goals and objectives of bringing to life its vision, carrying out its mission, and living up to the standards of their core values.

Inspirational Speaking

Inspiring others is his forte and cup of tea. He is not your typical rags-to-success story. He was actually born in a middle-income family of a woodwork-agent father and a clothes-wholesaler mother. However, due to the decline of the sash and woodwork industry in Taytay, Rizal in the late 1990s and the bankruptcy of her mother's business around the same years, they became poor.

Since his father only graduated from elementary and her mother only reached first year high school, their lack of education kept them from getting back up on their feet and clawing back their previous lifestyle.

In order to help, he made a decision to study hard in college that led to him graduating as Cum Laude. He also kept himself productive with extra-curricular activities such as joining student and youth organizations and winning competitions inside and outside of Polytechnic University of the Philippines – Sta. Mesa, Manila. This led to him accomplishing the following achievements in student leadership and academic excellence:

- ✓ Ten Outstanding Students of the Philippines (TOSP) Nominee A.Y. 2005 – 2006 (www.tospac.org)
- ✓ National Search for the Ayala Young Leaders Nominee A.Y. 2004 – 2005 (www.ayalayoungleaders.ph)
- ✓ Galing Pilipino Young Leader Awardee A.Y. 2004 – 2005 Galing Pilipino Movement Foundation
- ✓ Outstanding Juan Sumulong Memorial Junior College – Taytay, Rizal Alumnus

His passion for excellence and his quest for a life-changing success for his family did not end here. After working in the corporate world for more or less seven years from 2006 – 2013 saving nothing, his family's life getting worse in poverty, and his parents getting older not regaining their past convenience, he made a leap of faith and decided to put up his own consultancy company with nothing else but his severance pay and the money he got from selling his one-year old motorcycle.

Two years later, after defying the odds, working harder and smarter, and putting his best foot forward, he is already looked up to as one of the best corporate trainers and training and development consultants in the Philippines and one of the fastest-rising names in motivational and inspirational speaking. These milestones have been validated further by the following prestigious awards conferred to him recently:

- ✓ **2017 Global Awards for Marketing and Business Excellence, Best Training and Consultancy Services Provider**

- ✓ **2017 Global Awards for Marketing and Business Excellence, Recognition for Outstanding and Significant Achievement in Life Coaching and Motivational Speaking**
- ✓ **2017 Excellence in Quality and Management Conference in Lucerne, Switzerland, One of the Best Regional Enterprises Winners and Manager of the Year, International Socrates Awards Nomination Committee of the Europe Business Assembly in Oxford, United Kingdom**
- ✓ **2016 Acquisition International Excellence Awards, Most Outstanding Corporate Training Provider in the Philippines**
- ✓ **2016 APAC Insider Business Elite Awards, Corporate Training Firm of the Year**
- ✓ **2016 The National Product Quality Excellence Awards, Seal of Service Quality**
- ✓ **2016 28th Asia Pacific Excellence Asian Achiever Awards, Best Results-oriented Training and Consultancy Services Provider**
- ✓ **2016 Annual Outstanding Professionals of the Philippines Awards, Outstanding Professional Awardee**
- ✓ **2016 Philippine Awards for Customer Service Excellence, Outstanding Customer Service Training and Consultancy Services Provider**
- ✓ **2016 Golden Globe Annual Awards for Business Excellence, Best Event Services Consultancy Provider**
- ✓ **2015 APAC Insider Business Awards, Best Corporate Training Provider in the Philippines**
- ✓ **2015 Golden Globe Annual Awards for Outstanding Filipino Achiever, Medal of Distinction for Business Achievement**
- ✓ **2014 TOP BRAND Awards Philippines, Corporate Trainer and Motivational Speaker of the Year**
- ✓ **2014 TOP BRAND Awards Philippines Corporate Training, Leadership and Event Consultancy of the Year**
- ✓ **Juan Sumulong Memorial Junior College Taytay, Rizal Outstanding Alumnus of Class 2002**

Equipped with this motivational and inspirational life story supported by his one-of-a-kind competency of 'Edutaining' and 'EnterTraining' his audience, you can be assured that your students or employees will have a blast signing him up as your speaker.



Leadership and Management Mentoring

Inspired by and incorporating the leadership and management principles, methodologies, styles, techniques, and strategies both learned, observed, and experienced by our founder, Mr. Myron Sta. Ana during his own leadership and management journeys in the academe and in the corporate world, our group has been a go-to authority by most companies for its edge in passing over the needed knowledge, skills, and attitude to become effective, successful, and engaging leaders and managers.

