

CORPORATE  
TRAINING  
DIRECTORY  
2017

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NAPOLEON YEO

SENIOR ASSISTANT  
DIRECTOR & ASSISTANT  
QUALITY SERVICE  
MANAGER

COMMUNICATIONS  
AND INTERNATIONAL  
RELATIONS DIVISION

MINISTRY OF  
SOCIAL AND FAMILY  
DEVELOPMENT(MSF)

MSF has worked with British Council since 2013 on our WISE (Write in Simple English) project which has grown and developed through the years. The purpose of WISE is to help our staff communicate our policies and programmes more effectively with members of the public and stakeholders. We also want our staff to demonstrate empathy in their writing to clients who could be facing difficult circumstances.

The project currently includes the following elements:

- Writing workshops for Support Staff, Executives, Assistant Directors and Deputy Directors
- Reviewing and redeveloping MSF correspondence and key documents
- Thematic Workshops on report writing, grammar, emails, replying to difficult clients, minute writing and transforming correspondence
- Lunchtime talks
- Guided Action (community of practice) – writing clinics and facilitated sessions with MSF professionals to edit and transform their correspondence
- Weekly tips on WISE, demonstrating empathy and EQ in responses
- Liaison with an external media company to coordinate contests, EDMs, skits and production of videos to highlight the success of MSF's work in this area

All of the above run on a regular basis and British Council have appointed a dedicated project manager to ensure there is one point of contact and communication flows smoothly. This has included flow charts of all activities detailing timings and involvement of other departments in MSF. The project records have been outstanding and a great asset to tracking the impact and success of all areas of the WISE programme in MSF.

British Council has been instrumental in driving this project, delivering outstanding service and high-level consistent quality of WISE outcomes. The Community of Practice sessions have enabled staff to work closely with British Council staff and receive specific feedback on current correspondence on an ongoing basis. We have been very happy with the scope of the project and level of engagement provided by the British Council. Feedback from the participating staff has been excellent and it has given them the skills to write efficiently and engage their target audiences effectively.

I thoroughly endorse the work and attitude of British Council and believe they will make an excellent contribution to your design, development and delivery of services to develop case specific writing capabilities.





ELDON PASCOE

DIRECTOR, PROFESSIONAL  
DEVELOPMENT  
PROFESSIONAL  
DEVELOPMENT CENTRE

### Welcome to our 2017 Corporate Training Directory

The Professional Development Centre at the British Council has been operating for over thirty successful years. Our personalised approach means that every year we update, refine and adapt our training programmes to ensure they are relevant, cutting edge and practical. Our interactive approach is highly regarded and feedback from our participants, of which we read every piece, is extremely positive.

Join our public workshops, all listed in this directory, and gain valuable opportunities to share your training with learners from a wide range of industries.

Have a workshop customised to your company's needs by our team of extremely well-qualified and experienced trainers. This personalised approach works well for organisations that want to train their people together and we can tailor it to specifically meet your workplace or industry's specific needs.

Our training team is highly experienced both locally and internationally. We invest in our people, seeking only the best training consultants available. Our team use a learner-centred and interactive training methodology where learning is at the centre of everything we do.

The Professional Development Centre offers state of the art training facilities in a comfortable and stimulating learning environment, equipped with the latest technology, including interactive whiteboards and iPads.

I invite you to check out our new courses on offer this year: Learning to Lead, Interviewing Skills for Managers, Increase your Personal Productivity and Leading Across Cultures.

If you would like to talk to us about your needs for training and development, please feel free to contact me or my team at any time.

Kind regards,



Eldon Pascoe  
Director, Professional Development  
Professional Development Centre

# ELDON PASCOE

DIRECTOR

## QUALIFICATIONS

MA of Education

BA of Education

Master Trainer Emotional  
Intelligence

EQ Certified & Accredited  
Trainer by 6 Seconds  
International (USA)

Team Management Systems -  
TMS® Accredited

Team Management Systems -  
QO2® Accredited

## PROFILE

Eldon joined the British Council Professional Development Centre as Director in 2013. Prior to this he had worked for many years in international education and business.

In Australia, Eldon worked for many prominent private schools, leading curriculum development and staff training programmes. In 2006, he with his wife established their own training business which successfully researched, wrote and delivered professional learning and leadership development programmes to leaders and educators across the world.

In South America, Eldon was the Headmaster of the British School, leading a team of over 100 teachers and support staff and a student body of 700 pupils. In his time there he coordinated and led the professional development programme for teachers and school leaders across Latin America, including the organisation of a large conference each year.

Eldon's leadership skills and experience have helped him work with the business community, non-profit organisations, public sector clients and educational institutions. He has provided cutting edge training programmes aimed at developing the capabilities of employees, giving them the skills they need to contribute positively to the growth and development of the organisations they work for.

In Singapore, Eldon leads a team of highly experienced and motivated trainers who aim to provide training that meets the needs of each individual client.

Eldon is highly skilled at customising corporate training materials to suit his clients' needs and has used his experience by writing a number of valuable workshops for the British Council especially in the area of Educational Leadership. He thoroughly enjoys teaching and learning and when available is happy to step back into the classroom both as a facilitator and a participant.

In his spare time, Eldon loves walking, travel and discovering the joys of life in Singapore. He is married with three daughters.

# AMANDA MOODY

ASSISTANT DIRECTOR

## QUALIFICATIONS

Master of Education

PG Diploma in Education

Bachelor of Music

Certified facilitator

Professional Certified Coach  
with New Ventures West

Accredited in a number of  
psychometric and 360-degree  
assessments including  
TMS®, QO2®, SEI EQ/360  
Assessor, VITAL, Workplace  
Big 5

## PROFILE

Amanda is the Acting Director of the Professional Development Centre, Singapore. She leads a dynamic team of trainers and business development specialists and manages clients from a range of companies and government agencies in Singapore, wider Asia and globally. She has worked in the UK, Australia, Asia, Europe and the Middle East.

In Australia, Amanda was instrumental in leading change programmes for a Statutory Board for the South Australian Government in assessment and curriculum. This involved coaching, mentoring and training staff in their understanding of assessment and examination processes. She also consulted widely and supported disadvantaged groups, including refugees in vocational programmes.

In Japan, Amanda worked for Monbusho, Mitsubishi Electric and Kawasaki Industry supporting and developing educators and clients in language and communication programmes. She is also recognised as a highly engaging speaker and was regularly invited to speak for public audiences in Japan.

In Singapore, Amanda managed a broad range of clients in her role as Assistant Director and developed and trained global products for the British Council. Her strong leadership was evident in the Singapore Prime Minister's Project (PSD) where she led the team in re-vamping and training written correspondence across 36 government agencies. This 18 month project utilized her high level strategy, execution and project management skills. As a result, government ministries have changed the way they approach their communication and relationships with customers and clients nationwide.

Amanda is a qualified and experienced coach, accredited with the International Coaching Federation (ICF). She has successfully coached clients at all leadership levels from a variety of international organisations. She has developed global coaching products for leaders within the British Council and also coaches internally in the network.

Amanda's training and development experience focuses on developing global leaders' skills through workshops on key leadership topics, such as change management, coaching, mentoring, EQ and relationship management. She has also led the development of the Bite Size Project for the British Council which has resulted in more than 60 modules being developed in a broad range of topics, offering an alternative training method for internal and external audiences.



# ALAN WILSON

ASSISTANT DIRECTOR

## QUALIFICATIONS

MSc in Psychological  
Assessment in Organisations

MSc in Change Agent Skills &  
Strategies

PG Diploma in Personnel  
Management

Chartered Fellow of the CIPD  
(FCIPD)

ILM Level 7 Diploma in  
Executive Coaching &  
Leadership Mentoring

Professional Certified Coach  
with New Ventures West

Accredited in a number of  
psychometric and 360-degree  
assessments including OPQ,  
Saville Wave, 16PF, Leadership  
Versatility Index, MBTI

## PROFILE

Alan joined the British Council in 2016 where he leads a team of highly capable trainers and manages a diverse range of client organisations.

He has worked in the UK and internationally for almost 25 years in a range of Talent Development roles, both in-house and as an external consultant. Most recently, he spent seven years leading on Leadership Development, Succession Planning and Performance Management for an Oil & Gas company in Qatar.

Alan's work interests and experience cover the areas of assessment, coaching and training and development.

He has designed, implemented and trained others on a wide-range of assessment methods for the selection and development of people. These include assessment and development centres, 360-degree assessment, selection interviewing, competency frameworks and psychometrics. The results of these assessments have provided valuable information for organisational and individual feedback and development planning.

This experience ignited a passion for coaching, which led to Alan completing a coaching accreditation with the International Coaching Federation (ICF). He has coached clients at all leadership levels from chief officer to first-line supervisor for a diverse range of organisations internationally.

Much of Alan's classroom training and development experience centres on developing leaders skills through workshops on key leadership topics, such as, coaching, mentoring and performance management. He has also developed strategic approaches to developing leaders, including developing and executing a four-year roadmap of training and on-the-job learning for supervisors in a manufacturing facility.

Away from work, Alan enjoys reading and travelling. He is married with three grown-up children.

# ALAN WHITEHEAD

ASSISTANT DIRECTOR

## QUALIFICATIONS

MA English Language Teaching

MA Online and  
Distance Education

B. Ed. (Hons) English

Foundational Facilitation  
Certificate Certified EQ Trainer

Team Management Systems -  
TMS® Accredited

Team Management Systems -  
QO2® Accredited

Certified SEI EQ/360 Assessor

Six Seconds Leadership  
Vital Signs Accredited Trainer

EQ Advanced Trainer by  
6 Seconds International

EQ Certified & Accredited  
Trainer by 6 Seconds  
International (USA)

Diploma of English Language  
Teaching to Adults (DELTA)

## PROFILE

Alan has been working in the field of teaching, training and management for over 30 years. He has been with the British Council Professional Development Centre in Singapore for 10 years.

He is a specialist trainer, presenter and course writer in soft skills, leadership and managing individual diversity and conflict in teams. He is a certified emotional intelligence trainer.

Underpinning his training is an emphasis on EQ that helps clients become more successful in the achievement of their professional aims and objectives. Alan is a certified EQ trainer, EQ Assessor and 360 Assessor with Six Seconds.

He draws on many years' experience of conducting corporate training, working in, and with, a wide variety of different cultures, extensive practical management experience and his academic and professional qualifications. As a manager he has gained in-depth experience of mentoring colleagues, and coaching and counselling line managees in a variety of different contexts. He has played an active part in the promotion of best practice of Equal Opportunities and Diversity in the British Council. He frequently trains courses where diversity and the understanding of difference is key to team working and managing diverse teams in the workplace.

