

What We Do

Jane Tan Net provides training consultancy and coaching services in the areas of leadership development, personal success and service excellence. We believe in offering solutions that are relevant and practical to the specific needs of individuals and organizations. More importantly, we listen to what our clients want and deliver training solutions and coaching in line with their specific goals and needs.

As we are passionate about developing people at their core, we go beyond just imparting practical skills and concepts. Instead, we aim to build a sense of purpose, ownership and resilience for each client with our training solutions and coaching so that they can bring their personal and career aspirations to the next level. **We focus greatly on who our clients are rather than what they do**, and aim to unleash their inner potentials by developing their core beings. We firmly believe that everyone deserves to live extraordinarily and own extraordinary results, be it at work or in their personal lives.

Our key distinction is that we believe in the **customization of programs, so that they are tailor-made to the specific needs of our clients**. In order for training solutions and coaching to be effective, we believe that they have to be targeted to the specific requirements of each unique client rather than being churned out from a cookie cutter. As such, we believe in working closely with our clients, understanding their needs and requirements while developing the best programs for them.

We take pride in creating programs that are impactful to the learners and effective for our clients.

Program Offerings

As mentioned, we always customize our contents. However, here's a sample to give you an idea of the programs we conduct.

| Competency | Manage Self | Develop Others |
|--|-------------|----------------|
| Service Excellence and Strategy | | |
| Service Excellence Skills Level 1 | ✓ | |
| Service Excellence Skills Level 2 | ✓ | |
| Coaching for Service Excellence | ✓ | ✓ |
| Leadership Growth | | |
| Unleash Your Potential Level 1 | ✓ | |
| Unleash Your Potential Level 2 | | ✓ |
| Coaching for Personal Success | ✓ | ✓ |

Service Excellence and Strategy

| Program | Course Description |
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| Service Excellence Skills Level 1 (Recommended duration: 2 Days) | <p>This entry-level program is targeted at participants with minimal knowledge of customer service skills and aims to impart fundamental customer service knowledge to the learners so that they can be proficient at their work.</p> <p>Who should come: New joiners with minimal knowledge in customer service skills.</p> <p>Why they should come: This program aims to equip learners with the fundamental know-hows to customer service. Participants will learn how to manage day-to-day basic client interactions and allow them to be deliver the basic level of customer satisfaction.</p> |

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| <p>Service Excellence Skills Level 2 (Recommended duration: 2 Days)</p> | <p>This program is targeted for experienced service professionals with an aim to elevate their service excellence delivery to the next level. A key emphasis is placed on both understanding themselves and their customers on a deeper level, managing challenging customer scenarios. Theories in Emotional Intelligence are used as key drivers for this program.</p> <p>Who should come: Experienced customer service providers looking for a breakthrough to the next level with their service skills, knowledge and offerings.</p> <p>Why they should come: This program aims to equip learners with a deep awareness and understanding of their current service level offerings, identifying their own roadblocks and understanding the customers' perspectives in order to create more effective customer service solutions aiming to achieve service excellence.</p> |
| <p>Coaching for Service Excellence</p> | <p>This coaching program is designed for customer service team leaders and managers to equip them with skills and knowledge to coach, manage and motivate their teams to the desired level of service excellence. One-on-one coaching sessions are conducted to assist learners monitor their coaching and managerial skills. The aim is to guide them to being effective customer service managers and leaders and delivering the declared service excellence results.</p> <p>Who should come: Team leaders and managers who currently manage a team of service professionals.</p> <p>Why they should come: This program allows learners, or coaches to be guided while performing their roles on a daily basis, thus allowing their learnings to be immediately translated to the work environment. It is also conducted on a structured, regular basis to ensure the coaches and coachees keep in close contact so that coaches are closely in tune with the coachees' progress.</p> |

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| | This program allows results at the workplace to be delivered at real time, thus elevating the effectiveness of the session. |
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Leadership Growth

| Program | Course Description |
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| <p>Unleash Your Potential Level 1 (Recommended duration: 2 Days)</p> | <p>This program is targeted at participants with a desire to build and unleash their self-leadership. The theory is simple – every employee should learn to manage and unleash their own potentials before learning to manage and motivate others.</p> <p>This program aims to help learners discover their inner motivations and potentials to help them achieve maximum results and satisfaction at work. Theories in Emotional Intelligence are used as key drivers for this program.</p> <p>Who should come: Individual contributors or team managers looking to realign their career compass to their individual aspirations.</p> <p>Why they should come: This program aims to help learners rediscover this inner motivations, recognize their talents and passions at work, and matching them to that of the organizations’. It also aims to help learners gain awareness and understanding of their current career situations before realigning their work aspirations to unleash their full potentials at work.</p> |
| <p>Unleash Your Potential Level 2 (Recommended duration: 2 Days)</p> | <p>This interactive program is targeted at participants who are managing teams for results. It aims at equipping leaders with concrete skillsets on managing and motivating their team members and also creates opportunities for them to better understand their current leadership styles and effectiveness. Theories in Emotional Intelligence are used as key drivers for this program.</p> |

