



Effective Communication Course Outline

Synopsis

Imagine you are:

- In a social seating, counting down the stressful awkward silence between you and your boss, no one seems to have a good topic to break the ice.
- In those moments of embarrassment, when your name was called to speak, unpreparedly, empty-minded, the only thing you knew you were mumbling all the way through
- In your presentation, you hear pin-dropped silence throughout your speech, as your audience are eyeing on their phones not on you. You are frustrated, and demotivated
- In excursion meeting, either you are the chairperson or invited to contribute, in midst of meeting discussion:
 - You may not be able to understand the content but feel shy to ask for more clarity.
 - Or finally you able to catch it, and wanna contribute, but don't know how to chip in and not confident whether your question/input make sense?
 - Everyone has a lot of inputs and they are the seniors, you don't know how to lead the discussion.

There are more moments of truth of such 'Communication Constipation' which is not uncommon in the workplace. What is the good cue for communication constipation?

Learn to speak with **Clarity, Brevity and Variety**

To be an effective communicator, we must be ever ready to speak, and speak effectively. Speaking requires 3 competencies, first, the ability to speak with CLARITY – speak an insightful content with clear message that is memorable. Secondly, the ability to speak with BREVITY – package the message into a simple and direct way to be understandable. Thirdly, the ability to speak with great VARIETY – delivery the message in an attractive, fun, and engaging way to draw the maximum attention of the listeners.

Program Outcome

This workshop helps you to be fast-tracked speakers to think on your feet while speaking. It gives you a good foundation to understand different communication styles and apply to different listeners to bring the conversation to different level. To be emotional appealing to the listeners, apply 'People Like People Like Them' rule into the conversation to create the long-lasting positive rapport with them.

- Learn to think before you speak, and think while speaking using STRUCTURE
- Learn the communication psychology to build quick and good rapport with listeners
- Learn to retain the attentions of listeners with powerful attention grabbers tips

Program Value Proposition

This program is designed for a balance of lessons and hands-on experience. Participants can relate and apply the real-life scenarios to get the maximum learning outcomes. It is fun filled with good mixture of roleplaying, quizzes, team brainstorming and group games. Participants are out on a Grand Finale to showcase their learning and win the 'Best' Awards. Workshop designed based on the learning from Principles Of Persuasion (Robert B Cialdini), Think On Your Feet (Keith Spicer)

Program Duration

1 Full Day

Program Details

TOPICS		Description
DAY ONE	Introduction 09.00am	<ul style="list-style-type: none"> • Introduction • Program Objectives & Outlines • Icebreaker
	Module 1 09.45am	Think On Your Feet <ul style="list-style-type: none"> • The Creative Brain & Logical Brain • The House Model – OBC • 5Wives1Husband@SmallTown
	Tea Break	
	Module 2 10.45am	Speak With Clarity & Brevity <ul style="list-style-type: none"> • Contrast – spot the difference • The Pendulum Model – Cause & Effect • Triads - Clock, Globe, Pyramid
	LUNCH	Refresh, Recharge, Rejoice
	Module 3 01.30pm	Building Ice Breaking Rapport <ul style="list-style-type: none"> • Small Talk with 'Liking' - People Like People Like Them • Give Before Take with 'Reciprocity' – First Impression • Quick Trust with 'Authority' - Social Proofs
	Module 4 02.30pm	Secret Sauce for Attention Grabber <ul style="list-style-type: none"> • Open like a Band – Questioning Techniques • Surprise & Suspense – speak the uncommon • Pre-framing & Twist
	Tea Break	
Module 5 04.00pm	<ul style="list-style-type: none"> • Grand Finale of learnings showcases • Voting for Best Award • Closing 	
End		

About Elite Indigo

Elite Indigo Consulting provides corporate training to the semiconductor and manufacturing industries. With a humble beginning of one founding member with passion and desire to share his 20 years of experiences in Smart Manufacturing for global manufacturing facilities, now, we have a strong and competent team of 20 members, all aligned with company mission, vision and core values.

Our Mission

"Transform Data into Insights - Leap Forward"

Our Vision

Be a Global Trusted Advisor in the Areas of Skills Development, Consultancy & Software Solutions specialising in Semiconductor & Manufacturing industries.

Our Core Values

TRUST

"A culture of self, team and clients trust"

PASSION

"Do what we love and love what we do"

EXCELLENCE

"If it's worth doing, it's worth doing it well"