Alan has worked throughout Europe and Asia in over 20 countries. Since he joined the British Council Professional Development Centre in 2005 he has managed and delivered training in Singapore, Malaysia, Hong Kong, the Philippines, Sri Lanka, China, Taiwan, Korea, Vietnam, India, Russia and Turkey. In Singapore he has worked closely with a range of public and private companies including Novartis, Singapore Airlines, SingHealth, Bank of America, Moody's and OCBC Bank.

Alan has extensive experience of giving presentations. This includes being a keynote speaker for New Zealand Trade and Enterprise at their International Knowledge Services Summit in Auckland. He has also presented on two occasions at the Institute of Adult Learning Symposium in Singapore.

# ANDREW COLLER

TRAINING CONSULTANT

## QUALIFICATIONS

Bachelor of Education

Graduate Certificate in  
Linguistics

Certificate in Middle  
Management

International Baccalaureate  
accredited teacher

Team Management System  
accredited trainer

Intercultural Fluency  
accredited trainer

## PROFILE

From Sydney, Australia, Andrew first moved to Singapore in 2005. He joined the British Council in 2009.

Performing in leadership and senior executive roles in education since 1992, Andrew is highly experienced in managing and coordinating projects and workplace operations. This includes vision and policy formation, organisational auditing, curriculum design, development and implementation, staff performance reviews and professional development. As a founding member of two professional support associations in Singapore, he has demonstrated a keen developmental focus with colleagues.

Andrew has facilitated a range of courses. Leadership courses in mentoring and creating executive presence were presented for Marina Bay Sands and Schaeffler. Success with Presentations was conducted for Casio and OCBC. Interpersonal Communications Skills has been facilitated for the International Air Transport Authority.

Facilitation of courses for diversity and inclusion includes Intercultural Fluency, for which Andrew is an accredited trainer. This course has been conducted with Singapore University of Technology and Design. Andrew has also trained written communications courses for Singapore Academy of Law, various government ministries, OCBC and Bank of Singapore.

Andrew has presented the global Researcher Connect program in China and the Middle East. Through this experience he assisted academics to plan strategy for taking their work forward in the competitive market place.

Andrew passionately believes in empowering leaders to articulate vision with clear goals and process definition. To support this he is a strong advocate for informed and relevant change management, underpinned by on-going personal and professional development.

Andrew has a love of travel and learning about other cultures. He has also managed a plantation in Fiji and undertaken NGO work in India.

# GINA ROBERTS-REISCH

TRAINING CONSULTANT

## QUALIFICATIONS

MA in Psychology of Excellence

BA (Hons) in Social Psychology

Certified Systemic Counsellor & Consultant (DGSF)

Teaching English as a Foreign Language (TEFL) Certificate

## PROFILE

Gina gathered extensive experience in professional development from her roles in Human Resources from 2005 to 2015 at Siemens, a German multinational corporation. During this time she worked with managers and employees including Senior Management levels across different business units such as industrial solutions, infrastructure and transportation, airport logistics, postal automation and building technologies.

Gina designed, organised and moderated a diverse range of Leadership Development and Talent Management programmes ranging from 3-day workshops to 18-month modular programmes. For example, Gina was responsible for the 'CEO / CFO Network', a 6-month flagship global programme during which talents formed virtual teams to work on business projects and receive coaching from Senior Management before presenting their results to the Executive Management. As the programme manager of the 'Networking Circle', Gina worked together with internal and external speakers and trainers and hosted 3-day modules covering topics such as Intercultural and Change Management, Leadership and Innovation.

At Siemens, Gina trained line managers on leadership and communication skills such as recruiting and interviewing, observing participants and giving feedback in assessment centres.

After completing her training in 2015, Gina set up her own business as a Counsellor & Career Development Consultant supporting her clients to resolve their personal and professional issues. In one-on-one career development sessions, she has coached clients on career transition, workplace communication and conflict.

When it comes to training, Gina strives to find ways in which concepts and methods can be transferred back to day-to-day working life. She is experienced in providing differentiated performance feedback in an empathic and constructive manner.

Gina is a fluent German speaker and also taught Business English at multi-national companies such as Siemens, Fujitsu and Osram in Germany .

Originally from the UK, Gina has lived and worked abroad in Germany, USA and Singapore for the last 15 years gaining extensive experience working in multicultural teams and in various strategic and operative roles in HR Development, Talent Management, Leadership Development and HR Business Consulting.

# IMOGEN MARESCH

TRAINING CONSULTANT

## QUALIFICATIONS

MBA (Master of Business Administration) with distinction

BA (Hons) Theatre Arts and Performance Studies

PRINCE2 Project Management Accredited Practitioner

Team Management Systems - TMS® Accredited Trainer

Team Management Systems - QO2® Accredited Trainer

EQ Certified & Accredited Trainer by 6 Seconds International (USA)

Certified SEI EQ Assessor, Certified SEI 360 Assessor & Leadership Vital Signs Assessor

## PROFILE

Imogen, a specialist in interpersonal communication and change management, brings a wealth of personal experience gained in senior roles in both the private and public sectors. Her knowledge and skills mean she can support, challenge and help people discover new opportunities at different stages of their development cycle. She has worked with leaders, senior management teams and support staff, in both the private and public sectors.

Imogen spent eight years working in some of the UK's leading outsourced marketing agencies, where she specialised in the design and implementation of communication strategies for clients including Mitsubishi and GE Capital. She went on to spend two years as a management consultant for the Royal Navy, where she led the organisation through several successful, and highly-acclaimed, change programmes.

Prior to joining the British Council, Imogen worked at the heart of UK Government. As a Change Agent in an internal consultancy team at Her Majesty's Treasury, Imogen provided expert advice and facilitated workshops on performance improvement throughout the Public Sector.

Most recently, Imogen held a senior role working in the Cabinet Office. Her role involved forming and sharing new ideas and practices to raise the standards of communication in UK Government. During this time she led several high-profile programmes, including creating and championing a strategy to increase Employee Engagement in the UK Civil Service. She also chaired the Government-to-Government Communicator's Network.

Since joining the British Council in 2008, Imogen has delivered workshops for clients across a range of subjects from emotional intelligence to public speaking. She has also designed many new courses for the Professional Development Centre, drawing on her management experience as well as her academic research gained through her recent MBA studies.

# JACQUELINE FISHER

TRAINING CONSULTANT

## QUALIFICATIONS

BA Media Studies

Graduate Diploma  
Information Services

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

Certificate English  
Language Testing

## PROFILE

Jacqueline was born and educated in Melbourne, Australia and has lived and worked in Singapore since 1993. Throughout her working life, she has had the opportunity to develop skills in diverse areas.

After completing her university studies, she joined Singapore's broadcasting industry (now Mediacorp) and spent eight years creating hit local television programmes such as *Under One Roof* and *PCK Pte Ltd* and winning three Asian Television awards, and a Bronze medal for sitcom at the New York Film Festival in 1996.

She then joined Singapore's National Library Board as part of the team tasked with setting up the region's first performing arts library, the *library@esplanade* and later the new national library, the *Lee Kong Chieng Reference Library*.

In 2004, She successfully completed the Cambridge University accredited CELTA training and obtained employment in Melbourne, Australia. She joined the British Council in Singapore in 2005 and has taught general, academic and exam English.

Jacqueline has a particular fondness for business English and has trained working professionals for almost ten years. She has worked both with groups and private students including senior executives from countries as diverse as Cuba, Japan and Slovakia.

Most of all, Jacqueline enjoys training participants from Singapore and has become somewhat of a specialist in training Singaporean professionals, particularly in grammar, writing, speaking and pronunciation. Having worked for local companies in both the private and government sectors, Jacqueline has an inside understanding of the language needs of working Singaporeans and of Singapore's work culture.

Her years in the TV industry have also given her a good grasp of Singlish and she really enjoys helping Singaporeans to hone their skills in switching effortlessly from Singlish to standard English.

# JACQUIE FORD

TRAINING CONSULTANT

## QUALIFICATIONS

EQ Practitioner Certification  
– Six Seconds

MA Education - Specialising in  
Leadership, Policy and Change  
Management

BA Education – Victoria  
University, Wellington New  
Zealand

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

## PROFILE

Jacque is originally from New Zealand and has been in the training industry since 2000.

Jacque started her career as a Consultant for the Sichuan Education Department in China after completing her Bachelor of Education at Victoria University in Wellington, New Zealand. She spent six months travelling around the Sichuan Province training teachers and creating new curricula. She then spent two years in an International School outside Chengdu, as the Head of Human Resources for International Staff. On completion of her contract in China, Jacque worked on Business English and Exams Training with adults in Nan Tou and Changhua, Taiwan.

In 2004 Jacque moved to Singapore with a training focus on General English, Exams (specifically IELTS) and Business Training and Development. Jacque was also involved in curriculum development for new courses British Council launched between 2005 and 2007. In 2007 Jacque was recruited on a one year contract in Mozambique, South East Africa to train business development and was involved in a successful change management project. Jacque also line managed fulltime and part-time staff, focusing on their professional development correlating with client satisfaction through coaching and mentoring. Jacque continued her internal staff development work upon returning to Singapore, line managing and training colleagues.

At the Professional Development Centre in Singapore, Jacque trains leadership, soft skills and writing courses. Her extensive experience includes training all levels of staff in organisations such as SIA, OCBC, Republic Polytechnic, Supreme Court, Prudential and BHP Billiton. Her passion is guiding professionals to realise their own true potential. Jacque does this by using coaching skills in her training, with an emphasis on showing participants how to increase their own level of self-awareness. Participants are then able to realise the improvements this has on business relationships and performance.

# JAMES CHOLES

TRAINING CONSULTANT

## QUALIFICATIONS

MA English Literature

BA (Hons) English and  
Philosophy

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

Cambridge Diploma in  
Teaching English to Speakers  
of Other Languages (DELTA)

## PROFILE

James joined the PDC in 2015, having previously trained in the UK, China and Sri Lanka. A business writing expert, James has delivered all of our public writing courses and strongly believes that better writing can lead to improved relationships and better results. He also has a keen interest in customer service, and regularly delivers service excellence workshops for Singapore Airlines cabin crew. James's other areas of expertise include pronunciation, presentation skills and Mind Maps.

James began his career at Lloyds Bank in the UK, where he trained new starters and helped to coach existing employees. In 2007 he moved to China and spent seven years as a Corporate Language Trainer and Director of Studies. As well as teaching Business English at multinationals such as Alibaba, BP Sinopec and GSK, James also designed training programmes for young professionals in the hospitality sector. At Four Seasons, for example, he worked extensively with front desk and F&B staff to improve their English language and customer service skills. As Director of Studies he led a small but diverse team of foreign trainers and Chinese sales staff.

In 2013 James joined the British Council in Sri Lanka. There he moved into soft skills and developed a range of customised 'training solutions' for his clients. These included, most notably, a high-profile programme for the International Cricket Council (ICC), which focused on improving the communication skills and cultural awareness of elite cricket umpires.