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| | <p>Who should come: Team managers looking to better manage their members to achieve desired results.</p> <p>Why they should come: This program aims to help managers become compassionate leaders and use theories in Emotional Intelligence to help them transform to being empathetic leaders. It also aims to help learners gain awareness and understanding of their current leadership styles before exploring ways they can become even more effective leaders achieving optimal results.</p> |
| <p>Coaching for Personal Success</p> | <p>This coaching program is designed for individuals who will like to reach their maximum potentials at both work and life. More importantly, the goal for personal success coaching is for each individual to achieve the goals that they have never imagined possible before, thus living an extraordinary life of success and fulfillment.</p> <p>Who should come: Individuals who are keen to explore how to achieve the dreams they have and unleash their personal powers and leadership.</p> <p>Why they should come: This program will be an honest and insightful journey for each and every coachee as they get to know themselves like never before. The first step in coaching always starts with discovery of self, then awareness, recognition of patterns, evaluating if they are serving the coachee in his/her journey to what he/she wants to achieve, then making a choice to change behaviors in order to achieve new results.</p> |

Contents and Curriculum

We strongly believe in tailor-made solutions for our customers. As such, **consultancy is a big part of our methodology and contextualization of our programs, be it contents, style of delivery or time frame, is a key distinction of our program.**

In today's digital world, trainings can be conducted in many varied forms, be it in-person (classroom training), online (e-learning) or using a blend of both mediums (blended learning). We believe in exploring and putting together the best training requirements suited to the client's needs.

Profile – Who Are We

With over a decade of experience in the learning consultancy, facilitation and coaching industry, Jane is a seasoned facilitator and coach in the leadership, customer service and soft skills arenas, having worked with elite MNCs and corporations.

She started her customer service journey as a flight attendant with the world-renowned **Singapore Airlines Limited** and rose the ranks to being a Cabin Crew Executive and Trainer, where she was in charge of recruiting and training new cabin crew trainees in the rigorous 4-month long training process. She was also in charge of the Cabin Crew Leader's Program for the cabin crew in leadership and managerial roles.

She eventually moved on to a regional role, taking the position of Group Service and Standards Manager for **Arcc Holdings, a chain of service offices with branches in Singapore, Kuala Lumpur, Shanghai and Beijing.** In her capacity, she implemented and drove customer service standards for the group and also trained the customer service team and the team leaders to achieve industry level customer service standards.

Her love for learning consultancy, facilitation and coaching brought her to her next role as a Learning and Development Specialist with **Overseas Chinese Banking Corporation Limited (OCBC Limited)**, where she worked with different divisions and departments delivering a wide range of customer service training solutions and methodologies customized to the specific needs of each department. She eventually also branched into leadership training programs, driving individuals to unleashing their fullest potentials through her trainings and learning solutions.

In the last 2 years, she decided to up her game and started conducting training workshops and coaching sessions globally. To date, she has facilitated sessions to an international audience spanning from Asia, South America and Europe. Her clients are diverse - students, entrepreneurs, digital nomads, corporate professionals, single moms, professional writers are a few to name. Her latest adventure is being an English-Mandarin interpreter for leadership training seminars held in various parts of China. She believes that if we keep challenging ourselves to do things we never imagined possible, our capacity for bigger things in life will expand exponentially as we learn and grow.

Jane is passionate about developing people and inspiring them to achieve extraordinary goals they have never imagined possible. She believes that each and every person is remarkable, and has the capacity to lead an extraordinary life when he/she is aware and connected to his/her current behavioral patterns, motivations and ways of being. She is also a keen advocator of servant leadership – one based on empathy, being of service to the people and leading by walking the talk. She firmly believes that respect is earned, not commanded.

Jane is a certified Advanced Certification in Training and Assessment (ACTA) trainer and a certified Six Seconds Emotional Intelligence Practitioner. She holds a Bachelor of Business (Hons) degree from Nanyang Business School, Nanyang Technological University, Singapore. She is also a passionate world traveller, bookworm and Tango dancer.

Find out more at www.janetan.net