



SKILLS DEVELOPMENT SERIES

SWIFT & EFFECTIVE RESPONSE TECHNIQUES

2-Day Training Workshop

Handling situations and people under pressure is one of the biggest challenges in the workplace. We often struggle to find the right words or the appropriate response when dealing with pressing issues and when time is of the essence.

This course deals with these issues in the workplace, designed specifically to enhance your skills in handling tough situations on the fly. It will train and equip participants with swift and effective response techniques to handle the challenges they face.

This 2-day course will build your skills to respond fast, as well as build your resilience and your ability to bounce back from any challenge. Join an award winning trainer in a journey to develop this vital skill set for the modern, fast paced environment.

19th (Mon) and 20th (Tue)
November 2018

Holiday Inn Singapore
Orchard City Centre

MASTER SWIFT & EFFECTIVE RESPONSE TECHNIQUES

with



Ms Teresa Alberto

- Been training private and public sectors, including NGOs and colleges since 1986
- Over 25 years of work experience as a Secretary, Personal Assistant, Executive Officer, Administrative Manager and Office Manager to the CEO
- Awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer)

... read more on Teresa on the next page!



Free special edition
Logitech Wireless Mouse
(with advance tracking and
nano receiver!) for each
participant for group
registrations of three and
above only.

Bonus Gift!



Developed and
organised by:



**MAXIMUS
CONNECTIONS**
empowering people with knowledge



OUR EXECUTIVE TRAINER

Teresa has been training the public and private sectors, including NGOs and colleges since 1986. Her passion in training has brought her to all parts of the world. Her strong beliefs are built on personal development training and discovering skills in individuals by creating positive changes.

She has been working as a Secretary, Personal Assistant, Executive Officer, Administrative Manager and Office Manager to the CEO for the past 25 years in several companies, namely a trading company, timber company, Ministry of Finance, road construction, factory, resort and a printing company. Through her rank and file, she has climbed up the ladder of challenges in managing a company, gaining knowledge and valuable experiences that have equipped her to share and train the younger management staff.

She has been awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer). Having captured more than 500 hours of training, Teresa is qualified to conduct the Train the Trainers' course that features the 3 stages of learning (basic, designer, and presenter).

HEAR WHAT OTHERS HAVE TO SAY ABOUT TERESA

"Teresa Alberto is a dedicated hard working trainer and is always looking to add that little bit of additional information to help the people in the group. She is motivating and encouraging with all people whether it be in her training programs or in her day to day life. I've worked with Teresa as a co-trainer and she is a great coach and mentor for the young trainers. I can totally recommend Teresa Alberto to give you and your staff valuable skills and motivation."

KAREN SMYTHE
THE VIBRANT EDGE, AUSTRALIA

"Teresa is a very committed and caring trainer. She makes sure that she knows her subject very well and delivers it wholeheartedly with sheer confidence. Being creative, her training session never fails to captivate her audience."

JANET BAYOU
CUSTOM OFFICER, SABAH

"Teresa..... trains with passion.... A trainer who leaves an undying and unforgettable good memories with the participants....and a trainer well loved by everyone."

FULBERT VOO
SENIOR EXECUTIVE VICE PRESIDENT
JCI PHILIPPINES

HEAR WHAT PAST COURSE DELEGATES HAVE TO SAY

“Teresa is really an engaging trainer, love her presentation of the training and she really captivates the participants. Would love to attend other trainings that she conducts in the future!”

“Very good interactions between trainer and participants. It’s a joy to attend the course.”

“Trainer is awesome! She is willing to share her personal experiences with her participants. She delivered her subject very well and was well-liked by participants!”

HOW WILL THIS COURSE BENEFIT YOU?

BY THE END OF THE COURSE YOU WILL BE ABLE TO:

- ✓ **Improve** communication by tackling various communication challenges
- ✓ **Progress** from having ideas to taking actions
- ✓ **Facilitate** effective conversations and steer them back on track
- ✓ **Control** emotions to maintain balance and respond with rational thinking
- ✓ **Impart** positive thinking into your daily words and derive useful habits
- ✓ **Learn** how to get out of or deal with HOT SPOTS
- ✓ **Get** things done with your colleagues through various approaches

WHO SHOULD ATTEND

ALL EMPLOYEES IN THE ORGANISATION WHO ARE INVOLVED IN OFFICE ADMINISTRATION, INCLUDING:

- Office Managers
- Officers / Executives
- Office / Personal / Executive Assistants
- Secretaries

PROGRAMME OUTLINE

Day One

Registration & Light Breakfast (8.30am-9.00am)
Coffee Break (10.30am-10.45am)
Lunch Break (12.30pm-1.30pm)
Coffee Break (3.30pm-3.45pm)

Day Two

Light Breakfast & Start of Day Two (8.45am)
Coffee Break (10.30am-10.45am)
Lunch Break (12.30pm-1.30pm)
Coffee Break (3.30pm-3.45pm)

Ends at 5pm each day.

SESSION 1 – A REVIEW OF COMMUNICATION CHALLENGES

There are many training in Communications that helps us to understand and improve our ways to communicate.

