

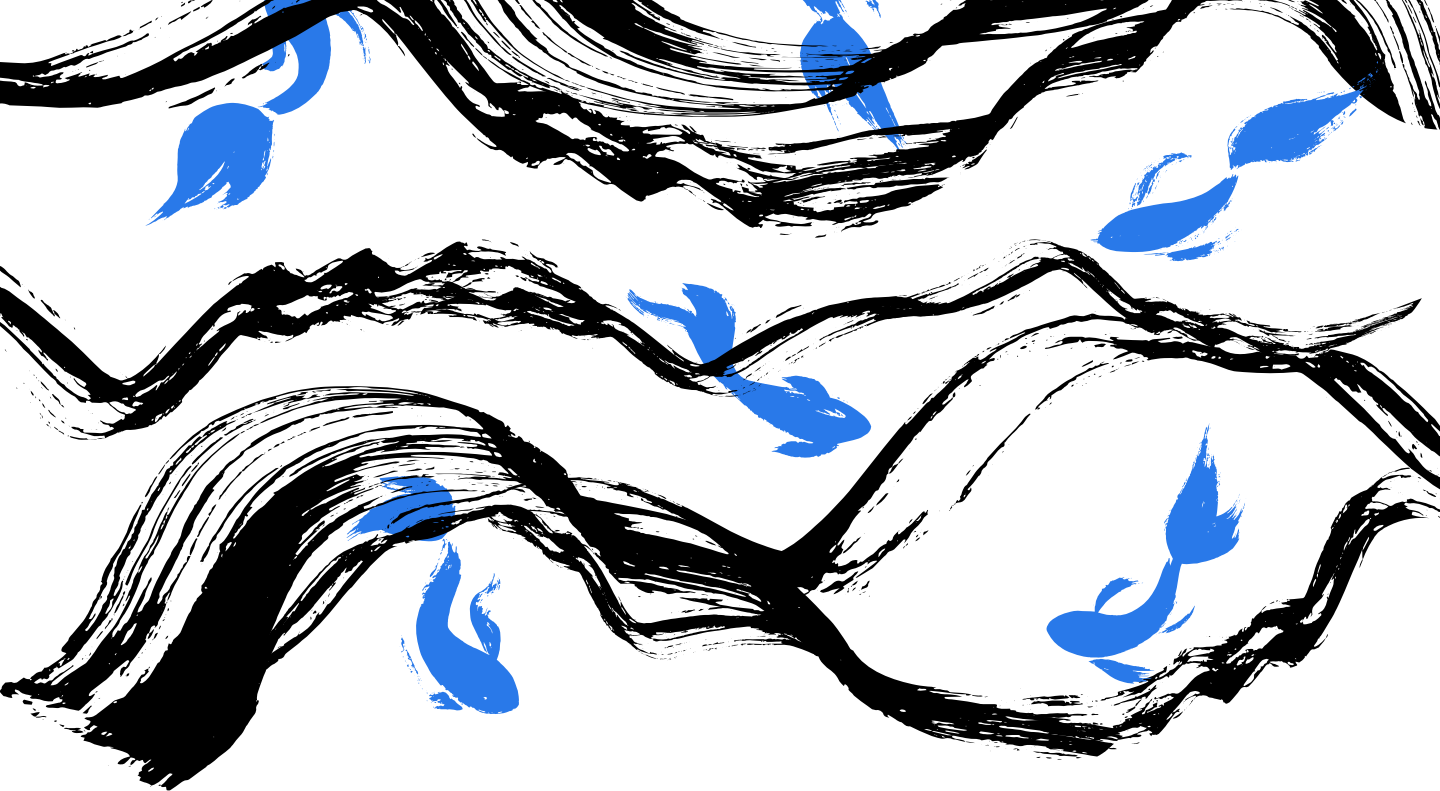
# Training & Keynote Solutions

Sales Advisory  
Series

Stakeholder  
Management  
& Engagement  
Series

Personal  
Effectiveness &  
Development  
Series





## Sales Advisory Series

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Effective Selling in the New Normal – Based on Best Seller, “Secret Manual of the Sales Warrior” by Maxine Teo, 2020

**Module 1: Networking**

The Art of Small Talk to Build Rapport

**Module 2: Building your Personal Brand**

Enhance Clients’ Trust in Us

**Module 3: Speed Profiling of Customers**

Engage Customers Effectively

**Module 4: Thinking on Your Feet**

Respond to Questions Quickly & Calmly

**Module 5: Selling in the New World**

Do Not Sell, Help Customers Buy

**Module 6: Storytelling**

Evoke Emotion & Invoke Action to Buy

**Module 7: Negotiation**

Achieve an All-win Result

**Module 8: Managing Difficult Conversations**

Turn Sceptics into Advocates

**Module 9: Customer Service Excellence**

Provide a Cutting-edge Client Experience

**Module 10: Stress Management & Reframing**

Stay Positive & Resilient

All modules can be curated into 3-hour or full-day training programmes.