As well as training and writing courses James is also a 'Green Champion', and is constantly looking for more sustainable ways of working.



# JELENA KRSTAJIC

TRAINING CONSULTANT

## QUALIFICATIONS

Ph. D. in Molecular Biology and Genetics

MSc with Distinction in Biology

BSc with Distinction in Biology

International policy trained:  
UN Committee on World Food Security, UNFAO

Trained in science communications

Cambridge Certificate in Teaching English to Speakers of Other Languages (CELTA)

## PROFILE

Jelena has over fifteen years' experience in education, working extensively in Italy, Singapore, Belgium and Serbia.

Jelena started working for the British Council in 2008 in Milan, Italy. While working in Milan, she gained considerable experience conducting Business English workshops in companies including Enel, Dompè and UniCredit. After a successful period in Italy, Jelena moved to Singapore in 2009 and rejoined the British Council later that year.

Since 2012, Jelena has delivered a large number of corporate training sessions within the Professional Development Centre with clients such as Singapore Airlines, OCBC, AXA, Bank of Singapore and Albany Molecular Research Inc. This is across a range of subjects including interpersonal communication skills, negotiation skills and presentation skills.

In 2014, Jelena started additional postgraduate studies at SOAS, University of London, to gain further insight into managing knowledge and communications. In 2014 and 2015, she was actively involved in managing communications across Europe with clients such as DSM, Cargill, Mars, Stora Enso and Solvay. Her responsibilities included communications audits and campaigns, media relations, social media management and campaigns, events and community management support as well as editing and publishing articles, news items and press releases.

Furthermore, in 2014 Jelena actively participated in fostering and coordinating partnerships with UN bodies FAO and WHO during the Second International Conference on Nutrition (ICN2), a high-level intergovernmental meeting with heads of states and UN bodies.

Between 2005 and 2008 Jelena completed her Ph. D. studies at the University of Milan and conducted a course in Genetics at the Department of Medical Biotechnology. She also supervised work on graduation thesis of three undergraduate students.

Jelena returned to Singapore in July 2016 as a full-time training consultant at the Professional Development Centre.

# JONATHAN WHITE

TRAINING CONSULTANT

## QUALIFICATIONS

BMus (Hons): Music

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

Postgraduate Certificate:  
Marketing

## PROFILE

Jonathan has been in training for 10 years. He began his career working as a training consultant for multinational companies in the banking and telecommunication sectors including Bank of Spain, Santander Bank and Orange.

He later opened and managed his own training centre in Madrid focussed on state sector civil servants needing accreditation in language skills for public sector positions across Spain and Portugal. This provided him with invaluable experience in course development, marketing and promotion - specifically SEO (search engine optimisation), web design and e-commerce.

Jonathan then moved further into learning and development in the educational publishing sector working for Macmillan Education and Cambridge University Press. He gave conference workshops and key-note presentations, as well as tailor made training courses to support the marketing and promotion of educational materials. Audiences ranged from 100-300 participants from major institutions and government organisations such as La Salle University Group, Ministerio de Educación Madrid and Generalitat Catalunya. Events and conferences he spoke at were Europe-wide including: TESOL Spain, APPI Portugal and IATEFL UK.

Jonathan joined the British Council in Singapore as a Training Consultant. Drawing on his experience and expertise he has worked with a range of organisations including Resorts World Sentosa, OCBC, ACCA, IATA, NLB and the National Assembly of Vietnam.

He has also developed courses in the 'Bitesize' suite including Entrepreneurial Spirit and Storytelling.

Always valued for his professionalism, flexibility, creativity and ability to listen, Jonathan believes in building confidence and motivating people to bring out the best in each participant's potential.

# KAREN DYAS

TRAINING CONSULTANT

## QUALIFICATIONS

MSc (Master of Science in Management with specialism in Marketing)

BA (Hons) Human Resource Management, Management and French

PRINCE2® Project Management Accredited Practitioner

Investors in People (IiP) Accredited Practitioner  
NLP (Neuro Linguistic Programming) Accredited Practitioner and Master Practitioner

Cambridge Certificate in Teaching English to Speakers of Other Languages (CELTA)

CIPD (Chartered Institute of Personnel and Development) Fellow Member

Team Management Systems - TMS® Accredited Trainer

Qualified Buzan Instructor – Mind Mapping®  
Motivational Maps © Accredited Trainer

## PROFILE

Karen, an Organisational Learning and Development specialist brings a wealth of personal experience gained in senior roles in both the private and public sectors. She has considerable experience working in some of the UK's best known organisations, helping to turn around organisational practice and achieve cultural change.

Her work within London Underground enabled a shift from a public to private sector culture where she led a range of employee engagement and development projects. Other companies have included the former Marconi Radar and Cable & Wireless where she led on strategic development for organisation wide learning and leadership development.

As an experienced Quality Standards practitioner she has led several organisations towards successful accreditation in Investors in People (IiP) as well as Quality Standards.

Her experience in working with different client groups to negotiate and influence enables her to engage people and to create a safe space for exploring hands-on learning activities. Karen uses a practical, coaching approach to learning that encourages participants to develop their skills through review, practice and reflection. She also draws on her experience in consultation, design and delivery across a range of engagement and performance management programmes, as well as on evaluation methodologies.

Before joining the British Council, Karen worked as an Organisational Development and Change Specialist with the UK Foreign and Commonwealth Office where she led a key People Change programme that achieved organisational UK IiP Standard accreditation. In addition she planned and led on organisational development within UNICEF and advised on best practice, which earned them its ranking on The Times 100 Best Companies Standard.

Most recently, Karen has worked with the Institute for Adult Learning (IAL) Singapore, supporting their research division on government projects linked to national career development practices and policy changes.

Since joining the British Council Karen has delivered a range of workshops for clients, drawing on both her industry experience and academic research from her MSc studies to give context and real-life perspectives for participants.

# LISA PARTRIDGE

TRAINING CONSULTANT

## QUALIFICATIONS

BS English and Psychology

CELTA

Diploma in Personal  
Performance Coaching  
(In Progress)

## PROFILE

Lisa trained in Japan, Italy, Germany and the UK before arriving in Singapore. As a trainer, she has worked in a range of multinational companies across a wide range of industries including, banking, retail, automotive and chemical.

In Italy, Lisa provided in-company training to clients at FIAT and its subsidiary IVECO, the major banks; Banca Intesa and Sao Paulo. The courses focused on business communication skills such as negotiating, telephoning, email writing and presenting.

Lisa trained groups of apprentices, engineers and managers in-company at DOW chemicals based in Germany. She devised and implemented the testing that was used to measure trainees' progress.

In the UK, Lisa started an English language training service which provided tailored courses to individuals and groups. Lisa and her training team provided customised training to a range of companies in London. With her experience as a director of her own company and extensive cross-cultural training experience in the corporate world, she has developed an excellent understanding of what skills are required to be an effective communicator in a wide range of business settings.

In Singapore, Lisa has trained a wide variety of public courses at the Professional Development Centre at Toa Payoh, including the writing courses, such as Better Emails and Letters and a variety of soft skills courses, such as Interpersonal Communication Skills.

Lisa has extensive experience training at Singapore Airlines. She trains cabin crew in Communication Skills, Effective Announcement Skills to trainee station managers and Effective Spoken English to rank trainers. Her feedback is always positive and the participants enjoy her knowledgeable and innovative approach to her training.

# LIZ HEXT

TRAINING CONSULTANT

## QUALIFICATIONS

BA (Double Hons) Modern Languages: French/German

Cambridge Certificate in Teaching English to Speakers of Other Languages (CELTA)

EQ certified & accredited trainer by 6 Seconds International (USA)

Certified SEI EQ assessor by 6 Seconds International (USA)

Team Management Systems - QQ2® accredited trainer

Motivational Maps © Accredited Trainer

Intercultural Fluency accredited master trainer

## PROFILE

Liz has a passion for professional development and has been teaching and training in Singapore and France for eighteen years. Liz believes in diversity of ideas, EQ and a learner centred approach to training to facilitate better engagement, communication and performance.

In France, Liz began her career in Business English teaching before moving into training. She coordinated a team and developed language and soft skills programmes for the training centre at Siemens Automotive for six years. Following this, she gave training courses in multinational companies in the aeronautical, banking, consulting, pharmaceutical, telecommunications, hotel and leisure sectors.

She worked at Essec Business School, the top ranked business school in France training academic staff as well as executives and senior directors from international companies. This included specialised programmes in areas such as advanced presentation skills, vocal communication and long term personal development programmes. During her time in France she also conducted soft skills workshops for master's level students at several top ranked engineering schools.

Liz started in Singapore working with university students on academic English programmes. She then joined the British Council working across a range of soft skills areas specialising in communication skills and leadership. During her time at the British Council she has applied her extensive experience to train staff at all levels in organisations such as OCBC, SIA, Monetary Authority of Singapore, AVA, Public Service Division, MSF and Changi Airport Group. She was also part of the PSD 'Transform your Agencies Correspondence' project working with over 35 ministries and statutory boards to revamp written communication to the general public.

She was a lead writer in the flagship British Council Researcher Connect global training programme which has now been rolled out to over 30 countries. Through Researcher Connect, Intercultural Fluency and delivering highly customised workshops for client, Liz has gained extensive experience across the region training a range of diverse audiences.

She has always been valued for her professionalism, flexibility, creativity and ability to listen. She believes in building confidence and motivating people to bring out the best of each participant's potential.

# MARK RYAN

TRAINING CONSULTANT

## QUALIFICATIONS

Certificate in English Language Teaching for Adults (CELTA)

Teacher of English to Speakers of Other Languages (TESOL) Advanced Certificate in

Training and Assessment (ACTA)

PG Cert Behaviour Analysis and Investigative Interviewing (PG Cert)

MSC in Communication, Behaviour and Credibility Analysis (in progress)

## PROFILE

Mark has over 25 years of corporate experience gained in Singapore and the UK where he has both consulted and worked for many multi-national organisations across the financial and retail sectors. His most recent corporate roles have included Vice President at DBS Bank and Vice President at Bank of America. Prior to moving to Singapore in 2006, Mark had over 15 years' consulting experience in the UK where his client list included consultancies Hewlett Packard, Capgemini, Xansa and corporations Barclays Bank, Cooperative Bank, Nomura Bank, Barclaycard and Sainsburys.

Mark is also a continuous learner. He is currently studying for a Master's Degree in Communication, Behaviour and Credibility Analysis. This includes specialisms in forensic linguistics, cyber info, comms, and criminology. He has also recently completed a PG Cert. in Behaviour Analysis and Investigative Interviewing with distinction including research papers on psychophysiology and police interviewing. This included training and certification in EtaC (Evaluating Truth and Credibility), FACS (Facial Action Coding System), SCANr (Six Channel Analysis Realtime).

