

THE HR EXCHANGE

People Matters that Matter

Presented by:
*people*potential

Communication at Work

INTRODUCTION

A critical success factor for better relationships - with bosses, peers, and your people hinges on the way we communicate with one another. Add to that the complex nature of businesses today where we deal with colleagues and clients across borders and cross-culturally and the mix gets interesting. This workshop has easy-to-learn and easy-to-apply communication power tools on how to build rapport and relationships with people in the short, medium and long term.

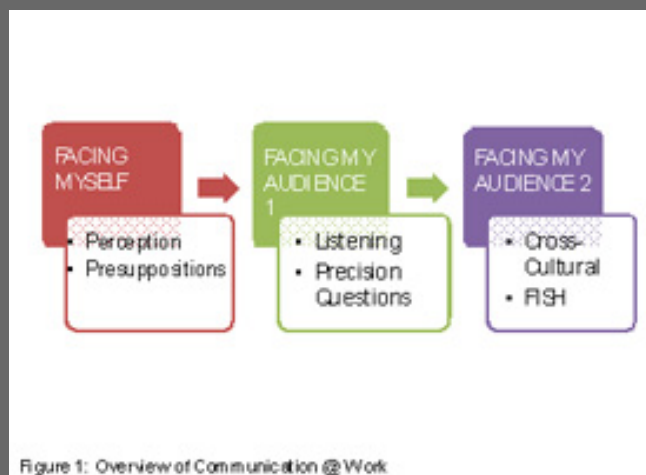
Workshop Objectives

By the end of this workshop participants should be able to:

1. Understand how **Presuppositions** we hold determine how we communicate with each other.
2. Discover the power of **Listening** especially when partnered with the skill of **Precision Questions**.
3. Learn to build **Rapport** quickly and how to use skills learnt to better communicate with clients and colleagues across borders and cross-culturally.

Workshop Contents

1. Facing Myself
 - Managing Perception
 - Presuppositions
2. Facing My Audience 1
 - Listening Skills
 - Precision Questions
3. Facing My Audience 2
 - Rapport Building
 - Cross-Cultural Communication
 - Feedforward - A Value-add Tool
 - FISH - A Value-add Tool



Methodology and Materials

Training Methodology

This programme uses NLP, Accelerative Learning, and Multiple Intelligence principles to optimise the learning environment. All the skills presented in the programme are practised through a range of exercises that are both fun and stretching at times. Added to that are:

1. Group Discussions
2. Class Sharing - by both trainer AND participants
3. Presentations
4. Trainer Demonstrations of all the principles and skills being taught
5. Practice sessions throughout the workshop
6. Real-life stories on applications by Trainer and others

Other Training Aids

- FISH - the relationship building tool which can be used at work and at home
- FEEDFORWARD - a tool for continued learning
- LEARNING BY LISTENING Checklist

Who Should Attend/Who Will Benefit:

Anyone who is communicating face-to-face, over the phone and via emails.
Highly relevant to managers, team leaders, support staff, those dealing with colleagues and clients across borders and cross-culturally.

Date: 25 May 2010 [Register]	Time: 9.00am - 5.00pm	Venue: Sheraton Towers, Singapore	Fees: \$385 (10% Early-Bird Discount if you register by 17 April)
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**Small class size of 12 participants to cater for more discussions,
skill building and application.**

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Facilitator: Bhavesh Patel (Bhav)

Since 2000, Bhav has been facilitating learning and change with individuals and organisations all over the world. This has involved designing and delivering training courses, organising conferences, and organisational development. He has worked with groups of up to 150 people, and individual clients on a one-to-one coaching basis. His work has taken him to Cambodia, South Africa, Australia, New Zealand, Moldova, Russia, Ukraine, Latvia, France, Switzerland, Vietnam, Thailand, India, Sweden, Norway, Germany, Belgium, Indonesia, Singapore, and throughout the UK. He holds two diplomas in coaching, is an NLP Master Practitioner, and is currently studying for a Masters in Management Psychology.

About People Potential

We work in 19 countries with some of the most learning & development-savvy clients including Fortune 500 companies.

We are the first and only training provider in Malaysia to win the Motorola Gold Award for Quality and Service. The reason is simple: when we take on a job, we do it well. And that is why since the early 90s we have maintained a 100% Money-Back Guarantee on our standalone workshops.

Our senior consultants and trainers are not generalists but passionate specialists. Specialists who work together with a R&D unit to provide international-quality solutions, to service very demanding clients across 5 continents.

Some of our Clients

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[Register](#)

In-House enquiries; email [Sharmini Suthan](#) [Back](#)

Interested but the dates do not fit; email [Min Lee](#) for future dates. [Back](#)

People Potential: 65 6440 8268 / +65 9326 7557 / www.peoplepotential.com

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