## Module 4

## Thinking on Your Feet

Respond to Questions Quickly & Calmly

During meetings with your clients, we are sometimes faced with situations where they ask you questions that you did not expect. If you do not respond appropriately or in time, it reflects badly on your credibility. The ability to buy time while thinking quickly and giving a meaningful response helps you take charge of the situation and increase others' trust in you.

In this power-packed workshop, you will learn simple and useful techniques to help you think faster and better under pressure, anytime and anywhere.

- ✓ Learn 3 tips to buy time to formulate your response to unexpected questions.
- ✓ Be equipped with a systematic and persuasive structure to help you get your point across swiftly and meaningfully.
- ✓ Know how to skillfully deflect questions which you may not have the answers on hand.



## Module 5

## Selling in the New World

Do Not Sell, Help Customers Buy

In the olden days, clients do not have much choices and they are very dependent on what you tell them. Times have changed. In this new world of technology and adversity, clients have also become savvier and more sophisticated. No one likes to be sold to, but everyone likes to buy.

When you are able to transcend the traditional way of selling products and instead help customers buy, you will not only speed up your closing rate, you can also retain your customers in the long run and win continued business.

In this power-packed workshop, you will be inspired to leave behind old ways of selling and embrace the new way to help them buy.

- ✓ Be aware of the key traits to have as a Sales Professional in the new world.
- ✓ Learn how to ask the right questions and decode behaviours and buying signals.
- ✓ Know how to move away from product-based selling to new world trust-based selling.



## Module 6

## Storytelling

Evoke Emotion & Invoke Action to Buy

Facts tell, stories sell. Instead of boring features and facts about your products, using stories is an amazing way of packaging the information in a palatable and exciting way.

In this modern world of information overload, vendors lose interest very quickly the moment you go into presenting a bunch of data. By citing boring and technical information of which they can easily obtain at their fingertips, a simple story can bring your point across with impact.

In this power-packed workshop, you will learn how to turn boring facts and technical information into compelling stories that can help evoke emotion in clients and invoke their action to take on your products.

- ✓ Know how to use the right story at the right moment to communicate your intended message.
- ✓ Be equipped with simple and effective storytelling templates to structure your stories.
- ✓ Learn how to turn your life's experiences and lessons into compelling stories to motivate, inspire and even to entertain.



## Achieve an All-win Result

In this power-packed workshop, you will be introduced to the powerful concept of having a “Giver attitude” that can help you get more than what you bargained for. When you realise that by giving more gets you even more, it changes the conventional way of negotiation to achieve an all-win result.

- ## Module 8

## Turn Sceptics into Advocates

In this power-packed workshop, you will gain insights on how to better manage difficult conversations and see situations like these as just a temporary “No”, which will result in a future “Yes”. You will also learn some quick tips and a step-by-step approach to deliver bad news and turn rejections and difficult conversations into acceptance and agreement.

- ## Module 9

## Provide a Cutting-edge Client Experience

When you can create a legendary client experience for your clients, that is when they will always want to collaborate with you.

## Module 10

## Stay Positive & Resilient

The biggest sceptic in the world could very well be yourself. In this power-packed workshop, you will learn how to harness the driving force of stress to propel us in the right direction that will help us see things in different and positive light.

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# Stakeholder Management & Engagement Series

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1. **Stakeholder Engagement Workshop Series: ASSERT®**  
Conflict Management Skills for Better Work Productivity
2. **Stakeholder Engagement Workshop Series: DIVERSE®**  
Leveraging Multi-Gen & Cultural Diversity to Build a High-Performance Team
3. **Building a High-Performance Team with True Colors**
4. **Managing Teams Effectively in the Virtual Space**
5. **SMILE© Partnering Your Boss at Work**

All modules can be curated into 3-hour or full-day training programmes.



## Topic 1

## Stakeholder Engagement Workshop Series: ASSERT<sup>®</sup>

Conflict Management Skills for Better Work Productivity

Conflict at work or in our daily lives is inevitable. How we manage conflict will determine how productive and happy we are everyday. The ability to manage conflicts and turn any negative situation into a positive outcome, is an essential skills for executives and managers of all levels. When conflict is not properly managed, it can escalate to affect the morale and productivity of staff, ultimately the survival of an organisation.

This workshop will help you to understand the different types of conflicts, learn how to manage them and be more confident in dealing with complex and challenging situations at work.

- ✓ Learn how to identify the symptoms of a conflict about to happen.
- ✓ Understand how to adjust and flex your communication style to manage conflicting personalities.
- ✓ Know how to effectively manage your own emotions especially when under stressful conflict situations.
- ✓ Be equipped with powerful and effective conflict management strategies and techniques to achieve greater productivity at work.



