

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. However, effective communication skills do not come naturally to most people.



This workshop will teach you perception and how your colleagues perceive you. You will learn how to use appropriate words and tone to get your message across tactfully and diplomatically.

Attend the workshop and learn about communication styles, what makes communication effective, how to develop your communication skills, and how to communicate tactfully to get your message across.

“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.

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.

What participants say about our workshops

“Improved my productivity immensely.” *Manager, Berjaya Group*

“They should have taught me this long ago.” *Operations Manager, Port of Singapore Authority*

“I’ve never been so interested in all the courses I’ve attended.” *Vice President, DBS Bank*

About the trainer

Wong Peng Wai is a management consultant and corporate trainer.

An affable and engaging trainer, Peng Wai has conducted hundreds of workshops on change management, time management and systems thinking in Singapore, Kuala Lumpur and Jakarta. As a consultant, Peng Wai has done more than thirty large projects on change management, information technology, banking systems and human resource planning.

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.

With a M.B.A. and a B.Eng., Peng Wai is a certified trainer in critical thinking, presentation skills and mindfulness and a member of the Association for Talent Development.

For more information, contact AWS PTE LTD • www.aws.com.sg • Email: info@aws.com.sg

Workshop Registration Form

Want to Know How to Communicate Effectively?

Date: _____ Time: 9:00AM to 5:00PM

Venue: To be announced

Course Fee: SGD460.00 (member) / SGD490.00

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.

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