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 & crisscrossed 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

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 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)

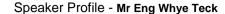
Place: Woodlands Community Club Auditorium, 1 Woodlands St 81 SE 738526

(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 Name / Email Address / HP Number



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.



An Event jointly organized by Woodlands Toastmasters Club and Woodlands CCMC



An Event jointly organized by Woodlands Toastmasters Club and Woodlands CCMC