Mark brings extensive vendor, customer, project and change management experience to the PDC gained from managing strategic business change, operational process change and Information Technology projects. These projects have encompassed data warehousing with data analytics, innovation programs, customer management, customer marketing, business development and financial systems.

Mark is experienced in developing innovation and business improvement training. He co-developed an in-house education program that demonstrated a measured uplift in customer satisfaction and customer experience through team and individual based innovation training courses, workshops and mentoring.

Mark is fully committed to utilising the corporate and training experience that he has brought to the British Council PDC to support participants in developing their own effective business skills and leverage his corporate experience to reinforce their training through real life examples.

# MARTIN NIXON

TRAINING CONSULTANT

## QUALIFICATIONS

MA (Humanities)

BA Hons (Fine Art)

Postgraduate Diploma TESOL

Cambridge ESOL

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

## PROFILE

Martin has been a teacher and trainer for over 25 years, and has worked for the British Council since 1994. He joined the British Council Professional Development Centre in Singapore in September 2014.

Martin is a trainer and course writer for language and communication skills courses. He brings a range of international experience to the PDC. Before coming to Singapore he worked in Spain, Portugal, Italy, Angola, Turkey, Saudi Arabia, South Korea, Sri Lanka, Egypt and Vietnam. He has also conducted communication skills and teacher training courses in Libya, Syria, Thailand, Pakistan, the Maldives and the Philippines.

He has extensive experience in teaching spoken English, business writing and presentation skills. Martin has written and delivered English language and communications skills courses for a variety of companies in Europe, Africa and Asia. These include organisations such as HSBC, Chevron, Kraft, Aventis and Glaxo Smith-Kline. He has also taught courses for ministries, national banks, and NGOs in several countries. In addition, he has delivered customer service training for British Council employees and for other organisations.

Martin is an experienced teacher trainer. He is a main course tutor for the Cambridge ESOL CELTA teacher training qualification, and he has trained teachers in a variety of countries and contexts. He has conducted training for secondary and university teachers in Italy, Egypt, Vietnam and South Korea. He also has experience in teaching academic English and exam preparation for examinations such as IELTS and the Cambridge Exams. He has also advised and trained teachers of exam preparation classes.

# PRAKASH MATHUR

TRAINING CONSULTANT

## QUALIFICATIONS

MBA (IT Management)

Advanced Graduate Diploma  
in Management

Teacher of English to Speakers  
of Other Languages (TESOL)

Team Management Systems -  
TMS® Accredited Trainer  
Team Management Systems -  
QO2® Accredited Trainer

Six Seconds Leadership Vital  
Signs Accredited Trainer

Motivational Maps ©  
Accredited Trainer

## PROFILE

Prakash joined the Professional Development Centre in 2007 and he leverages his experience to help executives and professionals develop effective leadership and EQ skills. He has delivered a large number of specialised leadership, team work, EQ, written and interpersonal communication courses for a range of organisations including MSF, MOM, LTA, PUB, OCBC, SIA, SIM, Shell and Marina Bay Sands. Across the border in Johor Bahru he is working with one of the largest developers, EcoWorld, to help transform their marketing and sales force to international standards in interpersonal communication and presentation skills.

Prior to this, Prakash worked in Information Technology Management for the retail, manufacturing and health sectors for twenty eight years. He worked with several large organisations around the world including Deloitte USA, Sony UK, Royal Victoria Hospital-McGill University, Cadbury Canada, Saudi Business Machines (SBM-IBM) and King Fahd Hospital in Saudi Arabia. He was also a consultant to the World Health Organization in Bangladesh and worked with the British Council in New Delhi as a specialist trainer in business communication.

Prakash fosters an interactive style of training and facilitation. He brings his real life work examples to the class and encourages participants to work together to share their knowledge and experience and build confidence. He has also been an examiner for Cambridge University Exams and delivered intensive training programs for IELTS (International English Language Testing System).

He jointly authored a course on Effective Virtual Communication which was launched at the start of 2013.



# RICH TUBBY

TRAINING CONSULTANT

## QUALIFICATIONS

BA (Hons) Business  
management

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

Cambridge Diploma in  
Teaching English to Speakers  
of Other Languages (DELTA)

MA (Hons)  
International Education

## PROFILE

Rich began his career in business management working as a duty manager at a De- Vere five star hotel. He then managed the opening of a Café Rouge restaurant near Cambridge in the UK in which he led a three week training programme for the entire team which covered areas such as customer service, health and safety, corporate procedure and local marketing initiatives.

He has been teaching and training in Asia for more than 18 years. Initially in Japan, Rich taught English at a large language school where he gained extensive experience instructing a variety of learners, both in-house and for large corporations such as P & G, Ebiden and INTEC. He then moved into teacher training, academic management, materials design, editing and proof-reading. Advancing into senior leadership, Rich then managed roll outs of new initiatives across the country through facilitating meetings with school leaders and conducting training programmes and education planning sessions. During this time, he was conducting sessions both in English and Japanese to groups as large as 400 across Japan.

In 2008, he began his journey with the British Council in Seoul, South Korea where he worked as a teacher and delivered a number of corporate courses in areas such as customer service, email communication and business writing. He also worked as a regional tutor for the Bell DELTA programmes and an examiner for the Cambridge examinations board.

He moved to Singapore in 2015 with the British Council and largely focused on customising and delivering courses to develop written and verbal English communication skills. These were with a number of 1-1 and group business clients working in senior management including Astra Zeneca, Johnson & Johnson and Facebook. He also worked onsite at academic institutions including the Canadian International School where he set up a blended learning academic writing course. At Singapore Management University and INSEAD he trained PhD candidates and course managers in areas such as interpersonal communication and academic training skills.

Rich is a dynamic and energetic trainer who likes to share his experience and knowledge. He fosters an interactive, communicative style of training and likes to motivate his attendees and help them to build their confidence levels. He endeavours to ensure that each individual takes away something meaningful from their sessions.

# SEAN BOWHAY

TRAINING CONSULTANT

## QUALIFICATIONS

BScEcon (Hons) International  
Politics and Strategic Studies

Cambridge Certificate in  
Teaching English to Speakers  
of Other Languages (CELTA)

Cambridge Diploma in  
Teaching English to Speakers  
of Other Languages (DELTA)

Graduate Diploma in  
Management

Team Management Systems  
– TMS® Accredited Trainer

Team Management Systems  
– QO2® Accredited Trainer

Post-Graduate Diploma  
Communication in Professions  
and Organisations

## PROFILE

Sean has been teaching and training in Singapore and Indonesia since 1992 and has been with the British Council since 1997. He transferred to the Professional Development Centre (PDC) of the British Council Singapore in 2000.

He often customises courses for clients' particular requirements. Sean is also the author of a number of the generic PDC workshops which are delivered to the public on a regular basis. These workshops have received extremely positive feedback from our clients and course participants.

Sean has substantial experience in delivering Communication courses, from presentation skills to improving team performance. He has delivered training across many industries, from manufacturing to banking, and IT to publishing. In particular, he has worked with many Government ministries and statutory boards and has customised workshops and materials for MOM, LTA, CPF, URA, NTUC, BCA, IDA, PUB, NEA, MSF and IE Singapore.

He has also produced the Starwood Hotels Group internal training module 'Communication Excellence for the Ambassador Service Team'. This compulsory workshop is delivered worldwide to all call centre staff on the Starwood Preferred Guest programme.

Sean has trained many of the leadership and team building workshops for the Professional Development Centre. He is fully accredited in TMS and QO2 profiling tools and integrates these in an interesting and lively way in his training.

He has been an examiner for Cambridge General English and Business English examinations and for IELTS, the entrance examination for British and Australian Universities. He has also written, coordinated and delivered a wide range of university preparation courses.

Sean has studied with the University of Wales, Leicester University in the UK and Macquarie University in Australia. He also holds a teaching diploma from the Royal Society of Arts.

He is married with three children.

# SHALINI SRINIVASAN

TRAINING CONSULTANT

## QUALIFICATIONS

Post Graduate Diploma in Business Administration

Post Graduate Diploma in Systems Management

BSc (Hons) Chemistry with Maths and Physics

Cambridge DELTA (Diploma in Teaching English to Speakers of Other Languages)

Cambridge CELTA (Certificate in English Language Teaching to Adults)

RELC Specialist Certificate in Oral Communication Skills Training

## PROFILE

Shalini, a specialist in written and interpersonal communication, brings considerable experience gained in English language teaching and corporate roles in Singapore and India. She has been teaching and training in Singapore since 2004 and has been with the British Council since 2015.

Prior to joining the PDC, she has worked with university students and business professionals on a variety of programmes such as Business English and Academic English. Shalini has written and delivered English language and communication skills courses for many companies in Singapore such as Navitas English and the Marketing Institute of Singapore. Her knowledge and skills mean that she can support the development of a range of learning outcomes, such as research, presentation, writing, discussion, negotiation and active listening skills.

Shalini has also held roles in corporate environments in marketing and educational management. Before joining the British Council, she was involved in marketing of software and training courses with CMC India. In the academic sector, she held the position of Senior Teacher at Navitas English Curtin Singapore and was responsible for several aspects of academic administration including teacher development, resource coordination, curriculum planning and student counselling. A notable accomplishment was receiving the Navitas English Outstanding Contribution Award 2012.

Since joining the PDC, Shalini has conducted numerous public courses in Business Writing, Performance & Productivity and Interpersonal Communication skills with participants from the public and private sector including the National Library Board, National Parks Board and Singapore Police Force. In addition, she has also trained professionals from Singapore Power and SMRT on business writing skills for correspondence, proposals and reports.

Shalini encourages an interactive and dynamic learning environment in her classrooms. She believes in developing learner autonomy and teaching participants to be effective learners using learning strategies.

# SUSAN KING

TRAINING CONSULTANT

## QUALIFICATIONS

Train the Trainer Certification

ACTA certified trainer

EQ Certified and Accredited  
Trainer by 6 Seconds  
International (USA)

Team Management Systems -  
QO2® Accredited

'Making the Stage' Advanced  
Training Certification

Qualified Teacher

Certificate in Education

## PROFILE

Susan has over 25 years' experience in the training industry. Her passion is to help people achieve their highest potential through quality training programmes and services that foster understanding, integrity, caring and knowledge.

Before moving to Singapore, Susan built a career in teaching and training adults which included training volunteers for Victim Support, a voluntary organisation that supports victims of crime. She was the Chairwoman of Victim Support in Leeds, England for a number of years.

Susan arrived in Singapore in 2001 and worked for a multi-national training organisation. After a three year period with them, she branched out to create her own successful training company, King's English.

During her 10 years as an entrepreneur in Singapore, Susan led a number of projects in training and media which included the creation and management of a new English Language Programme at an international university. As a result of this programme, hundreds of students have since been able to pursue their undergraduate and graduate degrees.

