



WORLD BRIDGE HOLDING LIMITED



Bridging the world through training, consultancy and Learning in Japan

Training Schedule 2025

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Anniversary since 1997

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What's so special about **WorldBridge**



World-class facilitators

you will learn from successful senior executives with solid business operation experiences through their practical and real-life business cases



Small-class interactive learning

you get to participate and obtain individual feedback with **maximum interaction**



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Hong Kong Export Credit Insurance Corporation

Hong Kong Government

Customs and Excise Department

Digital Policy Office

Equal Opportunities Commission

Government Flying Service

HK Examinations and Assessment Authority

Hong Kong Police Force

and many other departments

Hong Kong Hospital Authority

Hong Kong Housing Society

Hong Kong Institute of Certified Public

Accountants

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Sun Hung Kai Properties

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Swire Coca-Cola

Teva Pharmaceutical

The Hong Kong and China Gas Company

The Hong Kong Electric

The Hong Kong Mortgage Corporation

The Hong Kong Polytechnic University

The Swatch Group

Thermo Fisher Scientific

Tung Wah Group of Hospitals

University of Macau

Venetian Macau

Veolia Hong Kong

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... and many other organisations

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"The workshop is useful and related to my job. A lot of role plays / demonstrations during the workshop makes it easy and understand the message"

... Jaff Wong, Yves Saint Laurent (Hong Kong) Limited
Train-the-Trainer (Facilitation Skills for Managers)



LATEST ~ Holistic Coaching by Your Personal Mentor



WorldBridge workshop participants ~ email for your SPECIAL discount rates

Over the past 28 years, WorldBridge has been a trusted advisor to hundreds of businesses and trainer to thousands of participants

Today, we bring valuable advice, ideas and strategies to help business owners, senior leaders, young executives and parents

- to balance needs and demands
- to reach your potentials and maximise growth
- to discover possibilities and develop strengths for the future

One-on-one coaching session at HK\$3,800 per 1½ hour session

(Special discount for WorldBridge participants)



"作為一個初出茅廬的上司，Audrey的輔導幫助我學會了如何與深厚年資的下屬有效地溝通、用高情商與專業的技巧及思維去帶領團隊。Audrey亦會按照我在職場上遇到的真實情況作出不同的分析及應對方法，絕不是坊間所教的一般簡易理論。"

...Coachee
Manager, Service Sector

"I used to think that "Leadership" is hardly learned as most training programs, including a Master Course, that I took in the past could barely apply in my work places, until I met Audrey.

She has guided me patiently with a great variety of authentic cases from different industries, accompanied by lots of stimulating questions and suggestions. She also took me to reflect on myself, in both professional and psychological aspects.

The takeaways are always rewarding and substantial! I'm so grateful that I have known Audrey who is like my role model and angel who always offer supports and help in my tough journey of leadership!"

... Coachee
VP, NGO


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What our **Participants** say

Since 1997,

 Over **50,000** participants from over **4,000** workshops have been inspired by our facilitators

 We are one of the first to offer Corporate Online Learning in Hong Kong since 2020



"I am so grateful to have this chance to meet you! Your class is fantastic and really helpful. A lot of positive feedback from colleagues. Apart from that, your personal experience is also impressive. I appreciate this chance and look forward to seeing you again."

... Diane Hsu, Robert Bosch Co Ltd
"Managing Communication with Stakeholders ~
ACTION® Managers"
Workshop for Robert Bosch

"老師用到自身經驗可以吸引到我想去了解多一些溝通技巧"

... Andy Lee,
KYOCERA Document Technology Company (H.K.) Limited
"Influencing & Working with Internal Business Associates
Successfully" Workshop for Kyocera Document Technology
Company

"I like the topics on slang guessing, breakdown of "SOFAR" demonstration, AI assisted email writing demonstration. If you want an interesting instructor about email writing course, it would be "Samuel Chen" from WorldBridge (HK)"

... Martin Chow, BOC Group Life Assurance Co. Ltd
Writing CLEAR ACTIONable® Emails

"AUDREY SHOWS HER UNDERSTANDING AND DELIVER HER OWN EXPERIENCE IN A SIMPLE & DIRECT WAY, WHICH IS EASY TO LEARN AND ABSORB. 內容貼近現實, 更易共鳴. THE WORKSHOP FOCUSES MORE ON PRACTICAL SOFT SKILLS INSTEAD OF THEORY, WHICH IS USEFUL AND EASILY UNDERSTOOD AND APPLICABLE TO DAILY JOB OPERATION."

... Alison Li, Chrono24 Asia-Pacific Limited
Phone Behaviour for Effective Communication

"可以藉此了解新一代如何思考, 與 GEN Z 相處時的經歷及同事的分享"

... Tony Wong, BOC Group Life Assurance Co. Ltd
Learn to Coach GEN Z with Effective Results

"The most valuable course that I ever attended. Very practical and useful to improve my weakness about the communication skills. The facilitator is experienced in the field. She provided many examples to clearly illustrate what she needed to teach. The class atmosphere is relaxed. The teaching is practical and applicable to my daily work."

... "The Making of a New Supervisor in One Day" Workshop
for The Hong Kong Hospital Authority

"WORKSHOP 好好。感謝導師無私既分享及珍貴的經驗。獲益良多, 畢生受用"

... Jasmine Lai, Pacific Basin Shipping (HK) Ltd
Influencing & Working with
Internal Business Associates Successfully



Content Join a WorldBridge Program to Help You Stay Competitive



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Business Writing Skills Series

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“Content is practical for work. Presentation skill of tutor is good”

... Li Suk Man, Tung Wah Group of Hospitals
“From Good to Great: Workshop on English for Effective Business Writing”
 for Tung Wah Group of Hospitals



Creating Livelier Newsletters, Ezines & Flyers (1 Day)

FACILITATOR • SAMUEL

Introduction

This workshop helps you breathe new life into lacklustre English newsletters, ezines and flyers. You will learn to identify what is “news” and how to make your promotional materials relevant, entertaining and amusing to your audience. You will write from the perspective of the reader and structure your news story like a professional writer.

Outline

- The Basics (Audience, Purpose, Content)
 - What is of News Value
 - Types of newsletter/ezine stories
 - Exercise 1: APC challenge
- Brain Gym of Spinning Mundane Stories
 - Brainwriting for generating ideas
 - Mind map for organising ideas
- Winning the Attention of Your Readers
 - Writing Headlines and Intro
 - Writing the story as a set of answers
 - Ezines Tips
 - Exercise 2: HIS challenge
 - Exercise 3: Dramatic Story challenge
- Creating an Effective Flyer
 - Six steps to readability and response

Writing CLEAR ACTIONable® Emails (1 Day)

FACILITATOR • SAMUEL



Introduction

Come and learn the techniques of **writing emails** that get read and achieve the results you want. Learn through real-life examples where you will write in clear effective English.

Outline

- Academic Writing vs. Business Writing
- One-step Ahead
 - Planning and writing
 - Structure of a document – SO FAR
- Writing CLEARly
 - Cutting meaningless words
 - Keeping sentences short and simple
 - Writing in complete English sentences
- Writing vs. Re-writing
- Writing with K.I.S.S.
- Writing for A.C.T.I.O.N.
 - The art of GREAT subject lines
 - Meaningless phrases to avoid
 - Writing clear, action-oriented statements
- Exercises: Opening, Requests, Apologies, etc.
- Putting A.C.T.I.O.N. in action
- Working with A.I.
 - What is Artificial Creative intelligence?
 - What are the “W” and “H” and why are they important
 - The Do’s and Don’ts when working with A.I.

About the facilitator

Samuel Chen is a seasoned Creative Director working with global icons like Bally, Bank of America, Chase, China National Tourism Administration, Christian Dior, Cosco, DuPont, Epson, HK Telecom, Hong Kong Trade Development Council, Ingersoll–Rand, Maersk–Sealand, Master Kon, Motorola, UCLA, Yahoo, Zurich Insurance, etc. Having stayed in the United States of America for over 35 years, he developed an in–depth understanding of how cultural influences and mastery of English language affect the decisions of different ethnic groups. In his work, he has worked with Americans, English, Canadians, Danish, French, Indians, Italians, Japanese, Koreans, Latin Americans, mainland Chinese, Taiwanese, Thais and Vietnamese. He has taught participants from 4M Industrial Development, Aedas, Chinese International School, COOK Asia, First Advisory Management Services, Hermes, New World Development, P&T Corporate Consultants, Office of the Government Chief Information Officer, The Hong Kong Mortgage Corporation and many other corporations.