## Topic 2

## Stakeholder Engagement Workshop Series: DIVERSE<sup>®</sup>

Leveraging Multi-Gen & Cultural Diversity to Build a High-Performance Team

Today's workforce and marketplace is becoming more diversified in terms of different generations, gender, cultures and races working together. Understanding and respecting other cultures of colleagues and customs are essential to the success of any organisation.

Through this workshop, you will gain a deeper understanding of why people from different generations, countries and background behave the way they do. You will also be equipped with practical tips and techniques on how to connect effectively with them.

With better leveraging on one another's differences and strengths, you can contribute greatly to building a high-performance team for your organisation.

- ✓ Be able to identify and connect with people born in different generations compared with your own generation.
- ✓ Act more on the principle of valuing the person.
- ✓ Actively adapt own communication and behaviour to the individuals you work with.
- ✓ Communicate better with colleagues from different generations.
- ✓ Work more effectively together.
- ✓ Enjoy better quality of relationships at work.



## Topic 3

## Building a High-Performance Team with True Colors

People skills, also known as emotional intelligence, is critical in any organisation because when people like you, things get done much faster and better. When you are able to quickly read others' behavioural styles and adopt the appropriate ways to communicate and connect with them, you are better able to get the outcome you want.

Using the True Colors<sup>™</sup> Psychometric Tool, you will learn simple and powerful people communication strategies that will help you identify the cues and the clues of people behaviour and connect effectively with them to get the outcome you want. You will also be better able to differentiate the personality type of True Colors<sup>™</sup> and promote healthy productive relationships with your team members to build a high-performance team for greater success.

- ✓ Learn how to better identify people behaviours using True Colors<sup>™</sup> Psychometric Profiling Tool.
- ✓ Know how to flex your communication approach to connect better with others.
- ✓ Achieve increased work efficiency through more effective ways of managing difficult work situations to gain collaboration.
- ✓ Recognise how your feelings can affect your attitude which in turn affects the way you manage people.
- ✓ Raise morale and increase energy levels to achieve higher productivity.



## Topic 4

## Managing Teams Effectively in the Virtual Space

In today's workforce in the new normal, new rules and practices have emerged. As the whole world takes on the new culture of working remotely more so than ever, many lines become blurred and online etiquette is lost. As a reporting officer, it is imperative that while managing our own emotions and work arrangements, we need to practice good manners in the virtual space. Understanding and respecting direct reports and stakeholders are essential to the success of any organisation.

Through this impactful 3-hour workshop, you will gain a deeper understanding of why people behave differently when working from home versus working from the office. You will also be equipped with practical tips and techniques on how to motivate yourself and your staff to be engaged even while working remotely.

- ✓ Be able to connect effectively with your staff who are working remotely.
- ✓ Learn how to embrace technology and virtual platform features in the new normal to create greater synergy in the team.
- ✓ Be equipped with workplace etiquette in the virtual space to ensure a healthy work-life balance.
- ✓ Know how to show care and concern to help manage the anxiety and stress of your staff while managing your own emotions.
- ✓ Learn simple and effective tips to reframe negative situations into positive outcomes and inspire your staff to do the same.



## Topic 5

## SMILE<sup>©</sup> Partnering Your Boss at Work

Employee's commitment, job satisfaction and productivity are to a great extent affected by their relationships with their bosses. A robust working relationship with your boss can help to realise your potential and enhance your contributions to the organisation. Build a partnership with your boss – start by understanding yourself and your boss better and knowing how best you can manage the interactions between both of you.

In this 1-day power-packed workshop, you will learn simple and powerful strategies to enhance and strengthen your working relationship with your boss. With the interactive exercises and hands-on practice with professional feedback, you will enjoy a better relationship not only with your boss, also with anyone you work with.

- ✓ Identify factors that influence your relationship with your boss.
- ✓ Recognise behavioural styles of self and your boss.
- ✓ Develop and maintain an effective working relationship with your boss.
- ✓ Communicate effectively with the boss.





## Personal Effectiveness & Development Series

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|---|--|
| 1. Critical Thinking                                  | 12. Modern Business Writing Skills   |
| 2. Pump Up Your Productivity                          | 13. Managing Up  |
| 3. The Power of Communication<br>- Writing & Speaking | 14. Powerful Coaching Skills   |
| 4. Problem Solving                                    | 15. Impactful Virtual Meetings   |
| 5. Learning to Learn                                  | 16. Emerging from Conventional<br>Thinking into Revolutionary<br>Breakthroughs |
| 6. Essential Habits to Become<br>Highly Effective     | 17. Executive Presence in the Virtual<br>Platform                              |
| 7. Powerful Questioning Skills                        | 18. POWER® Skills to Supercharge<br>Your PAs & Administrators                  |
| 8. Application of Learning                            | 19. Personal Peak Performance<br>Workshop Series: PRESENT®                     |
| 9. Conflict Resolution                                | 20. Positive Psychology  |
| 10. Performance at the<br>Workplace                   | 21. Communicate to Influence   |
| 11. Overcoming Challenges of<br>WFH                   |  |

All topics can be curated into 3-hour or full-day training programmes.



