

THE HR EXCHANGE

People Matters that Matter

Presented by:
peoplepotential

Communication at Work

GOOD COMMUNICATION IS CENTRAL TO ALL IMPORTANT FUNCTIONS A MANAGER PERFORMS.

- How effective is your communication with your bosses, peers, and people?
- Is a breakdown in communication hampering your company's recovery efforts?
- Are communication issues being blamed for dissatisfaction in your company?

In this economic upswing where competitors are expanding vigorously, good communication skills are critically vital. From monitoring progress to receiving early warning of problems, encouraging cooperation, promoting team involvement; all hinge on the way we communicate with one another.

Compounded with complex nature of businesses today where we deal with colleagues and clients across borders and cross-culturally, 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.

WHAT PARTICIPANTS LEARN

- Facing Myself: managing perception & presuppositions.
- Facing My Audience: listening skills, precision questions, rapport building & cross-cultural communication.
- Value-add Tools: Feedforward & FISH.



WHY COMMUNICATION AT WORK?

By the end of this workshop participants should be able to:
Understand how presuppositions we hold determine how we communicate with each other.
Discover the power of listening especially when partnered with the skill of precision questions.

Learn to build rapport quickly and how to use skills learnt to better communicate with clients and colleagues across borders and cross-culturally.

This workshop was designed with proven learning technologies: Accelerative Learning (AL), Multiple Intelligences (MI) and Neuro-Linguistic Programming (NLP).

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: 9 July 2010 [Register]	Time: 9.00am - 5.00pm	Venue: Concorde Hotel, Kuala Lumpur	Fees: RM650
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(10% Early-Bird Discount if you register by 31 May 2010)

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. His work has taken him to over 20 countries. A holder of two diplomas in coaching, and an NLP Master Practitioner, he 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. They include top MNCs and Fortune 500 companies namely ▪ Dell ▪ Deutsche Bank ▪ ExxonMobil ▪ Conoco Phillips ▪ Hewlett-Packard ▪ IBM ▪ Kimberly-Clark ▪ Motorola ▪ Nokia ▪ Shell ▪ Sony Corporation ▪ Texas Instruments ▪ Alstom Power Asia Pacific ▪ Caltex ▪ DHL ▪ DiGi ▪ Ericsson ▪ Guthrie ▪ Infineon ▪ Lafarge ▪ Logica CMG ▪ Bank Negara Malaysia ▪ Monetary Authority of Singapore ▪ Nestle ▪ PricewaterhouseCoopers ▪ Prince Hotel ▪ Singapore Civil Service College ▪

Singapore Institute of Management ▪ Telekom Malaysia ▪ Western Digital ▪ WWF (World Wide Fund for Nature).

Across 5 continents, we have helped professionals to unfold their human potential.

Our programmes and workshops are run by practitioners who are not generalists but specialists in their respective fields. They collaborate with our dedicated R&D unit to develop solutions using tools like Accelerative Learning, Multiple Intelligences and NLP (Neuro-Linguistic Programming). These powerful technologies for human change have a successful global track record of between 20 to 50 years.

This stellar combination of strong products, trainer credibility and track record has enabled us to maintain a 100% money-back guarantee on our standalone workshops since the early 90s.

[Register](#)

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

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

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