Fine-Tuning Your Business English Grammar in ONE day

FACILITATOR • **SAMUEL**



Introduction

This workshop highlights the **common English grammar errors** that appear in Hong Kong business writing and gives you practical tips and skills to avoid them. Through work-related exercises, you will learn to write clear and concise sentences to:

- help your reader understand your meaning quickly
- portray a professional image of your organisation

Outline

1. Why is English Different?
 - Beyond the English/Chinese dictionary
2. The Building Blocks of English Grammar
 - Subject/verb agreement
3. Forming Clear and Concise Sentences
 - Pronoun, tenses, split infinitives, prefer the active voice
4. Facilitating Reader's Understanding
 - Articles: a definite use
 - Prepositions: those pesky 'in', 'on', 'at'
 - Punctuations: quick tips on the pitfalls
 - Conjunctions: co-ordinating ideas
 - Abbreviations: in short, how and when to use them
 - Homophones: what spell checks don't catch
5. Proofreading for Common Grammar Errors
 - Common grammar errors challenge

Mastering Customer Service Writing: Responding to Complaint Letters with Confidence (1 Day)

FACILITATOR • **SAMUEL**

Introduction

When customers write complaint letters, they are usually upset. At the same time, it is a sign for continued business opportunities with the customer, and a valuable gift for the company to review our operations, services or even product design. Attend this workshop and learn how to write response letters that rebuild your company's reputation while recovering the goodwill of your customers. After this workshop, you will understand what customers want when they write and obtain a writing model for responding to customer's letters while learning how to edit your writing for clarity by following four simple and proven principles.

Outline

1. Analysing real-life writing examples
 - Identifying areas for improvement
 - Tips on how to start writing quickly
 - Strategies for effective reading and writing skills for E.S.L. (English as a second language) writer
2. Expectations when customers write
 - The 2 W's in feedback
 - What we typically missed and how to spot them before we start writing
 - Review of more writing samples vs your writing exercises
3. Introducing the AESC concept to Customer Service Writing
 - What is AESC
 - Samples and short exercise using AESC concept
 - Application of AESC concept to write your replies
4. Comprehensive writing exercise on preparing and responding to a letter from customer
5. Extra tips! Enhance efficiency and effectiveness in response preparation by using A.I.

About the facilitator

Samuel Chen is a seasoned Creative Director working with global icons like Bally, Bank of America, Chase, China National Tourism Administration, Christian Dior, Cosco, DuPont, Epson, HK Telecom, Hong Kong Trade Development Council, Ingersoll-Rand, Maersk-Sealand, Master Kon, Motorola, UCLA, Yahoo, Zurich Insurance, etc. Having stayed in the United States of America for over 35 years, he developed an in-depth understanding of how cultural influences and mastery of English language affect the decisions of different ethnic groups. Samuel has taught participants from 4M Industrial Development, Aedas, Chinese International School, COOK Asia, First Advisory Management Services, Hermes, New World Development, P&T Corporate Consultants, Office of the Government Chief Information Officer, The Hong Kong Mortgage Corporation and many other corporations.

Quick Steps to Effective Business Writing (1 Day)

FACILITATOR • **CHRISTINA**

Introduction

This popular one-day exercise-based workshop helps participants to produce impactful and succinct written communication such as emails, letters, reports and minutes.

You will be able to:

- Write clear, concise, correct, complete business communications
- Show your professionalism by adopting the appropriate tone and style that suits the readers

You will need to submit a sample of your written communication to obtain personalized feedback from the facilitator.

Outline

1. Apply the 4 Cs + A Principle to achieve the purpose of your writing
2. Know your reader
 - Understand readers' needs and connect with them
 - Structure and plan your writing to suit the reader
3. Write as you speak
 - Eliminate redundancies, outdated phrases, jargons and clichés
 - Improve your clarity and keep your writing simple
4. Engage your reader
 - Use positive language
 - Adopt an Active vs Passive voice
5. Write first, Edit Later
 - Request for response/action
 - Confirm agreement
 - Answer inquiries, complaints
 - Make suggestions/recommendations
 - Choose appropriate template/format – email, report, minutes
 - Correct common grammatical mistakes

About the facilitator

Christina is a seasoned Learning & Organisation Development professional with 30 years' experience. In her role as in-house and external L&OD consultant, Christina has in-depth experience in applying effective communication strategies in writing promotional materials, email blasts, newsletters, proposals, reports and business cases. Leveraging on her business writing expertise, Christina designs and delivers both written and spoken English communication courses such as English language labs, presentation skills, change communication, story-telling, report writing, proposal writing and complaint handling to managers, team leaders, technical support and customer service operatives. As a qualified Neuro-linguistic Programming (NLP) practitioner, Myers-Briggs Type Indicator and Herrmann Brain Dominance Indicator (HBDI) trainer and a Coach U Fast Track Core Essentials Programme Graduate, Christina also coaches and helps clients to produce written communication that will create a positive impact on their target audience. She holds a Hongkong Polytechnic University Certificate in Business English Writing.

"Practical usage in English for complaint reply/proposal. I like the "Coaching on writing sample (collected before the workshop)"

... Ruby Cheung, Tung Wah Group of Hospitals
"From Good to Great: Workshop on English for Effective Business Writing"
for Tung Wah Group of Hospitals



Communication, Influencing and Presentation Series

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“Engaging and good analysis of different scenarios. A reflection for managers to fine-tune their conversation”

...Belin Yuen, MTR Corporation Limited
 Managing Communication with Stakeholders ~
 ACTION® Managers



Daily Team Briefing Skills (1 Day)

FACILITATOR • AUDREY

Introduction

This team briefing skills workshop teaches you to give instructions, relay corporate messages and communicate with your team on a daily basis. You will learn to design the key messages, arrange the sequence of information and deliver them in a convincing way to achieve the desired results. You will also practise **handling questions and challenges from your team members to turn the situation around positively**. You are encouraged to bring in your own cases to share and obtain immediate recommendations.

Outline

- Experience sharing session
 - Challenges faced during briefing sessions
 - Quick sharing on body language, expressions, tone and delivery style
 - Individual role-play I: 2-minute briefing session
 - Video review and feedback session
- Structuring team briefing sessions
 - Planning: content vs audience and time
 - Obtain buy-in, learning, involvement and action
 - Type of messages and how to deliver corporate messages, operational decisions, unexpected cases, regular feedback and required action
- Handling objections and challenges
 - Anticipating response to your message
 - Group role-play on challenging cases with solutions to handle them
 - Individual role-play II: handling Q&As during briefing

Influencing and Working with Internal Business Associates Successfully (1 Day)

FACILITATOR • AUDREY



Introduction

Business executives spend more than 50% of their working time convincing and negotiating with internal working partners every day. Thus, having the ability to influence people efficiently and effectively is extremely important for you to achieve working goals while at the same time maintain the relationships. Through practical role-play cases, this workshop will help you improve by re-looking at the way you Ask, Listen, Observe, Talk and stay Silent.

Outline

- What is Wrong with These People?
 - 8 Practical and immediate solutions to handle difficult situations at work
 - Role-play I – 5 cases on persuasion and influencing skills & bring results to your boss
 - Debriefing ~ Ways to handle difficult people
 - Learn to deliver productive and useful reports to your boss
- Listening to Your Counterpart
 - Role-play II - what are they trying to say
 - Listening to the hidden messages
 - Asking the right questions
 - Building rapport and trusting relationships
- Designing Your Message
 - Talking to your bosses, peers, customers and suppliers
 - Preparing your message and the audience
 - Handling reluctant working partners and objections
- Delivering Your Message
 - What to say and how to say it
 - Watching your words, tone and expressions
 - Role-play III – getting to the ‘yes’ answer

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

Quick Steps to Present Effectively (1 Day)

FACILITATOR • AUDREY



Introduction

This insightful and powerful one-day workshop aims to provide practical and useful techniques you can apply to overcome fear and improve your presentation style. You will learn how to prepare and present professionally in front of audience from various background at different company functions. The emphasis is on your body language, voice, eye contact, content planning and interaction with audience. At the end of this workshop, you will increase your confidence to present effectively.