## Topic 1

## Critical Thinking

What is Critical Thinking & Why it Can Stimulate Individual Growth

Every day at the workplace, we are presented with a lot of information and tasks. When it comes to making rational and informed decisions, we have to go through a thought process. This process is called critical thinking. As much as facts and evidence are crucial in making decisions, it is just as vital to be able to identify the source of the information and its correlation with facts. With the right skills and approaches, being able to think critically can guide us to identify manipulation and bias, and develop our own informed opinions and decisions.

In this power-packed two-hour workshop, you will learn about the five critical thinking skills that we need to hone in order to be more effective in our decision-making in every aspect of our lives.

- ✓ Understand the importance and benefits of critical thinking.
- ✓ Learn about the five critical thinking skills that are required for making different decisions in our lives.
- ✓ Be more confident and competent in managing complex situations which require you to cut through information overload.



## Topic 2

## Pump Up Your Productivity

The Need for Productivity & Continuous Improvement

Many organisations are concerned about "Return on Investment" (ROI) but often deflecting the "Return on Time". Unnecessary meetings, conventional ways of doing things, and a high-stress work environment all lead to a reduction in productivity, staff ineffectiveness, and extreme stress. The need for continuous improvement to finetune and speed up our work processes has become even more imperative in the new normal which is face-paced and ever-changing. We need to better manage our tasks, beat procrastination and raise our productivity.

In this power-packed 2- hour Lunch & Learn, you will discover the importance and need for productivity, be equipped with time-hacks and procrastination busters to help you pump up your speed of doing things to optimise your Return on Time.

- ✓ Understand the need for productivity and its continuous improvement.
- ✓ Learn simple time-hacks and procrastination busters to speed up your pace of accomplishing your tasks.
- ✓ Be equipped with effective time-management frameworks to help you continuously keep up with the changing pace of work and life.



## Topic 3

## The Power of Communication - Writing & Speaking

Get Your Point Across with Impact

We all "communicate" every day when we talk and write to one another, but not many of us "connect". Be it the spoken or written word, what we think in our minds does not always come out the way we intend it to be. Messages and intentions can get lost when we do not use the right words. Worse still, we may use the wrong words that may trigger conflicts and cause unhappiness.

When it comes to writing emails, letters, and reports, it may seem like a daunting task to some of us, especially those of us who merely use templates created by our predecessors and attempt to use profound words to make our writing seem impressive. As a result, our writing is old-fashioned, complicated and we are not able to get our point across.

In this power-packed two-hour workshop, you will learn how to build your foundation in speaking and writing clearly, concisely, professionally, and effectively to prevent misunderstanding and get your message across with impact.

- ✓ Understand the importance and value of efficient and effective written and spoken communication.
- ✓ Learn how to express your thoughts using the right words to enhance the impact of your message.
- ✓ Be equipped with modern writing templates and power phrases to persuade, influence, show appreciation and achieve collaboration.



## Diagnosis of Problems & How to Buy Time to Resolve Them

In this power-packed two-hour workshop, you will learn about how to buy time to think under pressure, analyse a situation to determine if there is a problem, and provide a resolution confidently. When you are able to do this, it helps you take charge of the situation and demonstrate confidence and competence.

- ✓ Know how to anticipate and identify potential problems at work.
- ✓ Able to think on your feet and solve problems on the spot when issues arise.
- ✓ Be equipped with frameworks and tools to help you think independently.



## Developing a Learning Attitude & Ability

In this power-packed two-hour workshop, you will learn about the importance of developing a learning attitude and be equipped with skills to keep learning.

- ✓ Understand the importance of Learning to learn to help us stay relevant.
- ✓ Learn how to become an efficient learner by using scientifically proven strategies.
- ✓ Be able to shorten the time taken to achieve your learning goals by creating actionable steps.



## The Building of Good Habits That Helps You Raise Your Game

In this power-packed two-hour workshop, you will learn about the habits that highly effective and successful people have and how you can develop them to achieve your own success.

- ✓ Understand the importance and benefits of good habits and the danger of bad habits.
- ✓ Learn about the essential habits that highly effective people have and how you can develop them.
- ✓ Be empowered with the drive to constantly outdo yourself and raise your game.



## Uncover the Hidden Needs

As Albert Einstein once said, the important thing is not to stop questioning. Curiosity has its own reason for existence. By probing and exploring, one can discover a lot more information and hidden motivations along the way. Knowing the types of questions to ask, be it open-ended or close-ended, allows us to manage conversations and get the information we want.

- ✓ Be able to ask questions in a systematic way to guide a conversation.
- ✓ Learn how to read between the lines to probe more effectively.
- ✓ Know how to ask powerful and reflective questions to uncover hidden concerns.



## How to Apply Your Skills & Knowledge Learned in the Workplace

In this power-packed two-hour workshop, you will learn about the importance of applying what you have learned and how to make success happen through action.