Her media work includes researching, writing and editing for magazines and authors; designing and developing websites and web pages; and editing audio-visual packages, announcing for radio and proof-reading for computer software.

Susan has extensive experience in corporate training which covers communication skills, leadership and customer service as well as train the trainer programmes. Her reputation has led to her being asked to lead a range of training programmes which has included designing and delivering a major programme called 'Excellent Communication Skills' that trained customer service operators for one of the largest banks in Singapore.

Susan joined the British Council in 2012 and since then has trained clients across the world from a range of industries including government, banking, technology, airlines, manufacturing, medical and oil & gas. Her recent projects include 'Transforming Correspondence' with more than 35 government departments, and being a lead writer and trainer on the global 'Researcher Connect' programme which supports academics around the world with communication and collaboration skills.



The Personal Team Management Profile is easy to use, easy to interpret, and has lasting value for our teams. Our team members and leaders use the Team Management Profile to help solve real issues with team mates and key stakeholders.



# The Team Management Profile™

## THE QUESTIONNAIRE

- 60 Items
- Takes approximately 15 minutes to complete
- Available electronically or paper based
- High face validity
- Written in straightforward, positive language
- Reviewed by the British Psychological Society

The Team Management Profile was adapted for the workplace from the original work of Carl Jung. Unlike other psychometric instruments, which look at an individual's total behaviour, including their home life, the Team Management Profile Questionnaire reflects research that shows that people often behave very differently at work.

## BENEFITS

- Provides a practical model for effective teamwork in any context
- Gives an overview of how balanced the team is
- Promotes mutual understanding and respect
- Provides an opportunity for more open communication
- Gives guidance for personal and career development
- Highlights the importance of understanding and managing diversity
- Gives insights into how to resolve conflict
- Provides a complete approach to building and maintaining balanced, high-energy teams differently at work.

Assigning the wrong person to a task, ignoring important tasks or failing to resolve conflict can have costly consequences. The Team Management Profile is a personalised report, which gives individuals valuable insights into the way they prefer to work and their preferred role within a team. This feedback will help to improve team processes and performance, which will in turn improve motivation and job satisfaction.

The Team Management Profile highlights an individual's major and related areas of work preference, including information focused on:

- Work Preferences
- Decision Making
- Leadership Strengths
- Interpersonal Skills
- Team Building
- Management Style

## APPLICATION

- Team Building and Development
- Executive Team Coaching
- Conflict Resolution
- Team Analysis
- Improving Team Processes
- Leadership Development Programmes
- Graduate Programmes

The Personal Discovery Workbook is a standard inclusion with every Team Management Profile.

Designed to take individuals through the concepts of TMS, the workbook contains theory, activities and a learning log to foster a greater understanding of work preferences and how they impact individuals and teams.



# The QO<sub>2</sub> Profile™<sup>2</sup>

## THE QUESTIONNAIRE

- Contains 50 items
- Available electronically or paper based
- Takes approximately 15-20 minutes to complete
- Rigorously researched and validated
- Written in straightforward, positive language

## BENEFITS

- Helps people to see why they might be critical towards change
- Offers a measure of caution to those who are too eager to embrace change
- Helps overcome conflict between people with varying QO<sub>2</sub> scores
- Establishes confidence for the introduction of change
- Generates greater focus on the future of the organisation
- Helps people understand their own fears and motivation
- Creates a better understanding of what motivates others
- Helps prevent impulse decisions resulting from ignoring potential obstacles
- Instills greater objectivity in risk taking

Included with the QO<sub>2</sub> Profile is the QO<sub>2</sub> Development Guide, a workbook that summarises the theory and concepts behind the model. This can be used as a personal development tool to help the individual understand their behaviour at work and some of the problems they may face.

At work, it is important to have 'balance' - people who focus on the opportunities without seeing potential obstacles can make hasty decisions, whereas those who focus too much on the obstacles may never give the go-ahead to new projects or ventures.

The Profile provides personalised feedback on how an individual will see and respond to new situations and changes, solve problems, whether they sustain their focus on goals, how they handle risk and whether they take a broad view that encompasses past, present and future.

The Risk-Orientation model is the basis of the QO<sub>2</sub> concept and defines five subscales that are used to calculate the QO<sub>2</sub>.

- MTG Energy - how much energy you put into 'Moving Towards Your Goals'
- Multi-Pathways - the extent to which you find ways around obstacles
- Fault-Finding - how good you are at seeing potential obstacles
- Optimism - the extent to which you expect positive outcomes
- Time-Focus - a measure of your psychological time and your orientation to the past, the present or the future



# Innovation Styles®

## THE QUESTIONNAIRE

The Innovation Styles® questionnaire is a well-validated instrument. It does not measure your level of innovativeness. Rather, it measures your tendencies and preferences among the four different approaches to innovative thinking. So the question it answers is not “Are you innovative?” but rather “HOW are you innovative.” It is based on the research and case experience that we all have the potential to be innovative, but we express that potentiality in different ways.

## BENEFITS

Participants who complete the Innovation Styles® assessment and related feedback workshop can gain new knowledge, skills and insights regarding:

1. The potential of each person to be innovative and think innovatively in every job, every day
2. Seeing situations from new perspectives
3. Being versatile in generating ideas using different styles or “languages” for innovative thinking
4. Separating the process of idea-generation from idea-evaluation
5. Applying different Innovation Styles® to day-to-day work challenges

We are all unique individuals. Each one of us has different habits, talents, knowledge, values, interests, and ways of expressing ourselves. We all have the capacity to be innovative, yet we approach creative and innovative thinking in different ways.

Years of research and experience have identified four distinct Innovation Styles® that we use in different proportions, according to our preferences:

- Visioning: to envision the ideal future
- Modifying: to refine and optimize what has come before
- Exploring: to discover new and novel possibilities
- Experimenting: to combine and test many unique combinations

Innovation Styles aims to inspire, empower, and equip you and your colleagues throughout an organization with the knowledge, skills, insights and confidence you need to be at your creative best in everything you do.

Recognizing the different ways you like to innovate is one of the keys to working together successfully. Another is developing versatility in using all four Innovation Styles®. As you invite a wider variety of ideas into your work and seek to find innovative solutions to your work challenges, your work will be more productive and have greater impact.

## APPLICATION

Innovation Styles® can be practically applied to finding innovative solutions to challenges in different kinds of work, such as:

Advertising, business growth, career planning, customer relations, instructional design, leadership, marketing, organizational change, product development, proposal writing, quality improvement, sales, strategic planning, and teaching.





# The Innovation Process Profile®

## THE QUESTIONNAIRE

The Innovation Process questionnaire measures your tendencies and preferences for taking leadership among the eight tasks of the process. It helps individuals and teams see where attention is given, and perhaps more attention needs to be paid, to be thorough in taking the entire “creative journey” from initial goal to final results. It is based on the research and case experience about what it takes to go beyond just having “creative ideas” to being truly innovative.

## BENEFITS

Participants who complete the Innovation Process self-assessment and related feedback can gain new knowledge, skills and insights about how to:

- Practice the art and discipline of the innovation process from start to finish
- Gain the background knowledge that serves as the “raw material” for creative ideas
- Generate innovative solutions and putting them to work to create a benefit
- Separate the process of idea-generation from idea-evaluation
- Collaborate with others to develop innovative solutions

Innovation means much more than just coming up with creative ideas; those ideas have to be put to work to create a benefit. Innovation can be seen as a journey that starts with setting a purpose or goal, and ends up with innovative achievement and new learning. All along the way, innovative thinking is required. So is knowledge. So are values.

Values Centered Innovation’s universal model of the innovation process provides the guidance, stimulation and discipline to innovate from start to finish, across cultures, departments and specialties. Called BeThinkAct™, the process includes 4 stages – Stretch, Collaborate, Co-Create, Actualize – each with 2 key tasks. It naturally incorporates the human side of the innovation process by including tasks such as tapping into confidence and courage (to get through the tough times) and celebrating both achievement and new learning (which sets the stage for the next challenge).

## APPLICATION

The innovation process can be practically applied to finding innovative solutions to challenges in different kinds of work, such as: advertising, business growth, career planning, customer relations, instructional design, leadership, marketing, organisational change, product development, proposals writing, quality improvement, sales, strategic planning, and teaching.



# SEI Emotional Intelligence Assessment

## DEVELOPMENT FOCUSED

- Straightforward model
- Created by the experts in learning and teaching EQ
- Detailed reports with specific techniques, exercises and strategies
- Extensive range of proven curriculum and related tools that improve performance

## STATISTICALLY RELIABLE

- Embedded self-correcting indices increases objectivity
- Strong psychometric properties including over 100 items, 14 different norms used in each assessment
- Scores on the SEI predict 54.79% of a combination of Quality of Life, Relationship Effectiveness, Health, and Personal Effectiveness (based on forward stepwise regression against self-reported outcomes. See the white paper “Emotional Intelligence and Success”).

## BENEFITS

- Professional and personal development
- Training and coaching (e.g. leadership, teamwork, performance management, stress, communication, people-skills for project management, etc)
- Selection, talent management
- Pre/Post assessment and research

The Six Seconds Emotional Intelligence Assessment (SEI) is a suite of effective tools that measure EQ and equip people with a framework for putting emotional intelligence into action. The tools are used for a broad range of training, coaching, selection, and development needs. SEI is best-in-class because of the blend of strong psychometrics, easy practicality, and global relevance.

Where several other tools provide meaningful feedback, the SEI is unique because it's not JUST feedback, it delivers a process framework that equips people to actually USE emotional intelligence. The SEI also links EQ to real life; it includes two questionnaires, an assessment of current “success factors” (e.g. effectiveness and relationships) and the EQ measure. This puts EQ in the context of important work & life outcomes, providing the “so what?” to make EQ relevant.

## CONVENIENT

Fully-automated online administration and scoring (paper available) Option for clients to instantly receive reports or for consultant (or both) Turnkey packaged with proven, in-depth training materials developed by world-class curriculum designers.

## FULL RANGE

A complete range of assessment tools and reports for practitioners. Huge array of support materials, curricula, and training modules.

# Motivational Maps

## BENEFITS

A motivational map helps people to see which of the nine motivational preferences are in play for them. With the help of a map coach, they can also understand:

- What that means for them in terms of making good career choices
- How well their current role is fulfilling their core career drivers
- How motivated their team currently is
- Where there are specific motivational issues
- The differences between management and the team motivationally
- Where there could be conflict between team members

Motivational maps are a unique way to improve our engagement at work through understanding our motivational drivers.

Motivational maps help:

- individuals to make good career decisions
- managers and leaders to improve team performance
- organisations to reduce sickness and improve staff retention

They can also be used to:

- recruit the best candidate for a role
- develop leadership and coaching skills
- demonstrate improvements in motivation and measure the impact in terms of improved performance

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## WHAT IS A MOTIVATIONAL MAP?