Outline

1. Planning your presentation
 - Experience sharing session – get all the answers you have been wanting to know about how to do good and how to avoid poor presentations
 - The H.A.T. of planning: your Heart, your Audience, your Timing
 - Role-play session 1
2. Review and feedback on role-play 1
3. Platform skills to increase confidence and professional image on stage
 - Stage image – appearance, body language, movement, voice and expressions
 - Group practice session on your platform skills
 - Quick tips on dressing and grooming for presentation
4. Making the best of your visual aids and material design
 - Visual aids control and example sharing on 20 worst mistakes made
 - Content design and time control
 - Quick tips and group role-play on Q&A handling – learn how to handle challenging, sensitive and situations when you have no answer to the question

Managing Communication with Stakeholders ~ ACTION® Managers (2 Days)

FACILITATOR • AUDREY



Introduction

Managing and engaging your stakeholders at work help managers to form trusting relationships, accelerate problem solving and enhance work performance.

This workshop aims to share various communication and influencing skills including **ancient Chinese sovereign strategies** to help managers achieve business goals through real ACTIONS. You will learn how to A-Anticipate, C-Communicate, T-Tune, I-Interact, O-Observe and N-Nisten during the workshop. The skills learned will enable you to manage working relationships to maximise winning situations for everyone. The role-play sessions will provide practical skills that you can apply immediately at work. And you can also explore how your communication behaviour can influence the attitude of your peers and how you can engage all stakeholders more effectively at work.

Outline

1. Introduction to the ACTION manager
 - Forming partnership ~ how to utilise your partner and solve problems at work [role play on a real business case at work]
2. A – Anticipate
 - Getting commitment ~ strategy applicable to internal and external stakeholders
 - Anticipating reaction before influencing [discussion and case application]
3. C – Communicate
 - Identifying and managing communication barriers [discussion]
 - Did we really say what we meant [5 role-play cases – handling difficult situations during meetings with your business associates PLUS 5 role plays - reporting to your boss with results]
 - Meeting your boss's expectations
4. T – Tune
 - Making people work for you ~ do not under-utilise your counterpart
 - Using Features and Benefits to help you engage your stakeholders
 - How to say No when you need to
5. I – Interact
 - Building a trusting relationship ~ developing your network [activity]
 - Dealing with reluctant working partners [case sharing and discussion]
6. O – Observe
 - Ways to observe effectively ~ what to look at and how to analyse
 - Behaviour during information exchange or conflicts
 - Convincing my boss, peer, staff and business associates [4 role-play sessions]
7. N – Nisten
 - Nisten – the new way to listen [group role-play on Q&A during meetings, negotiations and interviews]
 - What is active listening and how to do it [final role play – 3 business cases]

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A–Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly–Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca–Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

Presentation Skills... The Secrets! (2 Days)

FACILITATOR • AUDREY



Introduction

This highly effective and popular workshop equips you with practical techniques to make successful business presentations. The emphasis is on building confidence, improving platform skills and handling questions. You will learn techniques to maximise your comfort and reduce your fear of presenting to a group of people. You will increase your confidence to handle all Q&A sessions by using the six secrets to handle tough questions or objections. You will also learn to develop effective PowerPoint to highlight the key points of your presentations.

Outline

1. Planning your presentation
 - Experience sharing session – get all the answers you have been wanting to know about how to do good and how to avoid poor presentations
 - The H.A.T. of planning: your Heart, your Audience, your Timing
 - Role-play session 1
2. Review and feedback on role-play 1
3. Platform skills to increase confidence and professional image on stage
 - Stage image – appearance, body language, movement, voice and expressions
 - Group practice session on your platform skills
 - Quick tips on dressing and grooming for presentation
4. Making the best of your visual aids and material design
 - Visual aids control and example sharing on 20 worst mistakes made
 - Content design and time control
5. Polishing your answering skills
 - Six steps to a successful Q&A session
 - Answering in a positive manner
 - Positive choice of words
 - Taking control of the session
6. Final role-play on your company's business case and feedback
 - Recommendations on business scenario will also be given according to the needs of the individual, industry and audience



Customer Service Series

「客務」

Achieving Total Customer Satisfaction for Supervisors (1 Day)

FACILITATOR • AUDREY

Introduction

This workshop is designed to show you the updated consumer behaviour psychology to:

- understand what the customer expects
- educate customers on what they shouldn't expect when complaining
- turn a negative situation around

You will learn to support your staff during customer disputes to keep them motivated and ultimately to keep your customers happy. Through role-play cases from different industries, you will improve your skills and help your team to talk, 'negotiate' and convince your customers.

Outline

1. Customer Service Trend and Standards
 - The ten rules to service excellence in Hong Kong
 - Eight performance standards to meet customer expectations
2. What Would You Say to These People?
 - Role-play I: can you handle these complaints
 - Typical answers and complaint handling style that might worsen the case
 - What's behind these complaints
3. Preparing Your Team to Handle Difficult Situations
 - Understanding what makes customer difficult, and sometimes, even more difficult after talking to your staff
 - How to prepare yourself, your team and your customers
 - Staff motivation and feedback techniques
 - How to make offers, make 'NO' offers and how to avoid over-offers
 - Role-play II: delivering the message
4. The Customer Education Process
 - Customer education and its benefits
 - Getting the whole organisation involved in customer service
 - Helping your subordinates to help you



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Achieving Total Customer Satisfaction for Supervisors10

Customer Service through Better Communication11



Phone Behaviour for Effective Communication (½ day) (AM)11

"An interesting workshop. The workshop has different role plays, examples to share. Can learn different skills to deal with the customer. Audrey shared a lot of her experience and story to us. It is very funny and useful"

... Emily Wong,
The Hong Kong Mortgage Corporation Limited
Customer Service through Better Communication



About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.



Customer Service through Better Communication (1 Day)

FACILITATOR • AUDREY



Introduction

This workshop gives you the skills you need to communicate professionally, gain respect and enhance customer relationships. You will use various communication techniques to secure an overall competitive advantage by ensuring customer satisfaction and strengthened customer loyalty. You will learn how to use positive phrases, ask the right questions and avoid verbal tics during your conversations with customers to project a professional image of yourself and your company.

Outline

1. Customer Service and Experience sharing
 - What went right and what went wrong
 - Typical Hong Kong communication blockers and how to lower the barriers
2. Handling telephone calls
 - Listen to the hidden problems (video case studies)
 - Dos and don'ts over the telephone
 - Group role-play sessions
3. Handling face-to-face customers
 - Creating a conducive environment (physical setting and atmosphere)
 - Dressing, handshake, body language, posture, gesture, eye contact and movement
4. Communication techniques for better service
 - Your style and the impact on your service
 - 30 Golden phrases in three languages
 - Listening skills and how it can be improved
 - Asking effective questions to win customers
 - Individual role-play sessions
5. A complaint is a gift
 - Turning complaints into business opportunities
 - Walking the extra mile

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-TeX Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

Phone Behaviour for Effective Communication (1/2 Day)

FACILITATOR • AUDREY

Introduction

This intensive workshop focuses on customer call handling and effective communication skills to handle difficult situations. Through video case-studies and experience sharing, you will learn to:

- calm down irate caller
- create a positive first impression using verbal cues
- develop a professional pride to provide service excellence over the telephone
- release stress and improve self-motivation at work

Outline

1. Customer service trend
 - Sharing phone call experience
 - Saying what's right and avoiding what's wrong
2. Reinforce professional image through the phone
 - Creating a positive and professional first impression
 - Verbal cues
 - Placing and receiving calls effectively (video case-studies)
3. Positive communication skills to avoid traps
 - Vague and negative phrases you must never use
 - Controlling the conversation and time spent
 - Effective questioning techniques
4. Handling special situations
 - Handling angry callers
 - How to get relief from stress and improve self-motivation at work



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Achieving Excellence through Self & Team Leadership (2 Days)

FACILITATOR • CHRISTINA



Introduction

Now more than ever, managers need to build their own resilience and that of their team to rise to the challenge of leading themselves and others through a tough and uncertain business environment. This two-day workshop aims at helping managers develop the mindset, skills and knowledge needed to lead themselves and their team members in delivering, sustaining high performance so they may thrive as a team.

Outline

1. The Think Model and Your Role as Leader
2. Think Self – Choose Your Own Attitude
 - Build resilience
 - Know your purpose, values, and capabilities
 - Build your self-awareness on whether you are at your best
 - Choose your attitude and decide how you 'show up' as a leader
3. Think Team – Align the Team
 - Delegate to build your own and your team's capabilities
 - Set success measures for individual and team performance
 - Help your team to be proactive
 - Synergize your team
4. Think Feedback – Facilitate Learning
 - Ask questions, escalate and challenge assumptions
 - Encourage your team to ask for feedback regularly
 - Provide feedback on the what and the how
 - Model curiosity and courage to voice the unspoken
5. Think Relationships – Know and Engage Your Team
 - Build trust with your team
 - Create an inclusiveness in your team
 - Know your team and help them add value to the team
6. Think Performance – Strive for Performance Excellence
 - Help team perform through effective and timely conversations
 - Champion that top individual and team performance
 - Learn through ongoing outcome and process reviews



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About the facilitator

Christina has over 30 years' experience as a Learning & Organization Professional. She has worked as both in-house and external L&OD Manager in MNC such as Li & Fung, PricewaterhouseCoopers, Bupa, AIA, Inchcape Pacific, Hutchison Whampoa, HSBC, HKT.

