

BUILDING SELF CONFIDENCE: CONVERSE TO CONNECT

DATE: 15-16 June / 23-24 November 2023

19-20 March 2024

FEE: RM870

DURATION: 2 Days

HRD CORP SCHEME:

HRD Corp Claimable Course

PROGRAM OVERVIEW

According to Warren Bennis, people who have emotional intelligence, more than IQ or expertise, accounts for 85% to 95% of success at work. With professional training and practice, participants can become a people connector, work more productively and make yourself visible to others. If you can't converse, you can't sell yourself.

CONVERSE TO CONNECT is designed to help participants to uncover their own strengths and weaknesses when relating to others, first by being self-aware, shifting their mindset to see opportunities; as well as exploring ways to communicate and engage with people in every possible situations.

It is also a course to boost participants' self-confidence and improve personal relationship and enhance social skills.

By going through the journey in **CONVERSE TO CONNECT**, this provides a solid foundation and indispensable skill for any person to become effective in making intellectual and socially pleasant conversations, specifically in a workplace environment. How you present yourself is the key to your professional success

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Be an engaging conversationalist.
- Build connection easily and instantly.
- Increase your popularity and visibility.
- Increase your influence and get things done more effectively and efficiently.
- Handle conflicts, complaints, tricky situations professionally and pleasantly.
- Develop confidence and overcome nervousness when speaking in front of others.
- Appreciate your own strengths and weaknesses in how you present yourself.

METHODOLOGY

- Interactive learning and practice in two-way communication

WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory
- Non-Executive

FACILITATOR

Shin Tan

She is a Transformational OLA Communication Coach, who helps young executives who have challenges in their communication, and support their journey to success through better communication and game play. With more than 15 years in sales and coaching experience, she had been leading a motivated team to achieving nine-figure team sales achievement with a Malaysian property developer, Her greatest joy was to see her younger peers grow and be successful under her mentoring and coaching on how to present themselves, help customers to buy and provide excellent customer service during and after sale.

PROGRAM CONTENT

Module 1

Connect with People Instantly

- H.O.N. Framework to Understand Everyone Has Different Need, Including Yours
- Connect with Other Using the Languages of Appreciation
- 3 Key Success Factors to Jumpstart Your Connection
- Know Your Why & Your Style of Communication with D.O.P.E.
- How Do You Know You Have Made a Successful Connection with others – 6-step Checklist

Module 2

Good Relationships are about Conversation

- Connection Starts with A Conversation
- How to Start A Relevant Conversation – 3T: 3W
- How to Read Between the Lines
- 3 Ways to Read Others Like a Master
- You Will Never Forget What to Say Next: 4-step Formula

Module 3

The Art of Getting Agreement, Dealing with Questions and Feedback

- The Art of Asking Question to Promote Conversation
- Common Mistakes in Asking Questions
- The L.A.R.A.S Method to Answering Questions

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 (<i>continue</i>)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 1 (<i>continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2

End of the day

Day 2

9:00am - 10:30am	:	Module 2 (<i>continue</i>)
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2 (<i>continue</i>)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 3 (<i>continue</i>)

End of the day

