

# Communications and Relationship Management

S\$720

2 Days

## 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 with good EQ. Acquiring emotional intelligence will enable you to make effective decisions to help you adapt to the ever changing needs of our environment.

This program hones your competency in emotional intelligence and interpersonal communication skills so as to foster better workplace relationships. As relationship conflict 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

### Emotional Intelligence

- Understanding emotional intelligence
- The EQ competency framework
- How emotions affects behaviour and performance

### Self-awareness

- Be aware of your own emotions
- Fight, flight or freeze responses
- Recognising your own emotional triggers

### Self-management

- Developing a personal anti-trigger plan
- Recognize the physical warning signs of emotional triggers
- Common warning signs of workplace conflict

### Social Awareness

- The customer complaint iceberg theory
- What internal and external customers really want

### The Power of Empathy

- Why is empathy important
- Be aware of the Dos and Don'ts when empathizing with others
- How to put yourself in the shoes of others

### Emphatic Listening Skills

- Five steps to empathic listening
- Learn useful statements to show empathy
- The art of paraphrasing

## Day 2

### Relationship Management

- The principle of relationship success
- 4 ways to influence and persuade others

### Conflict Management

- Understand the potential impact of unresolved conflicts
- Learn the five conflict resolution styles
- How to adapt different conflict management approaches to different conflict situations

### Building Rapport and Trust

- The 3Vs of communication
- How to build rapport and trust
- The art of making small talk
- The Powerful Mirroring Technique

### Effective Communication

- Identify barriers to ineffective communication
- Solutions to overcome these barriers
- The Dos & Don't's of non-verbal communication

### Adapting to different personality styles

- Identify four different personality and behavioural types
- The DISC model
- Recognize the characteristics of different personality styles
- Strategizing the right communication approach when interacting with people of different personality types

### Effective questioning technique

- The importance of asking the right questions
- Learn the 5 common questioning techniques
- How to use different questioning technique to direct and take control of your communication



## Betty Kan

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### About the Trainer

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**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**



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