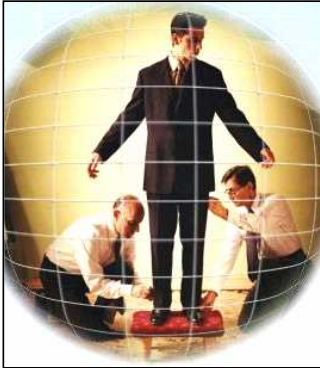


“Let Others Set You Up for Success!”

An Interpersonal Communications Skills Program



Introduction

Ever seen a manager or employee throwing a temper tantrum?

“The earliest conflict behaviors we develop since childhood are blame, defensiveness and rationalization. These behaviors continue through adulthood and become the greatest obstacles to personal change and growth. **“Why should I change? My boss is the problem!”** For some, they do not see how their own behaviors are sabotaging their own life while others who recognize it **are wondering how to change and control their negative emotions in an emotionally effective manner in addition to the rational steps of managing conflict in a logically effective way.**” To what extent this is true in your own observation?

This program is packed with the toolkit you need to manage conflict with an **optimal balance between the rational and emotional approach to let you experience your best**, gaining support from people around you, and getting work done through cooperation and teamwork instead of struggling alone and the hassle of trying to put your points across to people who do not want to listen to you.

Program Objectives / Learning Outcome:

At the end of the programme, participants will learn to:

- 1) Become more **assertive in a non-threatening way** in dealing with conflicts when they arise
- 2) Resolve minor conflicts before they grow into major crises
- 3) **Break the habits of blaming**, accusation, defensiveness and rationalization
- 4) Negotiate win-win **solutions to difficult problems with difficult people**

Profile of Program Facilitator & Coach

Frederick began his career in corporate sales of high-technology engineering solutions to Fortune 500 customers. Since the year 2000, Frederick has become a **people skills development coach and counselor**, specialized in the area of interpersonal communications for working professionals.



He graduated with a **PhD in Education (HRD)**, an **MSc degree in International Marketing from the University of Strathclyde**

and a **Master of Accountancy degree from Charles Sturt University in Australia**. He is also a **member of the International Coach Federation and the International Association of Coaches**.

His **consulting work** involves diagnosing development areas in inter and intra-workgroups communications, coordination and conflict management processes in clients’ organizations and coming up with measurable and sustainable solution roadmap through personality-task fit profiling, counseling, coaching, training, performance feedback processes and standards consulting.

Frederick has worked with organizations including **Asia Pacific Breweries, Far East Organization, Changi Village Hotel, Marina Mandarin, Energizer Singapore, SAP, Motorola, Infocus, Chartered Semiconductor, Fuji Xerox Singapore, DBS Vickers, BMW Asia Pacific, F&N Coca-Cola, Novartis, GlaxoSmithKline Pharmaceuticals, Roche Diagnostics, Cardinal Health, Makino Asia and Singapore Food Industries**.

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Target Audience

Directors; Managers; Technical Professionals and Executives who need to communicate with internal and external customers be it over the phone, via emails and face-to-face regularly

Program Outline

Module 1: Tensions and Emotions

- 1) 10 anger and other reactive behaviors triggers – which are the most and instant ones for you, why?
- 2) Anger catalyst – low composure & impulsiveness
- 3) How your self-esteem shapes ‘the story’ you tell other people
- 4) Approval-seeking and hostility
- 5) Visionary inclination and anxiety

Module 2: Emotions and Communications Effectiveness

- 1) Case scenarios: Emails communications
- 2) Case scenarios: Over the phone communications
- 3) Case scenarios: Face-to-face communications
- 4) Effective communication: the C.L.E.A.R. model
- 5) Setting and communicating personal boundaries without triggering negative emotions

Module 3: Using Logic & Emotions to Manage Conflicts

- 1) Positive confrontation using the U.N.I.T.Y. technique
- 2) When to get involved: mediation and third party interventions
- 3) C.R.O.S.S. influencing conversation technique
- 4) Individual Action Plan

Program Duration - 3 options:

2 days for 16 pax maximum per class (intensive)
1 day for 16 to 20 pax maximum per class (Express)
4 sessions of 3-hour coaching (progressive mode)

Programme Methodology

We include **humor and colorful stories** from our corporate management career as well as personal life to lighten the mood.

Interactive Workout

Participants will get to talk about the current challenges that they are facing, what have they done and how did they do it to manage their current challenges via **a variety of energizing activities with intensive and fun interactions!**

Participants will be facilitated to talk about what have worked for them and what didn't and the reasons for it as they have perceived it to be.

They will identify their own situations from case studies shown from tested video training materials.

Break up into smaller teams to brainstorm on solutions and come to a consensus on how they will manage those situations.

The facilitator will guide them in cases where their solutions are either not practical enough or convincing enough by giving live demonstrations of techniques with a clear process and framework using handy toolkits based on different case scenarios and people of different personality

Closing the Feedback Loop through Engagement (Role-play) Practice

Participants will then put what they have picked up into actions through role-play practices. During the role-play, feedback will be given through self, peer, and facilitator critique

Application of Concepts

Towards the end of the workshop, participants will be facilitated to develop their own individualized S.M.A.R.T action plan for them to implement learning back at work