A motivational map is an ISO accredited online self-perception inventory that focuses on motivation rather than personality. Through the 12-minute online assessment, participants can find out which of the nine motivational drivers are in play for them. The nine drivers are:

- Searcher:** Meaningful and purpose in work
- Spirit:** Freedom and autonomy
- Creator:** New ideas, innovation and change
- Director:** Power control and greater influence
- Builder:** Money, competition and possessions
- Expert:** Learning mastery and specialisation
- Defender:** Security and stability
- Friend:** Fulfilling relationships at work
- Star:** Public recognition and praise

The maps identify how strong each of the preferences above are in relationship to each other. They also allow individuals and managers to use that knowledge to improve their career decisions, management skills and team cohesion.

Managers can use the maps to see how motivated their team currently is and where there are specific motivational issues with individual team members. They can also find potential areas of conflict between team members who may have different motivational preferences.





Excellent, clear,  
concise and delivered  
in a matter which  
helped me absorb the  
course and thoroughly  
enjoy the training

---

MANAGER  
TANGLING TRUST SCHOOL



- 1) Showing <sup>AI</sup> Operational procedure
- 2) Showing IT related permissions
- 3) Showing on productivity
- 4)

## Building Rapport

- good eye-contact
- focus
- anticipation

S ⇒

ist 2

Time

g the msg

to make it interest & sent.

(look & feel)

BITESIZE



# Bitesize Learning and Development Programme

In our busy and hectic work environment with constant emails, phone calls and meetings, it can be difficult to find time for a two-day, or even a one-day training course. The bitesize programme has been designed to enable learning and development within an organisation in 90 minute chunks.

There are eight suites, each comprising several modules. A suite can be done in sequence or participants can select modules from across the suites. Participants can do as few as one or as many as twenty, depending on specific needs and time allowance.

The modules are run as 90 minute workshops with experienced British Council trainers for enhanced learning and development. You can run them as breakfast, lunchtime, afternoon or evening events or as part of a staff away day. You can even run multiple modules in a day.

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## The Connector

**Better connect with your team, clients, staff or colleagues and build stronger, more positive relationships**

- Counselling in the workplace
- Coaching in the workplace
- Flexing your communication style
- Listening skills
- Overcoming communication barriers
- Understanding communication styles
- You and your voice
- Effective networking

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## The Well You

**Better manage your own emotions and reactions in the workplace**

- EQ-Knowing yourself
- EQ- Managing your behaviour
- Increase your empathy
- Mindfulness
- Managing your stress

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## The Thinker

**Improve your creative thinking, lateral thinking and problem solving skills**

- Better brainstorming
- Problem solving
  - Unlocking the problem
- Unlock your creativity
- Storytelling

### The Communicator

**Develop your communication skills to speak with greater confidence in any situation and better understand others**

- The art of asking questions
- Successful public speaking
- Assertive communication
- Making meetings work
- Giving constructive feedback
- Understanding verbal and non-verbal communication

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### The Teamster

**Enhance your ability to motivate and enthuse your staff as well as deal with conflict when it arises**

- Forming your project team
- Getting support for your project
- Motivating your project team
- Setting up a project successfully
- The multi-generational team
- The multi-cultural team
- Managing your team's creativity
- Managing conflict in your team
- The benefits of diversity in a team

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### The Influencer

**Better influence those around you and build more positive relationships**

- Mentoring in the workplace
- Positive influencing skills
- Building rapport
- Building trust
- Negotiation skills
- Motivational techniques
- Success with presentations
- Success with presentations: Upping the ante

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### Working with Change

**Develop skills, strategies and ideas to overcome difficult situations and cope with challenges and change in the workplace**

- Dealing with difficult people
- Learn to facilitate
- Having difficult conversations

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### The Best of You

**Make the most of yourself and your skills. Enhance your performance, increase your productivity and feel good about what you are doing**

- Assertiveness
- Coping with Criticism
- Overcoming fear of public speaking
- Managing your work-life balance
- Managing your time
- Optimistic thinking





# LEADERSHIP

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CORPORATE TRAINING WORKSHOPS



# Advanced Team Leader

## COURSE OUTLINE

### Understanding Types of Work

- The 8 essential work functions
- You and the work functions
- Your team and the work functions

### Understanding Preferences

- The 4 types of work preferences
- Your work preferences
- Your profile Team Management Profile

### Analysing your Team

- Identifying their work preferences and strengths
- Dealing with skills gaps
- Allocating the right work to the right people

### Leading your Team

- Assessing relationships within your team
- Developing your team members
- Identifying what motivates your team

This motivating workshop provides you with a better understanding of yourself and your team members. You will learn techniques to improve relationships, motivate your team and lead more effectively.

As part of this workshop you will receive a personalised 4,000-word Team Management Profile (TMS®). This powerful psychometric profiling tool highlights your work preferences and the implications of this when working with others. You will use your profile to reflect on your strengths and identify opportunities to improve the way you lead your team.

### Who should attend?

Managers and team leaders who want insight into their personal style of behaviour at work so that they can understand others and develop their leadership skills.



#### BENEFITS

- Understand why people behave in certain ways at work
- Have an in-depth awareness of your leadership strengths and opportunities for improvement
- Be able to increase the level of worker engagement in your team



#### LEARNING OBJECTIVES

- Gain a detailed understanding of how you and others behave at work
- Analyse the strengths and weaknesses of your team
- Identify how to help your team to better achieve its potential



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	NOV
29	3	19	20	22



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Coaching, Counselling and Mentoring

## COURSE OUTLINE

### Introduction

- Coaching, Counselling and Mentoring: similarities and differences

### Definitions and Learning

- Coaching
- Counselling
- Mentoring
- Selecting the right skill for the situation
- How we learn

### Coaching

- Using a coaching model
- Developing probing questions
- Listening actively
- Identifying motivation and barriers
- Giving positive and critical feedback
- Coaching in challenging situations

### Counselling

- Their problem, their solution?
- Information versus Advice
- Empathy

### Mentoring

- What do mentors do?
- Why should we mentor?
- How do we mentor?

This insightful workshop explores the core skills and attitudes needed by managers to provide support for growth and performance. It defines the requirements of a person-centred approach to building a learning team.

This is a hands-on course which uses role play, case studies, discussion and interactive tasks to practise all three core skills.

### Who should attend?

Managers, office managers, supervisors and team leaders.



#### BENEFITS

- Coach colleagues with greater confidence and purpose
- Use basic counselling techniques to help colleagues overcome emotion-based problems affecting their work
- Identify your readiness for becoming a mentor



#### LEARNING OBJECTIVES

- Learn the similarities and differences between the three skills
- Practise the core skills of coaching and counselling and get feedback on your performance
- Explore the role of a mentor and identify the skills and knowledge required



#### PUBLIC TRAINING DATES

FEB	MAR	APR	MAY	JUL	AUG	SEP	OCT
9-10	6-7	6-7	15-16	3-4	1-2	4-5	5-6

NOV  
13-14



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

# Coaching for Growth and Performance

## COURSE OUTLINE

### Making a Start

- Benefits of coaching and creating a coaching culture
- Defining coaching
  - What it is and what it is not
- Coaching ethics and boundaries
- Qualities of a successful coach
- Why should anyone be coached by me?
- What to do: Pre-coaching conversation

### The Coaching Conversation

- Establishing rapport
- Building coaching presence
- Deep listening
- Exploring coaching frameworks
- Powerful questioning
- Establishing clear goals

### Motivating the Coachee

- Empathy vs sympathy
- Encouraging growth and development
- Challenging perceptions and assumptions
- Managing challenging emotions

### Moving Forward

- Recapping the key points
- Promoting reflection
- Their journey forward

This interactive workshop focuses on providing skills for managers to support, challenge and motivate their team members through coaching.

Coaching develops strong relationships with colleagues, promotes a strategic, action-based approach and encourages reflection and growth for both the coachee and the coach.

This course aims to build confidence in coaching through creating effective presence, strong questioning skills and an open, flexible style. There will be tips, techniques and feedback on practical coaching sessions.

### Who should attend?

Managers who want to support and develop their staff through coaching.



#### BENEFITS

- Build and promote presence when coaching and leading team members
- Use powerful questions to help colleagues with their creative thinking and motivation
- Be able to take colleagues through a complete coaching conversation



#### LEARNING OBJECTIVES

- Learn the techniques for 'enrolling' a coachee
- Practise powerful questions for different coaching situations
- Apply a range of coaching frameworks



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
13-14	10-11	1-2	10-11	2-3	7-8



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Coaching 1:1

## Aims

- Long-term excellence
- Ability to self-correct
- Competence in being self-generating

Please contact us if you are interested and we will be happy to discuss our coaching programme further.

## How is Integral Coaching® different from other coaching programmes?

This method involves looking at all aspects of the client and their world - including what the client is aware of and also their potential.

The coaching focuses on the client's habits, relationships with body, quality of care and energy necessary to take on change. The method looks at the individuality of the client, their emotions, thoughts, beliefs and intentions. The coaching can focus on either an issue or an area that the client wants to develop further competence in. The program involves deep change and is suitable for executive coaching and personal coaching.

## What is involved in the coaching programme?

1. Introductory meeting - building rapport, explaining the coaching methodology, programme outline and starting discussion on the possible area of coaching.
2. Intake session - exploring the issue or area of development through a range of questions covering 4 domains
3. The coach will make an assessment of the client and design an individual coaching programme, including a range of practices, readings and practical work to assist with embodying the change.
4. First Coaching session - presenting and explaining the assessment and design to the client and discussing the issue or developmental area.
5. Ongoing sessions with the client with check-in on the development of the practices and discussions on their issue or area of development.

## Who should attend?

Managers, supervisors, team leaders, executives – anyone with an area they would like to develop.



### TRAINING DATES

We recommend a programme contains 8-10 sessions over the span of at least 4 months.



### COURSE FEES

\$535/hr (incl. GST)

# Creating Executive Presence

**COURSE OUTLINE**

**What is Executive Presence?**

- Presence in practice
- How can we enhance our executive presence?
- The three Cs of executive presence

**Establishing Credibility**

- Designing your personal brand
- You and your legacy
- Telling your story

**Building Confidence**

- Poise under pressure
- Increasing presence in meetings
- Communicating your message clearly
- Navigating difficult conversations

**Creating Connection**

- A full mind or mindful?
- The empathy effect
- Mood contagion

**Action Planning**

Do people stop and listen when you speak? Do you feel confident and credible when communicating? Do you feel a genuine connection with those who work with you? When a leader with executive presence speaks, people pay attention, feel inspired and are moved to act. But can these skills be taught? The good news is yes!

This workshop is ideal for those new to leadership positions who want to craft their personal leadership style. It is also recommended for experienced leaders who want to enhance their level of influence and personal reputation.

**Who should attend?**

New and experienced managers who want to learn how to communicate their personal brand with impact and convey presence at work.