- ✓ Understand the importance of applying our skills and knowledge to make things happen.
- ✓ Learn how to identify opportunities and platforms to turn theory into reality.
- ✓ Be equipped with strategies to put theory into practice.



## Why Conflict Arises & What We Can Do About It

In this power-packed 2- hour Lunch & Learn, you will discover the different reasons behind conflicts, difficult people's behaviours, and the causes behind their behaviour and attitude. With simple yet effective strategies, you will learn the stress-free way to harness the power of stress to resolve conflicts at the workplace.

- 11



Topic 10

## Performance at the Workplace

Why Performance Matters at the Workplace

Working in your job role is not just about turning up for work. In order to be considered a valuable resource to a company, employees have to fulfill their job duties and deliver on their required tasks and projects. On top of that, it is not just about getting the job done, we have to do so with efficiency and effectiveness. Being able to perform at the workplace will also directly affect how we will be appraised and assessed in terms of our contribution to our organisation.

In this power-packed two-hour workshop, you will learn about the “why” and the “how” to perform at the workplace to justify our value and achieve our work goals.

- ✓ Understand the importance of performance at the workplace.
- ✓ Learn about the 3 areas of improvement in work performance.
- ✓ Know how to boost your work performance with tried-and-tested strategies.



Topic 11

## Overcoming Challenges of WFH

Manage Stress & Be Productive Working from Home

The current pandemic situation brought the world to its knees last year and the world is still fighting it as we all work hard to get back on our feet. In Singapore, with the Work-From-Home requirements for most of us and the Home-Based-Learning for children, working parents with school-going children have to juggle their time between work and family. It becomes critical that we stay sane, resilient, and productive in spite of all that is happening around us.

In this power-packed two-hour workshop, you will learn about how to manage stress levels, stay positive and be productive working from home.

- ✓ Understand the importance of managing our stress and productivity while working from home.
- ✓ Leverage the power of positive stress to achieve higher productivity at work and in life.
- ✓ Know how to self-coach to turn stressful moments into positive outcomes.



Topic 12

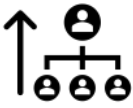
## Modern Business Writing Skills

Build Relationships & Gain Collaboration

Writing emails and reports may seem like a daunting task to some of us, especially those of us who merely use templates created by our predecessors and attempt to use profound words to make our writing seem impressive. As a result, our writing is old-fashioned, complicated and we are not able to get our point across.

In this power-packed keynote, you will learn how to write concisely, professionally and effectively in the modern way to get your messages across.

- ✓ Understand the importance and value of effective business writing
- ✓ Craft paragraphs that inform, connect, explain and conclude
- ✓ Avoid archaic/old fashioned expressions and common grammar, punctuation and usage errors



### Topic 13

## Managing Up

Help Your Boss Help You  
Succeed Faster

Many of us would be surprised by the idea of having to manage our bosses. Whether or not you agree if that is even possible to do so, it is critical that we understand how our boss works, so that we can help our boss in helping us to progress in our career.

Building a stronger relationship with our boss, will ultimately help and enable us to become more efficient and effective in what we do. When we get what they want and what they say first time around it makes the entire process smoother and less complicated. Not only will this make our lives at work much more enjoyable, it will certainly help us climb up the corporate ladder much faster.

- ✓ Learn how to “read” your boss: understand their communication preferences and working styles.
- ✓ Know how to build a strong relationship with your boss to better manage his expectations.
- ✓ Get tips on how to leverage your boss to help you succeed faster in your career.



### Topic 14

## Powerful Coaching Skills

Build a High-Performance Team

As leaders, we are often seen as people whom others seek guidance from. When we tell our team members what to do, we are just giving them the fish. The day we stop doing so, they will lose momentum, desire and the ability to survive. With effective coaching skills, we will be better able to guide our team on how to fish, which will help them to succeed with a sense of pride to keep doing so even when they are on their own.

In this power-packed keynote, you will learn powerful coaching methods to instil a positive and problem-solving mindset in your team. With the right attitude and tools, you will be more equipped to lead your team to achieve high performance and continue doing so in the long run.

- ✓ Acquire critical skills in being a coach versus a mentor for your team.
- ✓ Learn how to ask powerful coaching questions to build a positive mindset in your team.
- ✓ Know how to identify and develop strengths in your team members to improve their performance.
- ✓ Enhance the problem-solving mentality and promote perseverance using positive psychology coaching methodology.
- ✓ Be clear of the next steps forward to make things happen.



### Topic 15

## Impactful Virtual Meetings

How to Effectively Engage Your  
Virtual Audience

As the world is now facing an unprecedented pandemic situation, it brings with it the sudden and urgent need to adjust and adapt the way we work, learn and meet people. Thanks to technology, we can still continue to keep in touch with our loved ones in our personal lives, and with our colleagues, stakeholders and of course our clients in our work lives. Nobody is a born natural to be totally comfortable in front of a camera, talk to a machine and sometimes may not even get any response at all. It is a skill that can be learnt, on how to be relaxed, confident and competent in getting your messages across, be it in front of a live audience, or in today's case, virtually. In this one-hour power-packed keynote, you will realise that you can become a natural with the right tools, techniques and mindset. You will walk away feeling empowered and confident to connect with people anytime and in any way.