Christina specializes in developing Business Competencies development and designs and delivers learning solutions for Managers and Operatives alike, in developing leadership and management skills, interpersonal and communication skills, sales, change management, English communication, presentation, problem analysis & resolution, influencing and performance management. She is also a certified trainer of the Myers-Briggs Type Indicator workshop, Prosci Change Practitioner workshop, 7 Habits of Highly Effective People Program. She holds a Diploma in Training Management and MSc degree in Quality Management.

"Christina Tang has prepared the course well. Her advices are very useful"

... Participant,
Achieving Excellence through Self & Team Leadership

"It provides a systematic way to enhance the work efficiency & communication skills"

...Yvonne Tang,
The Hong Kong Mortgage Corporation Limited
Achieving Excellence through Self & Team Leadership



Financial Management for Non-Financial Managers (1 Day)

NEW

FACILITATOR • DOUGLAS

Introduction

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The Financial Management for Non-Financial Managers workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

Outline

1. Getting Started
2. Glossary
3. Understanding Financial Statement
4. Analyzing Financial Statements, Part One
5. Analyzing Financial Statements, Part Two
6. Understanding Budgets
7. Budgeting Made Easy
8. Advanced Forecasting Techniques
9. Managing The Budget
10. Making Smart Purchasing Decisions
11. A Glimpse into The Legal World
12. Wrapping Up



About the facilitator

Douglas Cheng has a Master Degree in Business Administration from The University of Hull in United Kingdom. Douglas has vast experience as a consultant, lecturer and trainer. He has more than forty years of experiences in various industries. He specializes in Productivity and Management subjects such as Quality Circles, 5S Housekeeping, Statistical Process Control, Marketing, Business Management, Accounting and Business Finance, Economics, Human Resource Management and Organizational Behaviour. Some of his clientele include all the CEOs of hospitals in Guangdong Province of China, staff of IBM, Mipox Malaysia, Exxon Mobil Asia Pacific Ltd, Panasonic Malaysia, The Hong Kong Polytechnic University, CLP Power (HK), Hong Kong Post and Tessera Electronics.

He has been working in different fields and has vast experience in management and presently holds a senior position in an MNC.

Other courses that he conducted before included Safe Driving Supervision Course conducted by Singapore Safety Driving Centre in conjunction with the Singapore Traffic Police for the management of all the big transportation companies in Singapore. He also received his Chief Instructor Certificate in Theory and Practical lessons from Rainbow Motor School in Japan. He is also a qualified and registered Fire Safety Manager. He also achieved his Advanced Certificate in Training and Assessments (ACTA) from WDA. He is also a certified coach for Harrison Assessment and DISC Personality profiling.

Douglas also sat on the Academic and Examination Board of NYRA Academy, an institution of higher learning offering Diploma and Degree in Robotics & Intelligence Systems and IoT, Data Science & Artificial Intelligence.

Interviewing Skills ... Did you ask the right question? (1/2 Day)

FACILITATOR • AUDREY

Introduction

Managers ~ did you realise that the time spent on coaching, training, supervising and correcting your staff can be substantially reduced if you had identified the right candidate during the job interview session?

This practical and interactive workshop helps you design questions to obtain useful and sound information you can use to determine the suitability of the job applicant. You will also learn to work with your panel interviewers to avoid "over-selling" the position and raising wrong expectations. {This workshop will focus on questioning techniques and will leave out HR or Labour law related issues}

Outline

1. Experience sharing
 - Typical questions asked during interviews vs your expected results
 - Designing questions according to 5 Needs
 - Group practise on questioning techniques
2. Interactive session I
 - Individual practise sessions according to your recruitment needs
 - Feedback and observations
 - Tips on behaviour and non-verbal signals
 - Challenging interviews - Hostile and Sensitive Persons
3. Interactive session II
 - Panel interviews - preparing your partners
 - Group role-play and feedback
4. Before you offer
 - The perfect candidate - questions to confirm
 - Interviews after the interview
 - Learning and summary

About the facilitator

Audrey qualifies as a sales and marketing professional with more than 15 years of experience in sales, marketing, accounting and customer service with multi-national companies in the Asia Pacific region. Prior to her present role, she was a marketing director in Motorola.

Apart from her professional work, **Audrey is an expert in management communication skills training!** She also does marketing, customer service, sales and negotiation skills training for large multi-national corporations in Hong Kong, China, Macau, Taiwan and South East Asia. Since 1997, Audrey has facilitated more than 2,100 workshops in various topics with more than 31,000 participants from AIA, Airport Authority, British American Tobacco, Cathay Pacific Airways, CITIC Pacific, CLP Power, Dah Sing Bank, Deloitte Touche Tohmatsu, Gucci Group, GlaxoSmithKline, Hang Lung Properties, Hospital Authority, Hong Kong Housing Society, Hong Kong Monetary Authority, HKTDC, Hysan Development, Jardine Matheson, John Swire & Sons, Kadoorie Estates, Kao HK, Kerry Logistics, LVMH Asia Pacific, McDonald's Restaurants, Merck Sharp & Dohme, MTR Corporation (Virtual Interviewing Skills), Nestle Hong Kong, New World Development, Nike Hong Kong, Ocean Park, Pentland Asia (Quick Steps to Transitioning to a New Career), Richemont Asia Pacific, Siemens, Sun Hung Kai Properties, Swire Beverages, Swire Properties, The Dairy Farm Company, The Hong Kong Housing Authority, The Hong Kong Mortgage Corporation, The Hongkong Electric Co, The Peninsula Hong Kong, The Swatch Group, The Walt Disney Company, Wheelock Properties and many other organisations. Audrey is fluent in English, Putonghua, Japanese, Cantonese & several other Chinese dialects.



Learn to Coach GEN Z with Effective Results (1/2 Day)

FACILITATOR • MING LOK

Introduction

以下情況，你應該不陌生。

公司裡的年輕同事，有以下哪幾項特質？

- 唔交帶、唔應機、唔準時、唔show up
- 揀嘢做
- 佛系躺平、你急佢唔急
- 渴求feedback卻又玻璃心
- 無心裝載、長期迷惘
- 唔肯捱、唔想捱、唔捱得
- 轉工如換衫，辭職是日常
- 其他：_____（歡迎填充）

You are from Mars, they are from Venus. If your GEN Z subordinates are bringing you much headache, there is actually a better way out.

Cross-Generation management is much more than just bridging the generation gap. It is a valuable chance for both of you to transform and upgrade yourself into a “better me”.

Learn to coach and reunite with GEN Z into one universe, and your life will be much different thereafter.

Outline

Nurture and empower your Gen Z. Apply Coaching in Cross-Generation Management.

1. The 4 must know “keywords” of Gen Z: what overwhelms they mind?
 - Judgement: What would people think when I do this and that?
 - Comparison: I can never be the best...
 - Acceptance: Will you still like me if I am not good enough?
 - Insecurity: I am making a fool of myself...
2. Do(s) and Don't(s) working with Gen Z
 - Role play/Games
 - Case studies: Your pain points with Gen Z
 - All you need to know in one concise mind-map
3. Coach first, Friend Second, Boss third: How to do it?
 - Gen Zs vs Me: turn conflicts into chances
 - Effective coaching skills and Improvisation practice
 - Experience sharing
4. How to talk so Gen Z will listen, how to listen so Gen Z will talk (The 4 Cs)
 - Care: Verbal and non-verbal expressions
 - Communicate: What you have done and what you can do differently
 - Co-create: Making things happen together and share success
 - Co-own: Develop mutual ownership and be proud of each other

About the facilitator

Ming Lok is a professional life coach, writer and trainer. She founded “心·導·賞 Follow Your Heart to Appreciate Life” to help people breakthrough bottlenecks in career, relationships and life, remove self-limiting beliefs and maximize personal growth.

Over the last 17 years, she has collaborated with over 100 public and private corporations to provide internal HR as well as external PR training on cross-generation communication, leadership management, as well as media skills with her authentic, insightful and pragmatic approach.

