

# Want to Know How to Communicate Effectively?

Do you know you can kill your career prospects by the way you communicate?

How you speak can make or break your professional image and career. Your communication style affects how your colleagues view your work, your performance and your character.

Since effective communication skills do not come naturally to most people, you need to learn how to communicate effectively.

Attend the workshop. Learn about image and perception, communication styles, what makes communication effective, how to develop your communication skills, and how to speak tactfully to get your message across.

With better communication skills, you will improve your image, deal more effectively with colleagues and supervisors, and become a better manager.



“I suppose leadership at one time meant muscles; but today it means getting along with people.” *Mahatma Gandhi*

## How you will benefit

By the end of the workshop, you will be able to:

- Understand perception and how others perceive you for your communication skills.
- Flex your communication style for different audiences and situations.
- Apply tact and diplomacy when you communicate with your colleagues.
- Improve your image and become a more effective and passionate manager.

## What you will learn

What you will learn in this workshop:

- Perception, its importance and how others perceive you.
- Explore different communication styles and find out what works for you.
- The 5 actions that will make your communication more credible.
- How to flex your communication style for different audiences and situations.
- Communication blocks and how to remove them.
- Effective listening skills and how to apply them when communicating with others.
- Develop strategies for clear, tactful and diplomatic communication.

## Who should attend

Managers, executives, supervisors and personal assistants who want to communicate in a positive, professional and tactful way.

## What participants say about the workshop

"Learned useful communication styles especially flexing. Will try them out when I get back to the office." *Manager, Statutory Board*

"Highly recommended. What I learned will be most useful when I communicate with my students." *Lecturer, Republic Polytechnic*

"This workshop gave me the opportunity to develop and try out strategies for effective communication." *Manager, JTC*

## **AWS workshops**

AWS workshops will help you become more productive at work. You will learn proven techniques that will help you solve problems faster, be more creative, and think more effectively.

## **Some of our clients**

AIA Insurance, American Express Bank, Berjaya Group (Malaysia), Central Provident Fund Board, CIMB Bank, DBS Bank (Hong Kong), DBS Bank (Jakarta), DBS Bank (Singapore), Glaxo Smith Kline, Housing and Development Board, Inland Revenue Authority of Singapore, Infineon Technologies, Intercontinental Hotel Group, Keppel Land, Keppel Shipyard, Land Transport Authority, Micron Semiconductors, National University of Singapore, Prudential, RHB Bank, Singapore Airlines, Singapore Technologies, ST Aerospace and Temasek International.

## **About the trainer**

Wong Peng Wai is a management consultant and corporate trainer.

An affable and engaging trainer, Peng Wai has conducted many workshops on communication skills, creative thinking and systematic innovation for companies and statutory boards. As a consultant, Peng Wai has done more than thirty projects on change management, information technology, banking systems and human resource planning.

Peng Wai has a Master of Business Administration (UK) and a Bachelor of Engineering plus certifications in systems thinking and systematic innovation.

Before starting his training company, Peng Wai was head of investment banking technology at Citibank N.A. and consulting manager at Union Bank of Switzerland.

For more information, contact AWS PTE LTD • [www.aws.com.sg](http://www.aws.com.sg) • Email: [info@aws.com.sg](mailto:info@aws.com.sg)

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## **Workshop Registration Form**

### **Want to Know How to Communicate Effectively?**

Date: \_\_\_\_\_ Time: 9:00AM to 5:00PM

Venue: \_\_\_\_\_

Fee: \_\_\_\_\_

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Tel: \_\_\_\_\_

To register for the workshop, please fill in the Registration Form and email it to us at [info@aws.com.sg](mailto:info@aws.com.sg).

AWS PTE LTD/AWS TRAINING reserves the right to cancel a workshop due to insufficient enrolment or unforeseen circumstance.