**BENEFITS**

- Have a clear understanding of the key characteristics of executive presence
- Project a more confident image in the workplace
- Strengthen your ability to connect and establish rapport



**LEARNING OBJECTIVES**

- Decide what kind of leader you want to be known as
- Learn how to communicate your personal brand to others
- Practise techniques for thinking on your feet and responding confidently under pressure



**PUBLIC TRAINING DATES**

MAR	MAY	JUL	SEP	NOV	DEC
2-3	8-9	6-7	7-8	2-3	4-5



**COURSE FEES**

\$908.43 (incl. GST)



**MAXIMUM GROUP SIZE**

Maximum size of 16



**LENGTH**

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)



# Effective Mentoring

## COURSE OUTLINE

### Preparing yourself for the Role of Mentor

- What is mentoring?
- Why should we mentor?
- What do you need to be a mentor?
- The stages of the mentoring process

### First Meeting

- Your mentee's background
- Establishing rapport
- First meeting topics
- The mentoring contract
- Holding the first meeting

### Moving Forward

- Dealing with mentoring issues
- Keeping the momentum
- Mentoring techniques
- Barriers to successful mentoring

This important workshop explores the core skills and attitudes needed by managers to help their staff grow and achieve their full potential. It explores the structures needed to build an effective mentoring relationship, as well as the issues that can arise during the process.

This workshop is highly interactive and practises some of the key discussions through role plays, case studies and simulations. There are also plenty of tips on the techniques of successful mentoring.

### Who should attend?

Managers, office managers, supervisors and team leaders.



#### BENEFITS

- Understand your role as mentor
- Be able to better develop potential in others
- Use your communication skills to make the relationship more successful



#### LEARNING OBJECTIVES

- Use mentoring tools to build performance
- Recognise mentoring boundaries and pitfalls
- Develop discussions through the mentoring cycle



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
1	19	7	23	25	13



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day





# Essential Skills for Managers

## COURSE OUTLINE

### Team Management Profile Overview

- The eight critical work functions
- Different work preferences
- Your TMS profile

### Leadership

- Comparing leadership and management
- Identifying when to use each style
- Understanding your team

### Interpersonal Skills

- Giving feedback
- Improving communication skills
- Building relationships

### Team-building

- Selecting a team
- The stages of team development
- Assessing team performance

### Decision-making

- Divergent and convergent thinking
- Decision making tools – Edward de Bono's 6 thinking hats
- Creativity and decision making

This absorbing workshop gives you an in-depth insight into your managerial style. It concentrates on developing your skills through an experiential approach that will enable you to better understand, communicate with and lead your team.

You will receive a personalised 4,000-word Team Management Profile based on your answers to a powerful psychometric profiling tool (by Team Management Systems™), highlighting your work preferences. You will reflect on your profile and take part in a series of case studies, discussions and hands-on activities designed to help you maximise your strengths as a manager.

### Who should attend?

New managers, managers who want an opportunity to develop themselves further and aspiring employees with management potential.



#### BENEFITS

- Have an in-depth self-awareness and understanding of your team's strengths and areas for development
- Be equipped to manage both people and tasks better
- Manage more effectively by adapting your style to different people and situations



#### LEARNING OBJECTIVES

- Analyse your managerial style, contribution and strengths
- Analyse the team you manage
- Develop skills and techniques in the key areas of leadership, interpersonal skills, team-building and decision-making



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	NOV
8-10	17-19	12-14	6-8	8-10



#### COURSE FEES

\$1591.09 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

3 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Leading<sup>NEW</sup> Across Cultures

## COURSE OUTLINE

### Culture and You

- My Approach to Leadership
- Eight features of culture
- Personal, cultural, global
- Preferences and views tool

### Leading Multicultural Teams

- Leading inclusively
- Multicultural teams and context

### Effective Interventions

- Managing challenging situations

### Bringing it all Together

- My Case Study
- Cultural Leadership Competencies
- My Learning Journey

This vital workshop helps participants to examine their leadership style and its effectiveness in complex, diverse contexts. It also explores strategies for intervening effectively when cross-cultural challenges arise.

Based on current academic thinking, this highly practical course builds on the British Council's unrivalled experience of cultural relations and daily intercultural engagement.

### Who should attend?

Leaders working in multi-cultural environments or with multi-cultural teams.



#### BENEFITS

- Understand, engage and retain diverse staff members
- Feel confident and resourceful to take action, even when faced with conflicting or uncertain information
- Build and maintain a high-performing team by enhancing individual achievement, reaching ambitious goals and driving results



#### LEARNING OBJECTIVES

- Examine how cultural and other influences impact your leadership style and how others may respond to this
- Adapt your leadership style to successfully earn and build trust, motivate team members and create optimum conditions for team performance in a range of situations
- React flexibly to effectively resolve common challenges in complex, diverse contexts



#### PUBLIC TRAINING DATES

APR	JUN	AUG	OCT	DEC
26	7	1	26	1



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day



# Leading with EQ

## COURSE OUTLINE

### Introduction

- What is EQ?
- The relationship between EQ and leadership
- The power of disclosure, feedback and reflection

### Expanding Your Conversation Tool-Kit

- What are difficult conversations?
- Fears, blocks and overused strengths
- When do we run?

### The De-brief Conversation

- Structuring a learning conversation
- Asking powerful questions
- Techniques for empathetic listening

### The 6 Seconds EQ Model

- The three domains of EQ
- The eight Competencies of EQ
- Your personal EQ profile

### Know Yourself – What we do

- Developing self-awareness
- A case study example
- Pair learning conversation

### Choose Yourself

#### – How We Do It

- Coping under stress
- Cause and effect
- What drives us
- The cup is half full

### Give Yourself – Why We Do It

- Connecting with others
- What truly matters and why?
- Your EQ journey

This compelling workshop provides you with a deeper understanding of your personal EQ in relation to your leadership role. It will enable you to facilitate deeper learning conversations and lead with awareness and choice.

You will receive an SEI Emotional Intelligence Assessment by Six Seconds® which delivers a powerful process framework that will equip you with tools in how to use EQ. Your accredited trainer will then use the results of your assessment to determine your current 'success factors' and how you can use them to develop your work and life outcomes.

### Who should attend?

Managers, office managers, supervisors and team leaders.



#### BENEFITS

- Be able to apply the International 6 Seconds EQ model to be a more effective leader
- Feel more confident in developing others through powerful conversations
- Have strategies for handling challenging conversations



#### LEARNING OBJECTIVES

- Gain knowledge of your own EQ competencies in relation to your role as a leader through the SEI profiling tool
- Conduct learning conversations at a deeper level through empathetic listening and powerful use of questions
- Apply learning conversation techniques to different situations in the workplace



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
13-14	3-4	15-16	14-15	2-3	14-15



#### COURSE FEES

\$ 1363.18 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Learning to Lead<sup>NEW</sup>

## COURSE OUTLINE

### The Role of Leader

- Leader vs manager
- What does it take to be an effective leader?
- Engaged employees deliver results!

### Creating a Climate of Trust

- What does trust feel like?
- Strategies to enhance trust
- Trust in your team

### Delivering Through Others

- Creating teams that thrive
- Maximising team performance
- Articulating your vision
- Motivating your team

### Facilitating Change

- The impact of change
- A model for managing change
- Executing change for success

This workshop equips aspiring and newly appointed leaders with the necessary skills to lead and motivate teams to deliver powerful results. Focusing on the essential skills of leadership, the course provides tools and techniques to create trust, deliver through others and facilitate change in teams.

### Who should attend?

Aspiring leaders or existing leaders.



#### BENEFITS

- Know the essential skills of effective leaders
- Enhance employee engagement in your teams
- Lead with credibility and confidence, even in times of change



#### LEARNING OBJECTIVES

- Reflect on your own strengths and areas for development as a leader
- Develop strategies to maximise team performance and deliver results
- Learn how to lead change with confidence



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	NOV
13-14	22-23	3-4	28-29	27-28



#### COURSE FEES

\$1068.93 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Manage and Communicate Change

## COURSE OUTLINE

### Understanding Change

- Attitudes toward change
- Obstacles to change
- Change in your workplace
- Your Q02 Profile

### Moving Towards

#### Goals Energy

- Improving the focus of your team
- Using the Behavioural Communication Model
- Communicating change to your team

### Fault-Finding

- Analysing potential obstacles
- Helping your team find faults

### Multi-Pathways Thinking

- Using right brain creative thinking tools
- Using left brain logical thinking tools
- Helping your team overcome obstacles

### Optimism

- Strategies to manage emotions
- Helping your team to counter negativity

### Time Focus

- Focussing on past, present and future
- Helping your team be more future-focussed

This engaging workshop examines how leaders can help their teams deal successfully with change. People must be able to take advantage of the opportunities and overcome the obstacles that change presents. This workshop shows leaders how to enable their staff to do this.

You will receive your own personal Q02 profile. It will give you valuable information about the way you are likely to respond to change and how you can help your staff.

### Who should attend?

Senior managers, office managers and team leaders at departmental or divisional level.



#### BENEFITS

- Understand your personal attitude towards change
- Help staff to grasp opportunities and overcome obstacles
- Better lead your team through times of change



#### LEARNING OBJECTIVES

- Communicate the goals of change and encourage your staff to achieve them
- Identify obstacles to change and help your team to overcome them
- Learn ways to keep your team optimistic and focused on the future benefits of change



#### PUBLIC TRAINING DATES

JAN	JUN	OCT
12-13	8-9	5-6



#### COURSE FEES

\$ 1363.18 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Project Management Essentials

## COURSE OUTLINE

### Introduction

- Why do some projects fail?
- Balancing the competing needs of a project

### Starting up a Project

- Tips for project planning
- Articulating project aims

### Managing a Project

- Managing team communication
  - The stages of team development
  - Winning and maintaining commitment
  - Managing team conflicts
- Managing stakeholder communication
  - Identifying project stakeholders
  - Prioritising communication
  - Planning your communication approach

### Closing a Project

- Closing a project successfully
- Celebrating success

When project teams work together and communicate effectively with those around them, the chance of success is increased.

Through case studies, group discussion and team problem-solving activities, this interactive workshop introduces tips and techniques to help build team-cohesion and overcome people-related obstacles.

### Who should attend?

Anyone who wants to improve the success of their projects. Both Project Managers and Project team members will benefit.