She has also been in many different forms of relationships with Gen Z, including employer-employee, manager-subordinates, business partners, company co-owners etc. She coaches them, motivates them and knows their strengths and vulnerabilities inside-out. Ms Wong was also a radio host in RTHK, columnist for Mingpao, iMoney, am730 etc and her published books include best-selling titles: 《港孩》、《通識救港孩》 and 《佛系廢青都有火》 etc.



Negotiate for Better Deals! (2 Days)

FACILITATOR • AUDREY



Introduction

This practical and interactive workshop helps participants to **get a better deal than the one on offer**. Through case studies and role plays, you will learn to manage the whole negotiation process and avoid the errors that are commonly committed. You will learn to identify underlying patterns, improve your judgement, think clearly about the choices you must make and manage the stress of negotiation. Learn to develop creative alternatives for exchange and train yourself to identify and remove indirect aims leading to unsuccessful negotiations.

Outline

1. Why negotiate? Experience Sharing
 - Find out what is Multi-Win and when to lose during negotiation
 - Role-Play I & Feedback
2. Preparation before negotiation
 - Setting objectives and ways to achieve it
 - Direct and indirect aims of negotiations
 - Everything you need to know and prepare before negotiating
 - Developing creative alternatives for exchange
 - Role-Play II & Feedback
3. Find out The Other Side's worries
 - What, when and how to ask and listen for the information you want
 - Prepare your answers in advance
 - Body language and its impact
 - Role-Play III & Feedback
4. Closing the deal
 - The Emotional Negotiation ~ Role-Play IV
 - Negotiating bottomlineS and price movement
 - Controlling time and building relationship
 - Role-Play V & Feedback

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

“I enjoyed the class a lot. Especially the role play part, when we can role play as sales and buyer. Audrey helps to spot out our mistakes and share comments for our improvement. Also, she shared a lot of her daily/working experience which helps us to think more and pay more attention to our communication skills! Thank you!”

... Michelle Ng, Kao (Hong Kong) Ltd
“Quick Steps to Win Negotiations”

Quick Steps to Win Negotiations (1 Day)

FACILITATOR • AUDREY



Introduction

This one-day effective negotiation workshop uses eight keys to help you close deals swiftly and positively.

At the end of the workshop, you will learn to:

- improve your preparation and planning
- avoid the basic negotiating errors
- close the deal positively and efficiently

Outline

1. Experience sharing session and answers to questions you have been wanting to know about negotiation
2. The Eight Keys to a Successful Negotiation
 - Setting objectives, analyse your negotiation partner and relationship building
 - Understanding differences and how to present the “multi-win” message
 - Creating new trade-off points and handling the “No” answer
3. Role Play - 3 practical business cases on creative deals, matrix negotiation and internal negotiation. Everyone will receive feedback on areas for improvement
4. Closing the deal
 - Importance of notes, summary and choice of words when closing
 - Watch for opportunity to close or negotiate further
 - How to avoid post sale/purchase dissonance and maintain relationship
 - Making small exchanges that make your counterpart looks like a BIG winner



About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-TeX Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

The Making of a New Supervisor in One Day (1 Day)

FACILITATOR • AUDREY



Introduction

This practical program aims to prepare all new team leaders on your new roles as a manager/supervisor. You will learn how to handle various situations on what you expect, what others expect of you and what you did not expect.

The learning sessions will cover three sessions, namely A, B and C comprises of A – Anticipating, Adapting and Approaching, B – to Be or not to BE and C – Command, Collaborate and Coordinate. *You will also learn concepts from Chinese philosopher Laozi and historical cases of Chinese dynasties, Hong Kong and Asia management case studies and apply in the real-life business world.*

Outline

1. Anticipate, Adapt and Approach
 - Sharing of experience – the real world of management [Participants will share real-life cases and challenges faced as a new supervisor and attain Chinese strategies and solutions to handle the situations in a better manner]
 - Anticipating and adapting to the life of a new supervisor [Learn how to behave, social, get help and work with their new peers at a higher level]
 - Approaching your new role – knowledge and skills you need [Find out how you can learn quickly and apply the skills effectively at work – looking broader and beyond the job title]
2. To Be or not to BE
 - To Be or not to BE [Find out when you can change and how to change to obtain optimal results]
 - Handling performance issues [How to give negative feedback and obtain positive response] [Getting results from the new generation and old “seafood”]
 - Handling staff conflict [Identify the many sides of conflict and conflict handling in a constructive manner]
 - Handling target beyond you [Balancing between your eagerness to perform vs you and your team’s readiness to perform and learn how to reject in a supportive and accommodating manner]
3. Command, Collaborate or Coordinate
 - When to command [Command when you need to and ways to lower the damage]
 - Who to collaborate with [Differentiate the relationship you build and expand your ally team]
 - Going back to your “coordinate” role [Why Coordinate - your ultimate role in the organisation]



Time Management ... The Secrets! (1/2 Day)

FACILITATOR • AUDREY

Introduction

We all have 24 hours a day but for some of us, their output generated are way above the curve. This workshop will show you the secrets to time management by going through 10 different time related factors that will reshape how you can better utilise your precious 24 hours. You will also pick up ideas and tactics to deal with people, work and events that has been stealing your time. Instead of reading countless time management books or depending on fallible gadgets, we are going to show you techniques on how to simplify your life by using simple items available on your working desk! Please come ready to change if you want more quality time now or in the near future in life!

Outline

- Starting from the Letter P!
 - Phobia – better time management = more work and responsibilities?
 - Priority – understanding and resetting priority. Not yours but others
 - Procrastinate – Yes, it's ok. Learn how to overcome fatigue, how to minimize the scale of the problem, how to create solutions to solve problems immediately
 - People – making friends, getting help and getting more help
 - More Ps – stop looking for perfection
- Dealing with Surprises
 - Unexpected disruptions – emotion handling and making the best out of the situation
 - Unfamiliar tasks – getting help, advice or permission to stop
 - Unprepared incidents – accept or reject, handle now or later
- Multiply your Hours
 - Have a routine for everything
 - Do and delete – eat the frog and delete obstacles
 - End with Ps – Use your pen and paper, phone and alarm

About the facilitator

Audrey Loh trained over 31,000 participants through over 2,100 successful workshops over the last 20 years. She started online training in Feb 2020 and delivered over 100 online programs in 12 months!

She qualifies as a professional trainer with more than 15 years of corporate experience in training, sales, marketing, accounting and customer service with multi-national companies in the Asia Pacific region. Prior to her present role, she was a marketing director in Motorola.

Audrey has led many training workshops in China, Hong Kong, Taiwan and Thailand for trainers and managers from Air Macau, Allianz Global Investors, Asia Airfreight Terminal, Carlsberg, Cathay Pacific Catering Services, CFA Institute, Chanel, China State Construction Engineering, Chinese Mercantile Bank, Citibank, CITIC Telecom, City of Dreams (Macau), CLP Power, CSL, English Schools Foundation, Ernst & Young, Galaxy Entertainment Group, GAP International Sourcing, General Mills, Grand Hyatt Hotel, Hang Lung Properties, HK Exchanges & Clearing, HK Institute of Vocational Education, Hong Kong & China Gas, Hong Kong Air Cargo Terminals, Hong Kong Aircraft Engineering, Hong Kong Airport Services, Hong Kong Baptist University, Hong Kong Government (Civil Service Training & Development Institute, Customs and Excise Department, Education Bureau, Food and Environmental Hygiene Department, Government Flying Service, Hospital Authority, Housing Department, Immigration Department, The Hong Kong Housing Authority, The Hong Kong Mortgage Corporation...), Hong Kong Petrochemical, Hong Kong Trade Development Council, Hongkong Land, InterContinental Hong Kong, International SOS, Japan Tobacco, Johnson & Johnson, Lane Crawford, Loewe, LVMH, Madame Tussaud's, Maersk, Nike, Optical 88, Pizza Hut, Ricoh, SmarTone Mobile, Sun Hung Kai Properties, Swarovski, Swire Coca-Cola, The Dairy Farm, The Hong Kong Jockey Club, The Kowloon Hotel, The Peninsula, Thomson Reuters, Total Petrochemicals, Tung Wah Group of Hospitals, Wynn Resorts and other organisations on successful and effective facilitation techniques.

Train-The-Trainer (Facilitation Skills for Managers) (3 Days)

FACILITATOR • AUDREY



Introduction

This is one of the **BEST TTT Workshop in town!**

Within 3 days, you will gain the in-depth knowledge, skills and pragmatic approaches to deliver practical and successful training. You will learn through real-life training situations on how to communicate positively with your participants, in-class or online. Learn to handle challenging situations, give constructive feedback, organise and deliver training that is meaningful and fruitful for participants, company and yourself! Come and get answers to all the issues faced during your training session and find out how to bring your training to a new height.