We always employ a holistic approach to mentoring both new and experienced leaders so they may acquire not only the information and the know-how to lead and manage their employees to results but also the attitude to be able to motivate and inspire their people and develop future leaders and the most competent and positively-competitive business partners as well.

We believe that the measure of a great leader is not how many followers he has but rather how many quality leaders he is able to replicate on his team during his term.



Communication and Customer Service Skills Coaching

Customer Service and Customer Experience Enhancement Coaching

We unquestionably know, understand, appreciate, and role model excellent customer service and enhancing our customer's experience. From answering incoming calls to how we do our job and how we provide a memorable experience to our lifetime partners; our clients, we absolutely practice what we preach.

Even our founder and chief consultant was an award-winning Customer Care Representative during his stint as an entry and then second-tier level Billing Call Center Agent for a top Contact Center Company in the Philippines. He was also certified as an S-Leader (Servant, Seer, Shepherd, and Steward) by the Potter's Leadership Academy, a renowned certification program in the country that focuses on God-centered service.

Our coaching methodologies and principles are customer and customer experience-centered. We believe that customers feel happier, more contented, and highly-satisfied if their expectations are exceeded, their needs are provided thoroughly, their questions are answered intelligently, and their problems and challenges are tackled with permanent solutions and a feel-good product and service experience.

Let us share with you our unparalleled knowledge, skills, and attitude on how to provide outstanding World-class Customer Service and Customer Experience.

Communication Skills Coaching

There are three types of Communication Skills topics. They are Interpersonal Communication, Intrapersonal Communication, and Language Communication. Our company specializes in all three of them.

Our communication skills coaching points and solutions provide our beneficiaries with the correct and efficient approaches in communicating effectively within and without (with other people). As they say, *"Together, Everyone Achieves More"*.

When different members of an organization are all aligned with the company's vision, mission, core values, and strategic direction/s and they employ that alignment to collaborate systematically at all levels, achieving business, departmental, individual, and occupational results do not have to be complicated.

We can coach both your management and rank-and-file employees on the following domains and aspects:

Interpersonal Communication	Intrapersonal Communication	Language Communication
Verbal Communication Non-Verbal Communication Effective Interpersonal Communication Giving and Receiving Feedback Positive Scripting Active Listening Negotiation Assertiveness Questioning	Stress Management Self-Focus and Self-Discipline Management Confidence Building Relaxation Techniques Self-Concept/Self-Awareness Formation Self-Values Formation Optimism Self-Communication	Pronunciation Grammar Vocabulary Accent Fluency/Articulation Voice Quality

Human Resources Advisory/Consultancy

Take advantage of our expertise in helping your organization achieve its business goals and objectives through our diversified consulting services:

Organization Development Consulting

- ✓ Organizational Climate Diagnosis and Analysis
- ✓ Strategic Planning
- ✓ Organization Transformation
- ✓ Change Management

Talent Development Consulting

- ✓ Career Management
- ✓ Succession Planning
- ✓ Talent Upskilling
- ✓ Talent Retooling

Employee Engagement Consulting

- ✓ Organization-Talent Alignment
- ✓ Talent Relations
- ✓ Talent-Job and Talent-Organization Compatibility
- ✓ Talent Retention Strategy

Small Business Consulting

- ✓ NeGROWsyo Mentoring Program – to know more about our consulting service for helping micro to small business grow into a medium or a large company in one to three years, email us at inquiries@myronstaana.net or get in touch with us at (02) 919-2734.

Contact Center Consulting

- ✓ Set-up
- ✓ Operation
- ✓ Talent Management (Acquisition and Development)



Team and Team Culture Building

Do you have an observed and verified need to improve your team's coordination, collaboration, and communication? Does the need correctly call for a team or a team culture building program as an intervention?

We can formulate, assemble, execute, and evaluate a customized program tailor-made for your team's areas for improvement on teamwork, interpersonal communication, and even job happiness, contentment, and satisfaction.

One thing you have to know about how we do it, which is also how we set ourselves apart from the competition, is we are not only team building program facilitators. We are an advisor, a consultant.

We first assess if a team building program is really the necessary intervention for your observed and confirmed need to improve your team's coordination, collaboration, and communication before we proceed with your investment. We accomplish this by performing a Relentless Root Cause Analysis by determining the underlying causes and causal factors of the challenges and ascertaining which corresponding solution will really correct, improve, or eliminate them.

