

Topic:	Effective Communication Skill
Target Group:	Vital soft skill for professionals especially for team leaders and managers
Benefit to participants:	It's the No.2 fundamental soft skill training for all professionals, who hope to improve their communication styles.
Duration:	1 day (9 am ~ 5 pm)
Outline:	<p>Psychological fundamental skill:</p> <ul style="list-style-type: none"> • Ice-berg model • Johari window analyze tool • Personality and behavior – DISC analyze skill • Cooperate communication (downwards, upwards, flat) • Group discussion and exercise • Written, oral, face to face communication and their pros and cons • Listening skill • Questioning skill • Interactive skill • Feedback STAR skill • Case and exercise <p>Out standing STAR communication skill among teams:</p> <ul style="list-style-type: none"> • S – seamless • T - trustworthy • A – attentive • R – resourceful • Group discussion – how do we offer S.T.A.R? <p>Cross-culture working environment:</p> <ul style="list-style-type: none"> • Multi-mindsets and interaction • Be admiring people • Practice <p>Summary and Q & A session</p> <p>There will be interactive actions through all training process to enable the participants learn the know-how of all skills.</p>
	End of training