Outline

- Moving from a 'teacher' to 'facilitator'
 - Subverting everything you have learned about training
 - Getting buy-in from your audience right from the beginning
 - Techniques to increase desire to learn
 - Getting the Generation XYZ to nod
 - Quick tips on platform skills – In-class and Online Training
- Finding out the reasons for your slip-ups – In-class and Online Training cases
 - Using questions to achieve learning
 - Learn to listen before you teach
 - Goodbye to “conventional” training practices
 - How to “knock on their heads” through feedback
- Achieve great learning outcome through great program design
 - Content design that achieves learnings within 30 minutes
 - Learn to design the 雞精班 agenda
 - Games trainers play – learn 1st and fun 2nd
 - Debriefing skills that bring learning to a new height



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for workshop dates

10 Phrases Any Employee Should Not Say to Your Boss! (AM)	17
15 Phrases Smart Leaders Never Say to Their Employees (PM)	17
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Law of Contract Simplified! (English) (PM)	20
The WWW to Win Negotiation (PM)	20



10 Phrases Any Employee Should Not Say to Your Boss! (3 Hours)

FACILITATOR • AUDREY

Introduction

十句想唔想升職嘅員工都唔應該講的說話!

- 「...」
- 「做唔到囉...」
- 「我唔知/我唔識/我記性唔好。」
- 「但係我有好多嘢做緊...」
- 「點解其他同事...」
- 「我知我係唔啱...」
- 「其他同事都有/冇意見...」
- 「其實對方嘅睇法都唔係冇道理嘅...」
- 「公司有咁嘅先例。」
- 「我做開唔係咁啱!」

Over the last 30 years, I have met many unhappy employees going to work every day, complaining about their bosses or companies. Maybe it's time for us to do some self-reflection. Not from your career perspective but from our own perspective; and take this opportunity to review our life – where we aspire to go and where we long for our next generation to be. It all begins from US!

Outline

1. Why NOT?
2. Why should I speak to please others? Or speak to help myself?
3. What can I say instead? (10 case studies)
4. Positive speaking techniques
5. Learning and summary

15 Phrases Smart Leaders Never Say to Their Employees (3 Hours)

FACILITATOR • AUDREY

Introduction

This interactive and practical online workshop helps you understand why your words didn't achieve its expected results, instead, the opposite at times. Find out what is wrong with using some phrases and obtain immediate answer on what to say. Smart managers motivate employees through positive communication skills and do not the annual teambuilding activity! Come join us for a fruitful and interactive learning session!

Outline

1. Why NOT?
 - Group discussion on the implications, consequences, reasons, hidden agenda, impact and reactions when managers use the 15 phrases
2. How to and should you motivate your employee? Or Employees?
 - What can I say instead? (15 case studies)
 - Role play and individual feedback
3. Positive speaking techniques
 - How to say exactly what you mean positively (group practice session)
 - Common practices that are wrong and classic mistakes to avoid
4. Learnings and summary

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epsom, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Wire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

20 Powerful Icebreakers for Online Meetings and Training (3 Hours)

FACILITATOR • AUDREY

Introduction

Ice-breaking activities are very simple and effective ways to warm up participants and get them acquainted at the start of an online meeting or a training session. What's the difference when managers/trainers execute an ice-breaking activity in a virtual environment? What are the possible challenges as compared to a regular face-to-face meeting or in-class training? This fun and interactive session will walk you through 20 different ice-breaking activities you could use immediately in your next online meeting or training!

Outline

1. 15-minute self-learning session
2. Ice breaking Activity!
 - Let's have some fun starting with two activities
 - Challenges of online ice-breaking activities and how to avoid pitfalls
 - Techniques to prepare/handle/avoid these situations
3. Individual practice session on ice breaking activity
 - Leading an ice-breaking activity
 - Individual comments, discussion and immediate feedback from trainer
4. Ice breaking Activity Online
 - Sharing of ice-breaking activity in connection with your training topics
 - How to maintain the fun factor with learning objectives
 - What you must know and do before the session
 - Preparing yourself and your participants
5. Creating learning using an interactive approach
 - Role-play – work in groups and facilitate an ice-breaking session
 - Summarising learning outcome with feedback from trainer
6. Learning and summary

Designing Online Training to Deliver Results! (3 Hours)

FACILITATOR • AUDREY

Introduction

This 3-hour practical online workshop will walk you through 4 to 6 different popular training topics down to each single minute on the rundown. It will teach you how to take care of the weakened attention span of participants and the lack of physical interactions online. You are welcome to send in your organisation's training topics for discussion and instant transformation!

Outline

1. 15-minute preparation and self-learning session
2. Quick Introduction
 - Experience sharing ~ online content design challenges and ideas you can use
 - Example sharing on an actual training rundown ~ identify the source of boredom, find out how to reshuffle content to increase learning motivation and effectiveness and how to replace lecture time with self-learning!
3. Content design guidelines, cases and examples
 - ICT (In-class Training) training content vs online content design
 - Removing the crammed and nice-to-know facts with practical, useful and interactive content that can be used immediately back at work
 - 15 Key points to GOOD content design: 5 objectives, 4 time management rules, 3 secrets to motivation, 2 learning sections and 1 goal
4. Presenting your outline
 - Breakout sessions on outline design – 4 to 6 soft or technical skills content
 - Presentation and feedback from trainer and recommendations on the design
5. Learning and summary

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A-Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epsom, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly-Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca-Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

Boost Performance with a Multi-Generational Workforce (3 Hours)

FACILITATOR • EILEEN

Introduction

In this half-day workshop, we will focus on how reverse mentoring can help speed up the technological and social media adoption in Baby Boomers and increase the emotional awareness of the Gen X and millennials towards the former.

Outline

1. Discover how high performing teams thrive with diverse age groups
2. Identify the sources of conflict
3. Try out simple but powerful approach to narrow the language & technology gaps
4. Anticipate and plan for each stage that the team undergoes to smoothen the transition and accelerate performance

How to be Happy in Bad Times (3 Hours)

FACILITATOR • EILEEN

Introduction

Did you know that we have 2 vital roles to perform at the workplace? One is the functional role and the other is the psychological one.

The 1st is to do with your main job that you're hired for. The 2nd is the overall well-being of the 3 states i.e. mental, emotional and behaviours functioning together to support your 1st role.

Equipping yourself with the right coping skills in anticipation of bad times to help future-proof your success.

Outline

1. Discover the Happiness Formula and levels of happiness that existed for centuries
2. Know how our brains play tricks on us
3. Identify the source of stressors
4. Learn simple but power tactics to stay resilient mentally, emotionally and in our actions

About the facilitator

Eileen is an Organisational Psychologist with over 20 years of experience in HR, talent and development, sales, marketing, customer service, operations and banking. Her last held corporate position was as Global Head of Talent and Learning at Thomson Reuters where she was responsible for employee engagement and succession planning for over 6,500 employees in Asia Pacific. Prior to that, she was the vice-president, customer services and operations for Societe Internationale Telecommunications De Aeronauticals (SITA) where she was able to increase customer loyalty from 56% to 95%. And she had also worked in Singapore Network Services, Asia Commercial Bank and Defence Science Organisation, a Singapore government invested corporation. Eileen has a Masters in Organisational Psychology & Management of Human Resources from the City University of New York where she was awarded the prestigious Beta-Gamma-Sigma award for achieving top 10% academic excellence.



Effective Presentation Skills for Technical Professionals (3 Hours)

FACILITATOR • AUDREY

Introduction

This 3-hour online session will give you insightful and practical pointers that can be used immediately at work! Get answers to all the questions that you have about technical, project, proposal selling, data sharing and technical product presentations!

Outline

1. Presenting Technical Data and Information
 - Experience Sharing Session ~ what you need to know when you: reveal technical information, speak to clients, management, peers, juniors, answer questions and feel nervous during presentation
 - Using “STORIES” right at the start
 - Individual role-play practise on introduction and agenda (1-min per person)
 - Individual feedback and recommendations on areas for improvement
2. Preparation before Presentation
 - Content design ~ nice to know, need to know and backup plans
 - Quick tips on Q&A handling
 - Mini group role-play on difficult Q&A handling
3. Learning and Summary

Leading an Interactive Online Training Session (3 Hours)

FACILITATOR • AUDREY



Introduction

Getting participation and involvement during an online training session poses new challenges for trainers as compared to a regular in-class training. During this 3-hour practical online training session, you will learn to lead an online discussion and handle challenges to instill learning. Come ready to practise your online facilitation skills with a live class where you could learn from each other to improve your training design and delivery skills. Instant individualised feedback will be given to all trainers.