If it is confirmed that a set of structured learning activities or exercises is the correct approach, then you can count on us that we can design, develop, and deliver a program that balances wisdom and entertainment.



Speakers, Trainers, and Consultants Bureau

Thought Leaders Philippines Speakers and Trainers Bureau is the speakers, trainers, and consultants bureau arm of MSS Business Solutions (formerly Myron Sta. Ana Training and Consultancy Services).

It envisions to be the most diversified and largest speakers, trainers, and consultants bureau both here in the Philippines and even in Asia that is trusted as the most reliable and favorite provider or supplier of the leading and premier hard and soft skills or technical and non-technical training, resource speaking, team building, and HR consulting experts in the country.

It is composed of some of the best professional corporate trainers, resource speakers, team building facilitators, and HR consultants in the Philippines who are proven top practitioners and experts in their respective fields and areas of specialization. The bureau has representative #EnterTraining trainers, speakers, and consultants in the following categories:

- ✓ Communication Training in the Philippines
- ✓ Customer Experience Training in the Philippines
- ✓ Customer Service Training in the Philippines
- ✓ Leadership and Management Training in the Philippines
- ✓ Train-the-Trainer Training in the Philippines
- ✓ Sales Training in the Philippines
- ✓ Business Development Training in the Philippines
- ✓ Marketing Training in the Philippines
- ✓ Call Center Training in the Philippines
- ✓ Self-help Training in the Philippines

As the soon to be one of the best, top, and leading resource speakers, corporate trainers bureaus, and HR consultants in the Philippines, we will be highly represented by the best corporate trainers, resource speakers, and consultants in the following industries and niches:

- Advertising industry trainers, speakers, and consultants in the Philippines
- Agricultural industry trainers, speakers, and consultants in the Philippines
- Architecture industry trainers, speakers, and consultants in the Philippines
- Automotive industry trainers, speakers, and consultants in the Philippines
- Electronics industry trainers, speakers, and consultants in the Philippines
- Energy industry trainers, speakers, and consultants in the Philippines
- Entertainment industry trainers, speakers, and consultants in the Philippines
- Financial services industry trainers, speakers, and consultants in the Philippines
- Food and Beverage industry trainers, speakers, and consultants in the Philippines
- Manufacturing industry trainers, speakers, and consultants in the Philippines
- Multi-level Marketing or Network Marketing industry trainers, speakers, and consultants in the Philippines
- Offshoring and Outsourcing industry (BPO and call center industries) speakers, trainers, and speakers in the Philippines
- Tourism industry speakers, trainers, and speakers in the Philippines

Just let us know your need in in-house corporate training, motivational, inspirational, or resource speaking, team or team culture building, and/or HR consultancy and we will carefully select among our best training consultants, resource speakers, and HR advisors the perfect fit for your requirement.

The bureau takes pride in the following EnterTrainers and Edutainers who are armed with not only the expertise and the corporate, training, speaking, and consulting background to back it up but also the capability to educate, equip, encourage, engage, entertain, empower, and escort to success your target participants, audience, or learners.

Just some of our renowned partner speakers, trainers, and consultants are:

	<u>MYRON STA. ANA</u> Communication Customer Experience/Service Work Excellence Train the Trainer Leadership and Management		<u>JET NERA</u> Leadership and Management Problem Solving and Decision Making Vision, Mission, and Values Clarification		<u>COACH RANDY ESGUERRA</u> Life Coaching Leadership and Management Sales Personal Success and Excellence W.A.V.E.
	<u>HOWELL MABALOT</u> Culture of Excellence, Leadership, and Loyalty (CELL) Customer Service Excellence Faculty Development Employee Engagement		<u>ED FLORES</u> Kaizen (Continuous Improvement) Lean Management Six Sigma Supply Chain Management		<u>DAN CARREON</u> ISO Integrated Management Systems Risk Management Restriction Hazardous Substance Aviation and Aerospace
	<u>ATTY. ERWIN ZAGALA</u> Employee Discipline Labor Standards Estate Settlement Business Registration Corporation 101		<u>ART SIBAL</u> Strategic Planning Account Development Leadership and Management Negotiation in Sales PSDM		<u>AL IAN BARCELONA</u> Branded Leadership Personality Dynamics Sales Coaching Communication Artistry Motivational Languages
	<u>POCHOLO GONZALES</u> Youth Entrepreneurship Personal Branding Voice Care Public Speaking Personal Effectiveness		<u>JOHNER FERNANDEZ</u> Financial Management Multimarketing/Networking Business/Entrepreneurship Credit and Collections Sales and Marketing		<u>BABBY MEJIA</u> Lean Six Sigma Change Acceleration Innovation Program Management Project Management
	<u>JENNIFER SERVINO</u> Resume Writing Interview Work Style Confidence Building Conflict Management		<u>DR. DENNIS DUMRIQUE</u> Curriculum Development Research Guidance and Counseling Teaching E-Learning		<u>RUELL GARCIA</u> Workplace Emergency Preparedness Disaster Risk Reduction & Management Community Relations
	<u>AUBREY FAUSTINO</u> Service Excellence Food Safety Leadership and Management Train the Trainer Restaurant Management		<u>MARIELLE DELOS REYES</u> Recruitment 5S & Records Management Appreciative Inquiry Work-Life Balance Human Resource Management		<u>JEN PERALTA</u> Public Relations Character-Building Life Skills Gender Sensitivity Women and Youth
	<u>MARLON MOLMISA</u> Youth/Student Leadership Social Entrepreneurship Motivation/Inspiration Digital Marketing Team Culture Building		<u>CANDICE QUIMPO</u> Editorial Consultancy Content Direction Communication Writing Audio-Visual Presentation		<u>JOPHEL YBIOA</u> Photography Inspirational/Cruise Ship Leadership Youth Leadership Arts Advocacy

