

### INTRODUCTION

Communication is a skill that gives people the knowledge and techniques to address conflict, with practical strategies, tips and advice. This program helps your people to recognize that conflict is inevitable, and that it can be healthy when appropriately managed by proper communication. These time-saving techniques enable the participants to develop skills and techniques for managing conflict effectively, and to achieve positive outcomes, rather than to prevent all conflict. Go beyond the theory of dealing with conflict, with practical activities and role-plays that can build skills and confidence

### LEARNING OBJECTIVES

On completing this program, participants will:

- Gain insight into personal behaviour and understand the behavior of others to explore why communications fail
- Manage the communication process better by understanding the concept of Emotional Intelligence
- Understand the common breakdowns in communication, identifying the problems and barriers of communication and develop skills to overcome these barriers
- Use improved communication and interpersonal skills to effectively build strong relationships through persuasion and influencing skills
- Assess personal communication style and to develop the skill to adjust style to meet differing situations
- Understand the concepts of aggressive, assertive, and non assertive behaviour

Methodology:

- Accelerated Training Approach- *Learning Design Re-patterning*
- Action Based Learning
- Activities
- Case Scenario Analysis

### COURSE OUTLINE

#### UNDERSTANDING COMMUNICATION

- Principles of Communication
- Personal values and beliefs
- Intentions vs Actions
- Core skills and processes for effective communication -Getting the message across
- Mental Blocks
- That's not what I meant at all – V.A.K
- Putting yourself in the other person's shoes
- Insights to human behavior
- Behavior Analysis- Body Language
  - Verbal
  - Non-Verbal
- Advanced Behavior Profiling through Observation
- "Windows to your soul"
- Insights to Quantum Linguistics
  - Analyzing Language Patterns
- Defense Trigger
- EQ – S.B.T.S
- Why are people difficult?
- Disagreeing
  - Assertively
  - Aggressively
  - Receptively

### SKILLS APPLICATION IN DIFFERENT SITUATIONS

- The Art Of Listening
  - Listening vs Hearing
  - Active Listening
- The Art of Questioning
  - Probing
  - Tonality & Pitch
  - Verbal Punctuation
- Soothing or stoking – Techniques for building rapport
- Different Styles for Different Types
  - Open
  - Closed
  - Multiple
  - Leading
  - Hypno Tactical
- Strategies for better communication
- Getting good results
- Keeping on track
- Action Mapping

### ABOUT THE TRAINER – MR PRAGA

Praga is a highly interactive and innovative trainer, whose work is mainly based on research and applied knowledge from extensive experiences in benchmarking organizations best practices. His training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-patterning Model TM known by many to be entertaining, refreshing, yet filled with success formulas.

Praga is the co-founder of Accelerated Training Approach built on Learning Design Re-Patterning™ Model and a Fellow Member with the Institute of Therapies Management (London).

He holds a Degree in Business and several Diplomas in Psychology and Psychotherapy and a Masters in HRM & Organizational Psychology. He's also a:

- Certified Master Trainer in Psychotherapy
- Certified ATA Master Trainer
- Certified Psychometric Profiling Trainer
- Certified Trainer in Applied Counselling
- Certified Stress Management Trainer
- Certified NLP Master Practitioner
- Certified Master Life Coach
- Certified Behavior Management Specialist.

Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behavior. Praga travels extensively while working with many supporting partners globally. His expertise in training management are vast and some to name were in developing organizational framework, managing training initiatives, product/course development and customization, training facilitation and conducting needs analysis, teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

# Advanced Communication Skills By Praga



Decide with Confidence

**Date:** 29<sup>th</sup> January 2010, 9am – 5pm  
**Venue:** Amara Hotel Singapore

**Fee:** [ ] S\$395 for D&B Subscriber [ ] S\$480 for Non-subscriber  
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payments
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

**EARLY BIRD – Fax in your registration before 29<sup>th</sup> December to receive a 10% off regular fee  
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

**Fax the completed registration form to 6778 3853**

## Participant(s) Information

**Name 1:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 2:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 3:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Company's Information

**Name of Company:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **(Postal Code)** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Liaison Officer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Payment Information

[ ] D&B subscription units (Account no: \_\_\_\_\_)  
[ ] \* Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*  
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## Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.