Outline

1. 15-minute self-learning session
2. Quick Introduction
 - Testing your voice and introduction of your topic
 - What do you foresee are the challenges of online training delivery
 - Techniques to prepare/handle/avoid these situations
3. Individual practice session on a selected topic (Role-play 1)
 - Leading a discussion and summarising outcome
 - Individual comments, discussion and immediate feedback from trainer
4. Online interactions vs ICT (In-class Training)
 - Things to note – trainer and participant preparation
 - Other potential challenges and how to overcome them
 - Methods to create interactions, time control and topic control
 - Briefing on Role-play 2
5. Creating learning using an interactive approach
 - Role-play 2 – work in pairs and lead a discussion session
 - Summarising learning outcome within 3 mins
 - Individual comments, discussion and immediate feedback from trainer
6. Learning and summary

About the facilitator

Audrey Loh qualifies as a sales and marketing professional with more than 15 years of experience in sales, marketing, accounting and customer service with multinational companies in the Asia Pacific region. Prior to her present role, she was a marketing director in Motorola where she had spoken at seminars organised by Motorola Asia Pacific, the HKTDC, the HK Chinese Chamber of Commerce, AIC Conference, HK Hotels Association, HKICPA and many other organisations.

She has facilitated over 420 public and in-house presentation skills workshops for Abbott Laboratories, AFE Solutions, AIA International, Airport Authority, Artesyn Technologies Asia-Pacific, Asia Satellite Telecommunications, Automated Systems, BYME Engineering, Cathay Pacific Airways, CITIC Telecom, CLP Power, Companhia De Telecomunicacoes de Macau S.A.R.L., CSL, Electrical & Mechanical Services Department, EPRO Technology, Gemalto Technologies Asia, Government Flying Service, GP Electronics, Hang Lung Properties, Hayco Manufacturing, HK Science & Technology Parks Corp, HK Petrochemical, Hysan Development, K. Wah Construction Materials, Kerry Logistics, KONE Elevator, LVMH Asia Pacific, Maersk, Miele, MTR Corporation, Octopus Holdings, Philips Electronics, Power Assets, Renesas Electronics, Richemont Asia Pacific, Ricoh, Robert Bosch, Schneider Electric, Sema Group, Siemens, Sun Hung Kai Properties, The Dairy Farm Company, Total Petrochemicals, Vtech Holdings and many other organisations. Audrey is fluent in English, Mandarin, Cantonese, Japanese, Fujian and many other Chinese dialects.

Improve Business Productivity to SEE Profit (3 Hours)

FACILITATOR • JIMMY

Introduction

This workshop provides quick sharing, methods and ideas on how you can review your business processes to achieve remarkable improvements in productivity, cycle times and quality.

You will learn to put the decision points on the right task, set quality controls in the business processes and ultimately, deliver more profits and value to all stakeholders.

Outline

1. Business Excellence Framework
 - LEAN: Produce better results with less
 - Discussion: Does your current business process produce the results you are looking for?
2. SEE Improvements to Profits
 - SCAN current environment, issues and opportunities
 - EXPERIMENT value streams mapping
 - EVOLVE to continuous improvements
 - Reflection: Am I ready to SEE improvements to my business profitability?
3. Group Discussion: Case Study

Maximise Profit from Good Decision (3 Hours)

FACILITATOR • JIMMY

Introduction

This 3-hour practical online workshop explains and provide insights how you can organise your decision-making process systematically. You will learn to review and utilise relevant information to formulate decision and create action plans for execution.

Quick decision making is most critical during the business plan development process. Join this workshop to find out how you can select the best course of action to help you maximise business results among completing priorities, resources and stakeholders.

Outline

1. Decision Identification
 - The Critical Four Questions That Count
 - Situation Appraisal for decision making
2. Decision Analysis
 - OODA Loop for uncertain and ambiguous situations
 - OODA Loop explained
3. Decision Making Process
 - Decision Definition of objective and constraints
 - Decision Map of solutions
 - Decision Map Group Work:
Case: To increase or not to increase?
4. Decision Analysis
 - The Power of 2: OODA Loop + Decision Maps

About the facilitator

For the past 20 years, as an entrepreneur, **Mr Soon** has helped many companies to expand rapidly in the South East Asia region. Interesting products that he has managed includes healthcare digital imaging tools, air monitoring systems and physical space value management. He also serves on the board of organisations that nurture youths to be global citizens through culture and education exchanges in Singapore and China. Prior to that, he was the managing director at Thomson-CSF Services Industrie responsible for successfully getting the ISO certification and the Civil Aviation Authority's certification as an approved testing house. He has taught participants from AEON Credit Service, AEON Insurance Brokers, Airport Authority, AXA China Region Insurance, CITIC Telecom, CLP Power, Columbia Sportswear, English Schools Foundation, Estee Lauder, GlaxoSmithKline, Hitachi East Asia, Hong Kong Monetary Authority, Japan Tobacco, Lands Department, Mandatory Provident Fund Schemes Authority, Office of the Government Chief Information Officer, Prince of Wales Hospital, Project Orbis, Robert Bosch, Swarovski, Swire Coca-Cola, The Hong Kong Mortgage Corporation, The Hong Kong Polytechnic University, The Hongkong Electric, Thermo Fisher Scientific and many other organisations.

Create Effective Facebook Advertisements from Meta Ad Manager (3 Hours)

FACILITATOR • CHARMAINE

Introduction

There are currently 6.5 million Facebook users in Hong Kong, and if you would like to curate effective Facebook Ads and learn from successful Facebook Advertisement case studies from global brands, improve the ROI/ROAS of your Facebook Ads, join us for this workshop where the trainer will share best practices, share how A/B testing helps you optimize your advertising budgets and reach your advertising goals.

Outline

1. Latest updates with Facebook Advertisement
2. The anatomy of an effective Facebook Advertisement
3. Best Practices with Facebook Advertisements
4. Facebook Advertisement Success Case Study
5. ROI/ROAS of Facebook Advertising
6. Discuss: Are Lead Generation Ads on Facebook effective?
7. Setting up an A/B Test for Facebook Ads
8. Q&A with Trainer

About the facilitator

Charmaine is the Chief Digital Marketing Officer at a digital agency and as one of the pioneer in the digital marketing industry, she started her first design agency in 2010.

Out of her passion to share her social media and digital marketing knowledge with marketers, she has developed more than 12 digital marketing curriculums, and has conducted trainings in Singapore, Indonesia, Philippines and Mauritius.

She is a veteran trainer with many renowned organisations in Singapore and has trained more than 1,200 individuals and conducted more than 1,950 hours of training on digital marketing and related subjects for marketers and business owners in the last 5 years. Charmaine makes learning interactive, practical and fun. That's how she learn, and that's how she shares her knowledge with others.

Law of Contract Simplified! (3 Hours)

FACILITATOR • DANNY

Introduction

This is a concise online workshop bringing you through all the basics of contract law in a digestible, user-friendly format to give you a 'bird's eye' overview of the entire subject.

Outline

1. What is a Promise in contracts?
2. How to build a contract
3. Understanding contracts and what to watch out for
4. What makes a contract illegal
5. Ending a contract
6. Remedies for Breach of Contract

About the facilitator

Mr Yap is a Fellow Chartered Accountant of Singapore and a Registered Filing Agent for the Accounting and Corporate Regulatory Authority of Singapore. He is a qualified Company Secretary and a member of the Chartered Institute of Management Accountants UK. He currently sits on the IT Advisory Panel and the Investigation and Disciplinary Committee of the Institute of Singapore Chartered Accountants. He has more than 15 years of experience managing regional businesses in Singapore, China, Indonesia, Hong Kong, India and Malaysia.

The WWW to Win Negotiation (3 Hours)

FACILITATOR • AUDREY

Introduction

In this interactive online training session, you will learn three most important elements to WIN negotiation! Through the effective use of mental and factual preparation, smart tactics and influencing skills, you will improve your ability to convince your counterpart. Join this online workshop to increase your confidence and strengthen your negotiation skills. Participate with a willingness to learn and share your ideas and experience.