HOW WE DETERMINE AND EXECUTE THE RIGHT SOLUTION FOR YOU

Let us show you why and how our firm is one of the most preferred talent development solutions partners in the country.

We brag about utilizing and maximizing the newest and most recent talent development methodology and principle, **I.M.P.A.C.T.™**

I.M.P.A.C.T.™ was conceptualized and is now being popularized by no other than, Mr. Myron Sta. Ana himself. It is a contemporary employee or talent development cycle and process for assessing, formulating, assembling, testing, executing, and evaluating the most suitable and needed solutions to address performance and productivity gaps at all business levels in any organization.

We back up our belief that training is not the only remedy for performance and productivity gaps. It is only one of the possible interventions that practitioners can resort to. Therefore, knowledge of **A.D.D.I.E.** or **S.A.M.** is not enough.



Figure 1: THE I.M.P.A.C.T Model of Determining the Most Appropriate Talent Development Solution

OUR BRAGGING RIGHTS

CLIENT LIST

PRIVATE COMPANIES/CORPORATION

AEON Auto Group (Owner of Makati, Cainta, and EDSA Greenhills Ford Philippines dealerships)	GHL Systems Philippines, Inc.	Marsman Drysdale Travel, Inc.	Satarah Investment Group, Inc.
Afro Asian World Events, Inc.	Great Minds Integrated Consultancy, Inc.	Maxicare Healthcare Corporation	Saver's Alliance Depot
Allegis Global Solutions	Green Cross Philippines, Inc.	Moneyguru Philippines Corporation (MoneyMax in the Philippines)	Smart Communications, Inc. (Smart Prepaid)
All Transport Network, Inc.	G.U. Engineering Sales, Inc.	MPS Group (MPS Events Management, Inc. and MPS Exhibits Group, Inc.)	Sophia School for Skills Development, Inc. (SSDI)
Art Dumaup & Associates	Haier Electrical Appliances Philippines, Inc.	Mighty Corporation (La Campana Fabrica De Tabaccos, Inc.)	Spintel Pty. Ltd. (Australian Company)
Aspen Philippines, Inc.	Hart N Mind	NCS-I Philippines, Inc.	Streaming Technologies, Ltd. (Stech, Ltd.)
Berjaya Pizza Philippines, Inc. (Exclusive franchise holder of Papa John's Pizza in the Philippines)	HR Network, Inc.	Nestle Philippines, Inc.	Swiss Miss Philippines
CEMEX Philippines, Inc. (Solid Cement Plant in Antipolo City, Rizal)	Insular Life Assurance Company, Ltd.	ON Asia Motors Corporation (Mazda Makati)	Touch Mobile ™
Cenophi Corporation (Home Sonic)	Integrated Micro-Electronics, Inc.	Perpetual Help Community Cooperative, Inc. (PHCCI)	Tsuchiya Kogyo Philippines, Inc. (TKPI)
Cocolife Healthcare	Intertek Testing Services Philippines, Inc.	Phil-Am Outsourcing Solutions, Inc.	Torm Shipping Philippines, Inc.
Comguild Company, Inc.	James Hardie Philippines, Inc. (Maker of Hardiflex)	Philippine World Travel, Inc. – Lufthansa City Center	Training and Marketing Professionals, Inc. (TMPI)
Concepcion-Carrier Air Conditioning Company (CCAC)	JobsDB Philippines, Inc.	Polyserve Philippines, Inc.	United Steel Technology International Corporation (Steeltech)
Cristeta Ilaursa Research Services (CIRS)	KMC Solutions, Inc.	Ramon F. Garcia & Company, CPAs (Crowe Horwath Philippines)	VHS Philippines, Ltd.
Citistores, Inc.	Lee Designs Industries, Inc.	San Miguel Yamamura Asia Packaging Corporation (SMYAPC)	Yamaha Motor Philippines, Inc.
Cygnitel Outsource Solutions, Inc.	Lindberg Subic, Inc. (Lindberg Ag A4-Branch)	Sakamoto Orient Chemicals Corporation (SOCC)	4B Construction Corporation
Dole Philippines, Inc.	Lenovo Philippines, Ltd.		
EX3M Marketing Specialists, Inc.	MagnitudEvents		
Firewire Marketing Consultancy, Inc.	Manila Memorial Park Cemetery, Inc.		