- ✓ Be more comfortable and confident in speaking to a virtual audience.
- ✓ Learn simple tips and techniques to increase audience engagement.
- ✓ Know how to add energy and impact to your messages.





Topic 16

## Emerging from Conventional Thinking into Revolutionary Breakthroughs

The “Hows” of Strategic Thinking

Do you find yourself doing the same thing in the same way over the years and never really wondered how to do it even better? It could be due to the old saying, “why fix what ain’t broken?” As the world around us develops rapidly and things change in your organisation to keep up with times, perhaps it is also time for you to think strategically and see things on a much bigger scale for you to get to the next level.

In order to want to know “how” to think strategically, we first need to find the “Why” in us. Everyone is driven by different wants and values. When our “Why” is big enough, we will naturally want to push ourselves to constantly raise our game.

Our one-day power-packed Strategic Thinking skills workshop, you will find out how wide and deep are you currently thinking at work. You will also learn practical and easy-to-apply frameworks to help you relook at your work processes, think strategically and emerge from conventional thinking into revolutionary breakthroughs.

- ✓ Learn about the importance strategic thinking to add value to yourself and your organization.
- ✓ Discover your “Why” in order to learn the «how» to do your job in a whole new level.
- ✓ Know how to look at daily operations in wider and deeper levels to see new opportunities.
- ✓ Be equipped with strategic thinking tools to help you enhance your work quality.
- ✓ Gain insights on how to evaluate operational capabilities and take action to boost productivity.



Topic 17

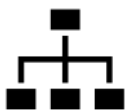
## Executive Presence in the Virtual Platform

The way you carry yourself affects the way you are being perceived. The way you are being perceived affects the way you are being treated. If you do not actively manage your personal brand, your brand will be defined by how others see you.

As a leader, manager or individual contributor, you need to communicate with others everyday. In the new normal, you have to do so via virtual platforms. Being from the Compliance and Risk Team, how do you project a professional image and personal brand even when you are speaking to your audience through a computer?

In this power-packed workshop, you will learn simple and powerful techniques to help you ensure that you have executive presence and project your intended professional image on or off screen.

- ✓ Understand the importance of executive presence in the virtual platform.
- ✓ Gain greater awareness of your strengths and areas of improvement to develop your executive presence virtually.
- ✓ Acquire simple yet effective tips to enhance your gravitas and boost your executive presence using the 3 Vs Communication Model.



Topic 18

## POWER® Skills to Supercharge Your PAs & Administrators

Every boss needs a competent secretary or Personal Assistant. Organisations will not be able to function efficiently without Administrators powering up from all fronts. As a result, everyone seems to expect secretaries and administrators to be all-knowing, all POWERful, and to be able to do it-all. Having effective administrative skills will only help you get your job done. To get your job done well and efficiently, people skills are critical.

In this one-day power-packed workshop, you will be equipped with powerful tools ranging from emotional intelligence to email writing to learning how to stay resilient, relevant, and positive in today's challenging work environment.

- ✓ Learn modern secretarial and administrator skills for today's business world.
- ✓ Be equipped with tools and techniques to be more productive at your job.
- ✓ Realise that excellent interpersonal skills help you do your job better.
- ✓ Know how to present yourself professionally and be treated professionally.
- ✓ Develop emotional resilience to stay positive.



Topic 19

## Personal Peak Performance Workshop Series: PRESENT®

Powerful Presentation Skills to Get Your Point Across

As a leader, manager or individual contributor, you need to present to others every day, even several times a day. Powerful presentation skills can increase your ability to get your point across more efficiently and effectively to your audience.

In this workshop, you will garner simple and powerful techniques based on the PRESENT® toolkit. The interactive exercises and hands-on practice with professional feedback, it will help you become a more confident, controlled, and highly persuasive communicator in any situation.

- ✓ Gain greater awareness of your strengths and weaknesses in your current presentation style.
- ✓ Learn a powerful 4-step approach to enable presenting any content for any time frame.
- ✓ Gain stronger confidence and flexibility in using your new skills to present at any given time.
- ✓ Know how to engage your audience and sustain their attention.
- ✓ Learn how to handle tough questions on the spot.



Topic 20

## Positive Psychology

Develop a Happier Outlook in Life

Since the Covid-19 pandemic hit the world in 2019, life is not the same anymore. Some have thrived through the crisis and many others have fallen. As we all work towards adapting to the new normal of hybrid work arrangements and leveraging technology and life like never before, many of us have forgotten to take care of ourselves, our mental well-being. As a result, our happiness factor and work productivity have fallen, affecting our professional and personal lives.