This session will be a workshop that review the Communication Challenges in :-

- ✚ listening
- ✚ getting attention
- ✚ meaning of tones
- ✚ the body language messages
- ✚ the messages through emphasis

SESSION 2 – FROM IDEAS TO ACTIONS

To get things done effectively and achieve satisfactory results, you must be able to progress from having ideas to taking actions. This involves the appropriate use of available energy and maintaining this energy and motivation over the time span taken to complete such a task.

In this session, you will learn how to:-

- ✚ mould and transfer your ideas to words and into action
- ✚ complete the task through the right messages received

SESSION 3 – FACILITATING EFFECTIVE CONVERSATIONS

Have you ever get into a situation when the conversation topic goes ‘hay wire’ and different people speaks different topics at the same time?

This session, you will learn fun ways to :-

- ✚ divert ‘loose topics’ in the right direction
- ✚ focus on how to filter communication blocks
- ✚ how to formulate ‘ready pointers’ with the listener in mind
- ✚ get the conversation back on track with results

SESSION 4 – EQ = GOOD RESPONSES

How do we deal with our Emotions (angry, disappointed, happy, nervous, shameful, fearful... etc) and the Responses that we need to put forward? Should the responses correspond with our emotions OR should we be able to control our emotions and be able to respond more calmly, sensible and wisely?

The 10 seconds rule is important for us before we answer or respond.

Learning how to:-

- ✚ Control ourselves with the 10 seconds rule

- ✚ Manage our emotions and be able to respond through rational thinking
- ✚ Maintain balance of thinking, response and personality presentation

SESSION 5 – POSITIVE COMMUNICATION

Exercising our minds to receive positive and good aura, and be able to develop positive words will help us to Think, Feel and Act positively throughout the day. Through such daily exercises, we will be able to develop good habits. What comes to our minds will become our words, and will in turn develop into our characters and will eventually be our destiny.

In this session, you will learn to :-

- ✚ change negative words to positive words
- ✚ identify words to avoid
- ✚ ‘reset’ words
- ✚ receive negative words as words of encouragement and positive impact
- ✚ not use the word of NOTs in our conversation

SESSION 6 – HOT SPOT RESPONSES

How to get out from HOT SPOTs or to deal with it!

- ✚ Steps to manage our emotions and of the other person/s
- ✚ ASK
- ✚ How to organise your thoughts as you listen and be ready to collect your thoughts to respond
- ✚ Ready answers with a calm emotion

SESSION 7 – THE PITFALLS

To get things done effectively and efficiently, you will need to enlist cooperation from other people as well as from you internal colleagues. With the variety of methods and approaches you can use to achieve your goals and be more effective with others through the right words.

Learning how to:-

- ✚ get things done through the Aggressive approach, Submissive approach and Indirect approach

SESSION 8 – THE RAPID APPROACH

A workshop whereby Session 1 – 7 will be put into practice.

REGISTRATION CONTRACT

Please complete this form immediately and fax to
(65) 6234 2106 or scan and e-mail it to
register@maximusconnections.com

A. Delegate's details

1) Name: _____
Position: _____
Email: _____

2) Name: _____
Position: _____
Email: _____

3) Name: _____
Position: _____
Email: _____

Organisation: _____

Address 1: _____

Address 2: _____

Country: _____ Postcode: _____

Nature of Business: _____

Tel: _____ Fax: _____

B. The Invoice should be directed to (Dept)

Name: _____

Dept: _____

Tel: _____

E-mail: _____

C. Authorising Officer's details

Name: _____

Title: _____

Tel: _____

Signature: _____ Date: _____

This booking is invalid without an authorised signature.

2-Day Workshop Fee:

- S\$ 799 nett per delegate
(Early Bird Rate, by 10th October 2018)
- S\$ 879 nett per delegate
(for registrations after 10th October 2018)
- Group Registration (three and above in one application):
each participant entitled to a Logitech Wireless Mouse
- [Fee includes documentation, refreshment, lunch & all relevant taxes (we do not charge GST)]

A certificate of recognition will be given upon course completion.

TERMS & METHOD OF PAYMENT

An official invoice will be sent to you after receiving the registration contract. Placement is only confirmed when full payment is received within **twenty-one (21) days** from invoice date. We reserve the right to impose late payment charges. For late registrations, payment must be received prior to the course date.

- 1) **Cheque** : Made payable to
Maximus Connections
Send it to:
Maximus Connections (Payment 1153),
9 Bishan Street 15 #31-18 Singapore 573909
- 2) **Bank** : DBS Bank, Singapore
Current Account Number: **070-900872-0**
(Quoting your Company Name and "P1153" as reference)

CANCELLATIONS & SUBSTITUTIONS

All cancellations of registration must be notified in writing. If cancellation by 29th October 2018, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 29th October 2018. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 12th November 2018 with formal notification in writing.

NOTE

It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. Maximus Connections will not be held liable for any costs arising from this change.

HOTEL ACCOMMODATION

Accommodation is not included in the fees. If you need accommodation at the workshop venue, kindly contact Holiday Inn Singapore Orchard City Centre, 11 Cavenagh Road, Singapore 229616, Tel (65) 6733 8333. Or visit www.holidayinn.com/sin-orchard

REGISTER NOW

Contact **Mr Ryan Loh**
Tel: (65) 6451 7698, Fax: (65) 6234 2106
Email: register@maximusconnections.com
www.maximusconnections.com (Regn No: 53113082K)