NON-GOVERNMENT AND NON-PROFIT GROUPS AND ASOCIATIONS			
Association of Philippine Private School Administrators and Mentors (APPSSAM) Angat Kabataan Taytay, Inc.	Bataan Hotel and Restaurant Owners Association Philippine Association of Educators in Office Administration Foundation, Inc. (PAEOAFI)	Philippine Association of Students in Office Administration (PASOA) Philippine Dental Association (Valenzuela Dental Chapter)	Project Becoming Me
GOVERNMENT COMPANIES, ORGANIZATIONS, AND AGENCIES			
Armed Forces of the Philippines (AFP) Bataan Water District Department of Education (DepEd) Central Office Department of Interior and Local Government (DILG) Department of Labor and Employment (DOLE) Bataan	Institute of Advanced Nursing and Allied Health Professions (IANAHP) – National Kidney and Transplant Institute (NKTi) Lung Center of the Philippines National Nutrition Council Philippine Health Insurance Corporation	Philippine Nuclear Research Institute, Inc. (acting in behalf of International Atomic Energy Agency) Philippine Postal Savings Bank, Inc. Rizal Information Officers League (RIOL)	Senate Electoral Tribunal Rizal Provincial Government The United States of America (USA) Embassy in Manila
SCHOOLS (COLLEGES AND UNIVERSITIES)			
Adamson University Adventist University of the Philippines Aquinas University of Legazpi City, Albay Bulacan State University Malolos, Bulacan Campus Chiang Kai Shek College Colegio de San Juan de Letran De La Salle Lipa in Batangas Far Eastern University Informatics College Caloocan	Juan Sumulong Memorial Junior College Laguna State Polytechnic University Siniloan, Laguna Campus Laguna State Polytechnic University Sta. Cruz, Laguna Campus Miriam College National College of Business and Arts Fairview Campus Pamantasan ng Lungsod ng Maynila Pamantasan ng Lungsod ng Pasig Pamantasan ng Lungsod ng Valenzuela	Polytechnic University of the Philippines Quezon City, Metro Manila Campus Polytechnic University of the Philippines Sta. Mesa, Manila Campus Polytechnic University of the Philippines Sta. Rosa, Laguna Campus Polytechnic University of the Philippines Taguig City, Metro Manila Campus Rizal Technological University Pasig City, Metro Manila Campus Technological Institute of the Philippines P. Casal Street Campus Technological Institute of the Philippines Quezon City, Metro Manila Campus St. James Academy of Malabon	Sto. Niño Catholic School The National Teachers College Trinity University of Asia University of Perpetual Help System Dalta Las Piñas City, Metro Manila Campus University of Santo Tomas University of the Philippines Los Baños, Laguna University of the Philippines Diliman, Quezon City

WORK WITH US

We are a proud local and international partner trainer, speaker, and consultant of:



We also take pride in being a local and international member of:



WORK WITH US

Don't let your company's valuable talent development funds go down the drain. Invest in your precious talents' learning and development through a reliable partner in us.

If you are ready to work with us and enjoy our expertise and the business results we could provide or help you with, contact us with the details below:

Visit us at:

1st Floor, Unit A2, Block 8, Lot 8, Buenmar Avenue, Phase IV, Greenland Executive Village, Barangay San Juan, Cainta, Rizal 1900

or at www.MyronStaAna.net

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