Outline

1. W ~ Why?
 - Why your company? Why them? Why you?
 - Interactive discussion to help strengthen your confidence during preparation and learn how to find out the other side's bottom-line
 - Q&A – Answers to the top 10 questions you want to know about negotiation
 - 知己知彼增強底氣
2. W ~ Who?
 - Who will you be talking to?
 - How to build relationships – traditional and new relationships
 - 一問一答見功力 – individual and group online practice session
3. W ~ What?
 - Understanding the WHAT clearly – negotiable items listed/not listed
 - What are the possible objections – learn to prepare and handle 10 most frequently heard objections
 - 有備而來百發百中
4. Learning and summary

About the facilitator

Audrey Loh has more than 15 years of managerial experience in sales, marketing and customer service with multi-national companies in the Asia Pacific region. Prior to her current role, she is a marketing director at Motorola where she manages many teams and often has to use her communication and interpersonal skills. She has facilitated many communication workshops for participants from organisations in Greater China including A–Tex Asia, AXA, CITIC Telecom, CLP Power, Collinson International, Columbia Sportswear, ECCO, Epson, Galaxy Entertainment Group, Gammon Construction, Havi Freight Management, Hayco, Hilti, International SOS, Kimberly–Clark, Legal Aid Department, Leo Burnett, LSG Lufthansa, Mandatory Provident Fund Schemes Authority, OSRAM, Pacific Basin Shipping, Pentland Asia, Power Assets, PrimeCredit, SML Group, Spin Master Toys Far East, Swire Coca–Cola, Techland Computer Systems, The Dairy Farm, The Hong Kong Mortgage Corporation, The Jardine Engineering Corporation, The Peninsula, The Swatch Group and others.

"Thank you for Worldbridge arranging this training session to us!

The training delivers a positive message to me that the key to "Train My Boss" is actually to train myself to fit my boss's style. It is important for us to plan and organize our messages and take note on our tone when talking to our bosses.

Thank you very much for the tips provided by Audrey.

I will bear in mind her suggestions to us and apply it in my work, so as to have a better communication with my boss!"

... Winnie Poon, Nameson Holdings Limited
How to Train Your Boss ~ Free Sharing Session

Talent Development Series

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Scan or click
for workshop dates

Business Talk and Networking with English Speakers (English) (½ day) (AM)	21
Event Organising Skills for Secretaries & Administrators	22
Providing the Right Support to Your Boss	22

"Social talk and time management. Very interesting"

... Tella Wong,
METRO Sourcing International Limited
"Event Organising Skills for Secretaries & Administrators"

Business Talk and Networking with English Speakers (1/2 Day)

FACILITATOR • SAMUEL

Introduction

Learn practical conversational English that you could use at work. This workshop is a refresher of what you have learned in school and will cover the:

- 'must have' phrases that you could use in your everyday English conversations
- phrases to highlight what you want to tell the other person
- phrases to clarify and ensure that you have received the right message
- everyday English slang used by native English speakers which might not be what they literally mean

Outline

1. Personal Assessment
 - Activity: A cross-cultural experience
 - Game: Myth or Fact
 - KISS in communication
2. Meeting, Greeting and Parting
 - Meeting new and old business acquaintances
 - Making an introduction
 - Saying goodbye politely
 - Role plays and practices
3. The English We Speak
 - Quiz: Strange phrases and what native English speakers meant
 - Interesting phrases like brain fade, fib, cough up, hot under the collar, eat your heart out, milk it, etc
 - Conversations: Highlighting your points
 - Conversations: Clarifying your understanding

About the facilitator

Samuel Chen is a seasoned Creative Director working with global icons like Bally, Bank of America, Chase, China National Tourism Administration, Christian Dior, Cosco, DuPont, Epson, HK Telecom, Hong Kong Trade Development Council, Ingersoll-Rand, Maersk-Sealand, Master Kon, Motorola, UCLA, Yahoo, Zurich Insurance, etc. Having stayed in the United States of America for over 35 years, he developed an in-depth understanding of how cultural influences and mastery of English language affect the decisions of different ethnic groups. In his work, he has worked with Americans, English, Canadians, Danish, French, Indians, Italians, Japanese, Koreans, Latin Americans, mainland Chinese, Taiwanese, Thais and Vietnamese. He has taught participants from 4M Industrial Development, Aedas, Chinese International School, COOK Asia, First Advisory Management Services, Hermes, New World Development, P&T Corporate Consultants, Office of the Government Chief Information Officer, The Hong Kong Mortgage Corporation and many other corporations.



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for Special Rate**



Event Organising Skills for Secretaries & Administrators (1 Day)

FACILITATOR • AUDREY

Introduction

This workshop helps secretaries and administrators plan and organise corporate events more effectively. Participants will be taught to plan from the audience and manager's perspective. They will have a good understanding of what is involved when organising seminars, talks, presentations, cocktail parties, dinners, openings, press conferences and all types of company functions. Come and share experiences and learn from other professional event organisers.

Outline

1. Experience sharing on various events
 - What makes a great event
 - How to avoid hiccups
 - Quick tips for "Master of Ceremony"
2. The Five Ws and One H to start
 - Setting objectives ~ what do people look for in events
 - Time control ~ planning the agenda for your event
 - Gathering resources ~ get help and get automatised!
 - Seating arrangements ~ everything can go wrong with this
3. Type of events and what you must know
 - Meeting/Seminar/Exhibition
 - Conference/press conference
 - Cocktail party, lunch and dinner
4. International events
 - Timing ~ how timeline differs from a local event
 - Co-ordination ~ remote control
 - Cultural Gaffe
5. Your role as a
 - Planner ~ being prepared to manage hiccups
 - Organiser ~ duties on the actual day
 - Manager/Host ~ control and social
 - Consolidator ~ getting credit from your work

About the facilitator

Audrey Loh qualifies as a sales and marketing professional with more than 15 years of experience in sales, marketing, accounting and customer service with multi-national companies in the Asia Pacific region. Prior to her present role, she was a marketing director in Motorola.

Apart from her professional work, **Audrey is an expert in management communication skills training!** She also does marketing, customer service, sales and negotiation skills training for large multi-national corporations in Hong Kong, China, Macau, Taiwan and South East Asia. Since 1997, Audrey has facilitated over **2,100 workshops in various topics with more than 31,000 participants** from AEON Credit Service, Ageas Insurance Company, AIA International, Airport Authority, AXA China Region Insurance, Blue Cross (Asia-Pacific) Insurance, BOC Group Life Assurance, Cathay Pacific Airways, Cigna Worldwide Insurance Company, CITIC, CLP Power, Dah Sing Banking Group, DFS Group, FTLife Insurance, FWD Life Insurance, Galaxy Entertainment Group, GlaxoSmithKline, Hang Lung Properties, Hang Seng Bank, HSBC, Insurance Authority, John Swire & Sons, Kadoorie Estates, Lloyds TSB Pacific, LVMH Asia Pacific, Manulife, McDonald's Restaurants, Mizuho Bank, MTR Corporation, OCBC Wing Hang Bank, Ocean Park, Principal Insurance Co, Prudential Hong Kong, QBE General Insurance, Standard Chartered Bank, Sun Hung Kai Properties, The Dairy Farm Company, The Hong Kong Mortgage Corporation, The Peninsula Hong Kong, The Walt Disney Company, Wheelock Properties and many other organisations.

Audrey is fluent in English, Putonghua, Japanese, Cantonese & several other Chinese dialects.

Providing the Right Support to Your Boss (1 Day)

FACILITATOR • AUDREY

Introduction

This workshop has been designed to help you understand your boss's leadership style, show your value, enhance your career path or may be just give you a peace of mind at work every day. While career might not be your top priority, being wiser, making personal growth and being more productive in all aspects could be something that will help us have more quality time and a better life

For bosses – this 1-day practical workshop helps you by letting your staff know the stress and challenges you are facing and how you would like them to support you better

For staff – active participation during the workshop will help you add value to your job by becoming more productive and effective from your boss's perspective. Learn how to support bosses better by anticipating their needs, communicating effectively, solving problems creatively and resolving conflicts tactfully

Outline

1. Your Boss as Your Client
 - Understanding what's on your boss's mind
 - Analysing your working style and its impact on your communication style
 - Creating value for yourself and how to present your value
2. Enhance the Communication Process
 - How to say "No" or say "Yes" – role play on handling to boss's requests
 - Are you listening – effective listening skills to resolve issues at work
 - How to prepare your recommendations and convince your boss
 - Quick tips on managing time, deadline, interruptions and difficult situations
3. Your Boss's Success = Your Success
 - What is my role and benefits in organisational success
 - Managing my brand vs the believe of "More work = More liabilities"

