

Communications and Interpersonal Skills

S\$690

2 Days

For In-House Training only

About this Course

The world is full of good marketing strategists, good accountants, good engineers, and good lawyers—but it is not full of good communicators. Acquiring good communication skills will provide you with an opportunity to stand out from your competition in a globalized world.

The higher you rise in an organization, the less time you will spend using the technical skills of your profession and the more time you will spend communicating. Business people who can't communicate well do not stand much chance of reaching the top. Companies that communicate well significantly outperform those that communicate poorly.

To make your communication efforts as effective as possible, avoid the common mistakes of providing vague impressions that are open to interpretation. This program hones your competency in interpersonal communication skills so as to foster good speaking and listening techniques for better workplace relationships. As relationship conflicts is almost a given, we will also examine some effective ways to manage conflict, prevent difficult situations from escalating and optimise your sense of well-being through self-regulation and constructive communication. You will acquire practical knowledge and skills to help you and others perform your tasks better and achieve your desired goals happier through effective interpersonal communication.

Throughout this course there will be a number of practical exercises carried out which will enable participants to put into practice much of the theory covered. This workshop will be conducted through the use of role plays, discussions, group activities, games and personal reflection.

Who is this for

This course is suitable for all levels of staff including but not limited to senior and mid-managers, supervisors, executives, frontline staff and those who seek to improve their professional skills in business communication.



Day 1

Establish Rapport

- o Build rapport and trust with people
- o The 3 Vs of Creating a powerful first impression
- o Master the art of small talk

Listen Actively

- o Identify common barriers to effective communication
- o Strategies to overcome communication barriers
- o Master good questioning techniques to get what you want

Communicate Effectively

- o Practice clear pronunciation and avoid miscommunication
- o Use the right choice of words
- o Apply power phrases to manage difficult situations at work

Practise Non-verbal Communication

- o Develop positive body language to project self-confidence
- o Use mirroring technique to connect with others
- o Use gestures powerfully to reinforce your message
- o Gain greater confidence and influence in others as an effective communicator

Day 2

Understand Conflict Management

- o What is Conflict?
- o Root Causes of Conflicts
- o The Physical and Emotional Impact of unresolved conflicts

Strategize Approaches to Conflict Resolution

- o Introducing the 5 conflict management styles
- o Determining the Right Approach for Different Situations
- o Be aware of your personal triggers
- o Developing a personal anti-trigger plan

Use positive Communication Skills in Conflict Management

- o Powerful Phrases for Effective Communication in Managing Conflicts
- o The LEVIS Model for a Win-Win Outcome
- o Role Plays to put all your Skills to Work



Betty Kan

About the Trainer

Betty Kan-Sekine graduated with honors from San Francisco State University. She is a Certified Professional Trainer (IPMA, UK), a Certified Neuro-Linguistic Programming Practitioner (NFNLP, USA), an Associate Lecturer with SIM Global Education (winner of the SIM 2015 Teaching Merit Award) teaching Business Communication and Management. In 2009, Betty was certified by Nobel Prize Nominee, Tony Buzan as a ThinkBuzan Licensed Instructor and an iMindMap Advanced Instructor facilitating Tony Buzan's revolutionary Mind Mapping® technique.

Betty was appointed as Director of Client Services at a renowned litigation law firm in San Francisco, USA for over a decade to manage the Asian clientele market due to her unique trilingual capability. Her passionate customer centric attitude led her to a prestigious Bronze Medal award for outstanding achievement in Service Excellence by the World Journal in the US. Her corporate experiences span across major industries in the aviation, financial & legal sectors.

Some of Betty's workshop participants were from Wharf T & T (Hong Kong), Drydocks World Southeast Asia (Government of Dubai), National University of Singapore, National Heritage Board, Singapore Discovery Centre, Singapore Police Force, Singapore Prison Service, Changi Airport Group, Jurong Town Corporation, Singapore Tourism Board, Health Promotion Board, Ministry of Home Affairs, Inland Revenue Authority of Singapore, Land Transport Authority, Reed Exhibitions, United Overseas Bank, OCBC Bank, Singapore Telecommunications Ltd, ExxonMobil Asia Pacific Pte Ltd, ComfortDelGro Corporation Ltd & KPMG LLP, among many others.

Betty enjoys a diverse cultural background having lived in the US and Japan for 17 years. Her outstanding professionalism and rich working experiences have helped her develop valuable life skills in Business Communication, Leadership & Management, Innovation & Creativity, Client Services and Personal Effectiveness. She believes in the power of maximizing one's potential by improving and changing oneself from the inside out. Her passion is in helping individuals be the best they can be.

**"Relevant yet easily understood and applicable materials and ideas."
Mary Tan, Executive Assistant**

**"Good refresher course on what to look out for in order to achieve effective communication."
Ally Goh, Assistant Manager**

**"The course is well presented and I gain from it."
Lim Seow Chai, Officer**



Phone: +65 6636 9772
Mobile: +65 9850 9058
Fax: +65 6636 9613
Email: mail@impresstraining.com
Address: 8 Burn Road, #04-11/12 Trivex Singapore 369977
(Behind Tai Seng MRT-Circle Line)