

## Are you getting **Miscommunication** at your workplace?



While the word may not sound serious, the consequences of it, **definitely** are!

With **Miscommunication**, your company could be:

**Losing Business from Not Understanding the Customer**

**Having high wastage due to Poor Communication**

**Employing Employee with low morale, due to frustrated & criss-crossed communication**

For answers on how to prevent it, please read on .....

### **What this Workshop Will Help Your People to Do**

- Remember Better What They Hear
- Enhance their Abilities to Listen to the Customer & Colleagues
- REALLY Listen to Others, and be Able to Understand & Solve Problems
- Sharpen up their PR Skills
- Improve their Communication Behaviour & Communicate Successfully
- Practice and Acquire Communication Skills so that they Can Say Exactly What They Mean
- Increase their Value to the Company through more Efficient & Productive Communication

### **Course Outline - Listening**

**Remembering What You Hear** - The PAR Memory Tactic. Tactics for Improving your Listening Skills in Remembering What Others say at a Meeting, Lecture, etc

**Relationship Building** - How to say what you mean and create more win-win outcomes

**Listening Styles** - Learn various listening styles & apply the right one for Greater Success

**Listening Blocks** - Find out what your Personal Listening Blocks are & overcome them

Date: **27 February 2005**

Time: **1.30pm - 6pm (Registration start at 1pm)**

Place: **Woodlands Community Club Auditorium , 1 Woodlands St 81 SE 738526  
(5 mins walk from Woodlands MRT)**

Cost: **\$15 (To cover the cost of refreshment and notes (if any))**

Closing Date: **13 February 2005**

Confirmation of Seat is by Email. Email the following to [woodlandstmc@yahoo.com.sg](mailto:woodlandstmc@yahoo.com.sg) Name / Email Address / HP Number



An Event jointly organized by Woodlands  
Toastmasters Club and Woodlands CCMC

## Speaker Profile - Mr Eng Whye Teck

Eng Whye Teck is a writer, management consultant and corporate trainer in the areas of Creative Thinking, Service Excellence, People Management and Personal Effectiveness. Conducting up to 150 workshops annually, he has helped more than *20,000* executives and managers in *Singapore, China, Malaysia, Hong Kong, India and Indonesia*, enhance their *personal effectiveness* and develop their *full potential*. His workshops have been known to be *refreshing, filled with fun and full of practical tips*.

He holds a *Masters* degree from the *University of Manchester Institute of Science and Technology*, graduating *second in the course*. His articles on *Management and Creative Thinking, Customer Service and People Management*, have been published in the *Straits Times, Today's Manager, Asian Printer* and the *Winner's Digest (IPHD, India)*.

He is the author of two books

- ***The Thinking Skills You Need in Life But Weren't Taught in School*** first published in 2000 by SNP, is now being published by E-SQUARE and is its second edition and third reprint. Still selling fast!

- ***Hell@Work*** - published by Pearsons has been moving fast with stocks running out at many outlets. It is also available online at amazon.com.

Two hobbies that give him a natural high are jogging and flying.



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