



# 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.

18<sup>th</sup> (Wed) and 19<sup>th</sup> (Thu)  
July 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!

Highly  
Recommended  
Trainer!

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

# SKILLS DEVELOPMENT SERIES – Swift & Effective Response Techniques

18<sup>th</sup> (Wed) & 19<sup>th</sup> (Thu) July 2018 – Holiday Inn Singapore Orchard City Centre

## 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](mailto: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 5<sup>th</sup> June 2018)
- S\$ 879 nett** per delegate  
(for registrations after 5<sup>th</sup> June 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 753),  
9 Bishan Street 15 #31-18 Singapore 573909

**2) Bank :** DBS Bank, Singapore  
Current Account Number: **070-900872-0**  
(Quoting your Company Name and "P753" as reference)

**CANCELLATIONS & SUBSTITUTIONS**

All cancellations of registration must be notified in writing. If cancellation by 27<sup>th</sup> June 2018, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 27<sup>th</sup> June 2018. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 11<sup>th</sup> July 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](http://www.holidayinn.com/sin-orchard)

**REGISTER NOW**

Contact **Mr Ryan Loh**  
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Email: [register@maximusconnections.com](mailto:register@maximusconnections.com)  
[www.maximusconnections.com](http://www.maximusconnections.com) (Regn No: 53113082K)