This power-packed workshop will offer you insights into the fundamentals of what positive psychology and happiness is all about. You will learn how to cultivate a more meaningful personal and work life with a positive mental health, correcting negative behaviours, and ultimately increasing your happiness factor and productivity. The interactive exercises and hands-on practice with professional feedback will help you reach an agreement with minimal or no communication and achieve an all-win result whilst protecting relationships.

- ✓ Understand how happiness and positive psychology can benefit your well-being and productivity in life.
- ✓ Learn how to understand yourself and the reasons behind your thought processes and behaviour.
- ✓ Be equipped with simple and effective tips to develop a positive mindset to unleash the creativity in you and to achieve the happiness you deserve.



Topic 21

## Communicate to Influence & lead

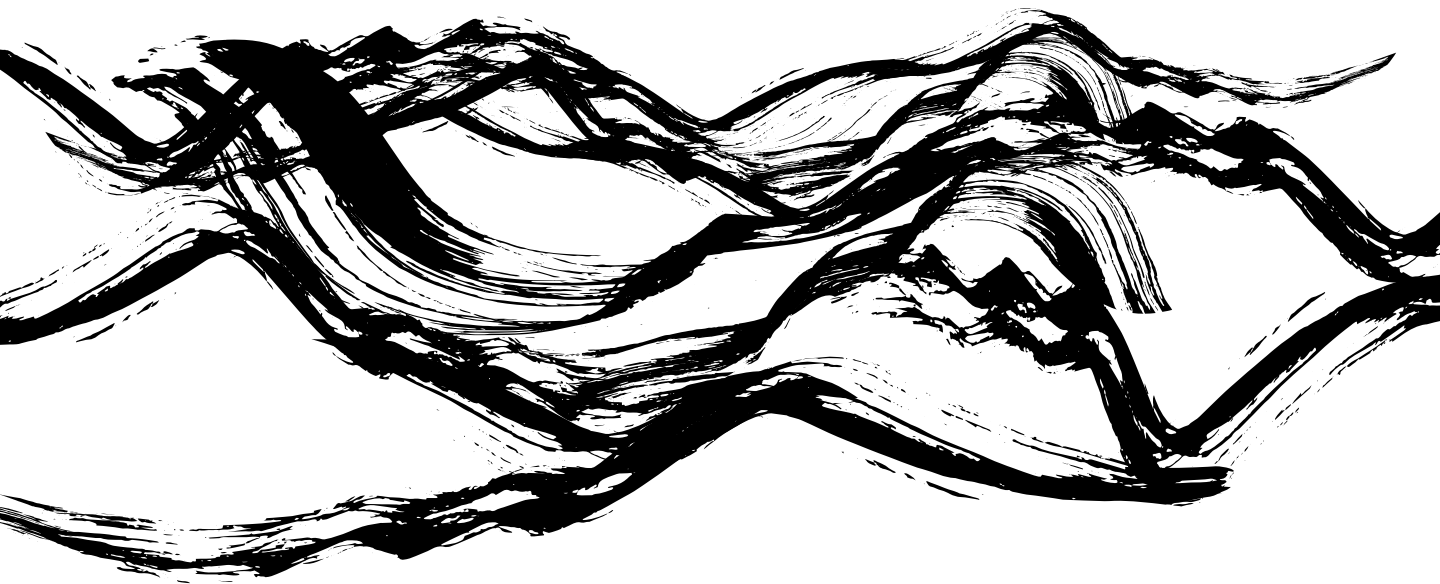
To get the results you want

Times have changed when command and control rule everything in the company. Modern organizations are practising flatter organizational structures with less bureaucracy and reporting systems. As such, one can use authority as an influencing power to a limited degree.

Less hierarchical, cross-team and partnership working are the norm. In order to get things done fast and in the way you want, they can be achieved faster and better through inspiring, influencing and persuading.

Our one-day power-packed workshop will instantly help you raise awareness of your own influencing and persuasion style. You will also understand the different ways to influence and persuade and be provided with practical tips and techniques to enhance your influencing power. Upon completion of this workshop, you will find and build an effective personal influencing style that persuades others to collaborate with you.

- ✓ Learn how to lead others through influencing without authority at work.
- ✓ Understand how to adjust and flex your natural influencing style to get things done with different personalities.
- ✓ Be confident in communicating effectively to get your intended business results.



## Learn Effectively

### Experiential Learning Activities

On-line polls, quizzes, games and exercises to raise awareness and increase desire to learn

### Role Plays

Application of learning through “Director’s Cut” role plays to provide real-time feedback and reinforcement of learning



### Team Discussions

Breakout group discussions, partner chats, brainstorming on whiteboard, team presentations to encourage interaction and increase engagement

### Video Learning

Learning of best practices through short videos to demonstrate application of concepts



## Learning Experience Levels

### Retention of Learning in %

Based on post-training surveys in the past 10 years

#### 1-hour Keynote

- Create awareness
- Be equipped with some quick ideas
- 1 skillset

#### Half-Day Training (2 to 3 Hours)

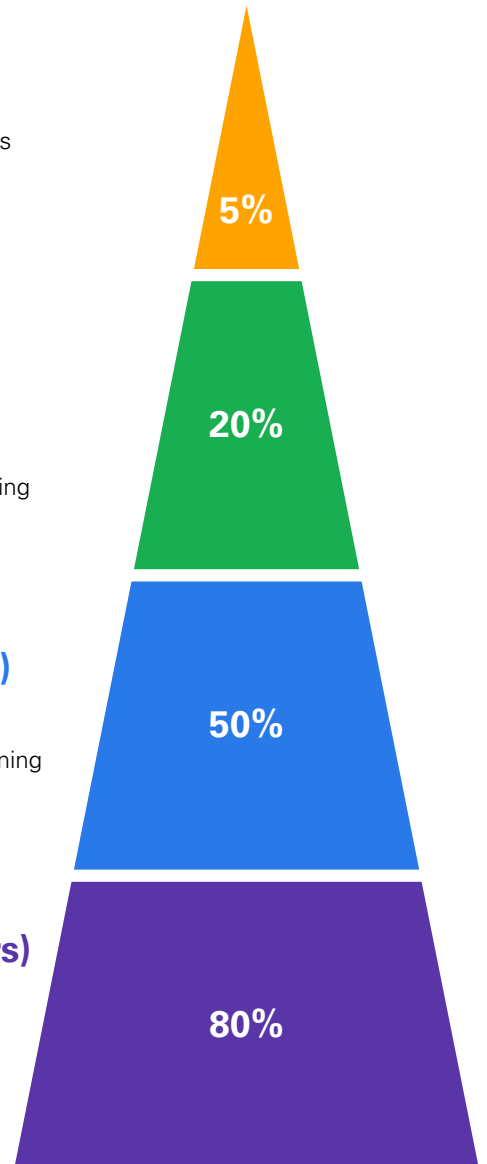
- Create awareness
- 1 to 2 skillsets
- 1 round of role plays to apply learning

#### 1-Day Training (6 Hours)

- Create awareness
- 2 to 4 skillsets
- 2 rounds of role plays to apply learning

#### 2-Day Training (12 Hours)

- Create awareness
- 4 to 6 skillsets
- 4 to 5 rounds of role plays to apply learning



All modules can be curated into 3-hour or full-day training programmes.

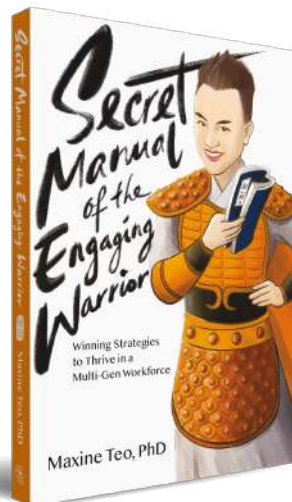
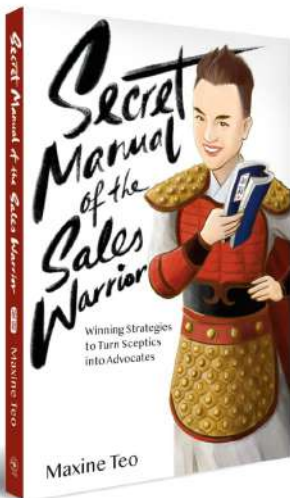
# Maxine



Dr. Maxine Teo is a highly engaging tri-lingual speaker, facilitator, and author with a passion for impacting and inspiring lives. Known as one of Asia's most captivating trainers, she excels at turning complicated concepts into practical and engaging learning applications, helping international audiences reach their highest level of understanding. With a proven track record, Dr. Maxine has delivered exceptional training and keynote solutions for organisations around the world. Her ability to skilfully connect the dots has made her a sought-after keynote speaker and panel moderator.

Coming from a decade of working in the financial services industry, she shares her experience and knowledge through training and coaching in Relationship Management topics like Advisory Sales (B2B & B2C), Business writing, Networking Skills, Negotiation Skills, Effective Communication, Client Service Excellence, Client Book Management, Cross-Cultural Awareness, Business Presentation Skills, and Time and Stress Management for better productivity. The skills she imparts are especially applicable to service and relationship-based industries like finance and banking, insurance and real estate.

Dr. Maxine is the author of "Secret Manual of the Sales Warrior" and "Secret Manual of the Engaging Warrior" which have received high acclaim from her readers for their practicality and ease of understanding. Her obtainment of Doctorate in Psychology has further enhanced her knowledge and understanding of human and organizational psychology.. Her insights and personal experiences have also moved and inspired audiences to take action to boost their work performance and improve their lives. What further sets Dr. Maxine apart from most speakers in the industry is her sensitivity to cross-cultural issues and her personal super high energy.



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