#### BENEFITS

- Be able to gain and maintain support for your projects
- Avoid some common project management pitfalls
- Help project team members work better together



#### LEARNING OBJECTIVES

- Learn tips and techniques to increase the chance of project success
- Develop a greater understanding of the stages of team development and how to help the team perform at its best
- Acquire tools to prioritise and manage stakeholder communication



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	OCT	NOV
30-31	4-5	24-25	11-12	9-10	2-3



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

# Stakeholder Engagement

**COURSE OUTLINE**

**What is Stakeholder Engagement?**

- Defining Stakeholder Engagement
- How it differs from Stakeholder and Change Management

**Why does Stakeholder Engagement Matter?**

- The business case for Stakeholder Engagement
- The advantages of global engagement
- The business risks of not engaging

**How to Engage Stakeholders for Success**

- Defining and understanding SWANS and OWANS
- Characteristics of a successful “engager”
- Organisation’s preparedness and alignment with stakeholders
- Building trust with stakeholders including blockers and saboteurs
- Leveraging and communicating with stakeholders
- Stakeholder communication plan
- Action Plan

Is your organisation going through a period of change? Have you been asked to coordinate a project with many different interests or points of view? Do you feel confident managing a wide range of people who don’t necessarily agree?

This workshop will help you understand how to plan and implement a large scale project successfully so that the organisation reaps the benefits and emerges stronger and more resilient.

**Who should attend?**

This workshop is ideal for those new to stakeholder management, or established managers who wish to strengthen their stakeholder engagement skills.



**BENEFITS**

- Have a clear understanding of the key characteristics of Stakeholder Engagement
- Strengthen your ability to connect and influence a wide range of stakeholders
- Learn how to plan and manage a successful, high profile engagement



**LEARNING OBJECTIVES**

- Define and analyse the business case for Stakeholder Engagement
- Map the key areas in the successful engagement cycle
- Understand and develop your characteristics to achieve successful projects



**PUBLIC TRAINING DATES**

FEB	APR	JUN	AUG	OCT	NOV
16-17	27-28	22-23	21-22	16-17	16-17



**COURSE FEES**

\$908.43 (incl. GST)



**MAXIMUM GROUP SIZE**

Maximum size of 16



**LENGTH**

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

“”

Fantastic!

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SUPERVISOR  
INTERNATIONAL SECURITY COMPANY





# DIVERSITY AND INCLUSION

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CORPORATE TRAINING WORKSHOPS



# Intercultural Fluency Essentials <sup>UPDATED</sup>

## COURSE OUTLINE

### Building good foundations and rapport across cultures

#### What is culture?

- A description of culture

#### Culture and you

- Who are you?
- What are your preferences?
- What's on and under the surface:
  - organisational culture
- Personal, cultural, global

### Building rapport across cultures

- Insights or stereotypes?
- Four behaviours and rapport
- Observing and being responsive
- My case study

### Communicating across cultures

#### Multicultural meetings

- Cultural moments in meetings

#### Communicating with style

- Four communication styles
- Communication challenge
- What's your communication style?
- Adapting your style
- Responding to the context

#### Multilingual situations

- Multilingual contexts
- Techniques to avoid miscommunication

#### Bringing it all together

- My communication case study
- My learning journey progress

This practical workshop asks participants to reflect on their own values and behaviours and consider how these may impact their working relationships in multicultural environments. It also introduces a range of tools and techniques to enable participants to better understand how people from other cultural backgrounds prefer to work.

Your accredited trainer will take you through a range of strategies you can use immediately to enhance relationships, build rapport and communicate with confidence across cultures.

#### Who should attend?

Anyone who needs to anticipate and better understand intercultural situations.



#### BENEFITS

- Build relationships and overcome differences in multicultural and global situations
- Respond more flexibly to new and complex cultural contexts
- Feel comfortable and at ease in unfamiliar cultural settings



#### LEARNING OBJECTIVES

- Understand the complex influences that make up cultural identity
- Identify how your behaviour may help or hinder you in building rapport in multicultural and global contexts
- Use a range of observation and active listening strategies to make effective connections with others in new multicultural situations



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEP	NOV
26-27	23-24	11-12	27-28	4-5	1-2



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Multi-generational Working

## COURSE OUTLINE

### Introduction

#### Difference

- We are all the same
- Everyone is different
- Diversity and today's workplace

#### From my Shoes to your Shoes

- What's the fundamental problem?
- Where do we want to get to and why?
- How do we get there?

#### My Shoes, your Shoes – Shifting Emotions and Attitudes

- Characteristics of the generations
  - Traditionalists
  - Boomers: early and late
  - Gen X
  - Gen Y
- What other generations think about you

#### My Shoes, your Shoes

##### – Shifting Action

- Acknowledge the feelings, do something different
- Get to know, appreciate and learn from the person
- Relationship-building transcends difference
- Communicating together

The fundamental challenge for people working effectively in diverse teams and work places is difference. Much has been discussed about the challenge of working with people from different generations. One point of agreement is that training helps us recognise and move away from negative judgements and conflicts towards respect and cooperation.

This compelling workshop will challenge your assumptions, encourage you to inspect your feelings, help you adapt to others, and take personal responsibility for managing diversity in the workplace.

#### Who should attend?

Teams who are committed to developing an innovative mindset to achieve business objectives.



#### BENEFITS

- Communicate better with your colleagues from different generations
- Work more effectively together
- Enjoy better quality of relationships at work



#### LEARNING OBJECTIVES

- Describe your assumptions and feelings towards people born in different generations to your own
- Apply your learning from the course so that you act more on the principle of valuing the person
- Actively adapt your communication and behaviour to the individuals you work with



#### PUBLIC TRAINING DATES

FEB	APR	MAY	JUL	AUG	SEPT	OCT	NOV
15	19	17	31	23	13	25	15

DEC  
6



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

# Unconscious Bias

## COURSE OUTLINE

### Introduction & overview

- Defining unconscious bias
- The origins of bias
  - Fast thinking
- Fast vs slow thinking in action

### How Biases are Formed

- How quick thinking pathways are formed
- Decision making based on quick thinking
- The ladder of inference

### Unconscious Bias in Action

- Bias in the workplace
- Bias testing
- Strategies for managing bias

“Birds of a feather flock together”. Have you ever noticed that an organisation or department attracts similar people? Maybe you’ve struggled to get hired, have your voice heard or move up the corporate ladder.

This fascinating workshop will help you uncover the biases logged in your unconscious mind; discover how they affect your performance, leadership and decision making styles; and help you develop strategies to actively manage them for personal success.

### Who should attend?

Anyone who wants to learn more about how biases affect processes, outcomes and the bottom line in business.



#### BENEFITS

- Understand how biases are formed
- Discover how bias affects business
- Know how to identify and manage bias at work



#### LEARNING OBJECTIVES

- Become more aware of your biases
- Consider how bias can influence your decision making, leadership and communication at work
- Develop strategies to actively manage your biases



#### PUBLIC TRAINING DATES

FEB	MAY	AUG	NOV
8	24	16	8



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](https://www.britishcouncil.sg/corporatetraining)



# Understanding Yourself and Others <sup>UPDATED</sup>

## COURSE OUTLINE

### Understanding Team Management Profile

Before you attend the workshop you will complete a TMP survey. After you complete the survey, you will receive your TMP Profile. You will then have time to learn about the TMP Profile and what it means for you through a series of online videos and quizzes.

### Understanding TMP

- Work functions
- Review RIDOS
- Understanding role preferences

### Understanding Yourself

- You and your work functions
- Work preferences snapshot
- The 4P's
- Reviewing your performance

### Understanding Others

- Who do you work with?
- Share your profile
- A communication case study
- Your colleague's RIDO

### Managing your Relationships

- Pacing skills
- Pacing to you and with your colleagues

### Managing your Career

- Career coaching
- Job Match

This dynamic workshop integrates the TMS (Team Management Systems) personal profiling tool and the TMS Online Activity Centre to develop awareness of your work preferences and the way you relate to others. It will also give you insights into what makes you and other people 'tick' as you get a better understanding of the behaviours of the people you work with.

You can apply the knowledge gained from the workshop, plus the apps from the Online Activity Centre, to plan your development and your team's development for the future.

This is a fun course which involves a lot of group work, reflection and online activities.

### Who should attend?

Anyone who wants to know why people behave as they do at work, including themselves!



#### BENEFITS

- Know yourself better
- Appreciate difference in your working life
- Communicate more effectively by adapting your style to others



#### LEARNING OBJECTIVES

- Understand the factors that influence the way people behave at work
- Develop strategies for better communication with colleagues
- Identify what factors create a more cohesive team



#### PUBLIC TRAINING DATES

MAR	AUG	OCT
22	30	4



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day



# WRITTEN COMMUNICATION

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CORPORATE TRAINING WORKSHOPS





British Council has been our strong partner in staff development especially in the area of written and oral communications.

Their professional facilitators are always willing to go an extra mile for the participants in ensuring that they have learned & benefited from the programmes. One particular thing which we like is their

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CHEYANNE SIH  
SENIOR MANAGER, TRAINING  
GARDENS BY THE BAY

training methodologies which they will adopt creative ways to help the participants to learn and remember better. Hence we have always received very positive feedback from our staff on their training programmes.

Learning has never been as fun & innovative with the engagement of British Council facilitators!





# Better Emails

## COURSE OUTLINE

### Introduction

- Developing a writing process - POWER
- Understanding email etiquette
- Managing your inbox

### Getting Started

- Having a clear purpose
- Adapting your writing to your audience
- Knowing what you want to achieve

### Choosing a Structure

- Deciding on BLADE or ODAC
- Aligning structure to purpose and audience

### Making Initial Contact

- Using appropriate levels of formality
- Creating subject headings

### Writing Replies/ Follow-up Emails

- Getting the tone right
- Managing email threads
- Summarising information

### Getting the Action you Want

- Writing persuasively
- Knowing the power of positive language

### Editing

- Applying the 6C's of email writing

Are you drowning in emails? Are you still waiting for important information you requested last week?

This informative workshop develops the email writing skills you need to efficiently manage your day-to-day workload and achieve your long-term professional goals.

You will participate in fun and informative multi-media based learning activities. You will write emails and receive feedback from your trainer and other course participants on how to improve. You will learn techniques to help you write emails that people want to read.

### Who should attend?

Anyone who wants to write emails more effectively and efficiently.



#### BENEFITS

- Feel more confident in your ability to write effective and professional emails
- Understand how to use emails to develop better working relationships
- Know your own strengths and weaknesses and have some specific strategies to improve



#### LEARNING OBJECTIVES

- Adapt your emails and letters to different audiences and situations
- Plan and organise your writing to fit your purpose
- Write and edit your work to make it clear and concise



#### PUBLIC TRAINING DATES

JAN 5-6	FEB 2-3	MAR 9-10	APR 6-7	MAY 15-16	JUN 8-9	JUL 10-11	AUG 14-15
SEP 11-12	OCT 12-13	NOV 9-10	DEC 4-5				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Business Writing Essentials

## COURSE OUTLINE

### Introduction

- The 5Cs of effective writing

### Complete

- Purpose: why are you writing?
- Reader: what do you know about your reader?
- Action: what do you want your reader to do?
- Planning diagram

### Clear

- Being specific
- Paragraphing and linking
- Structuring information logically
- Designing an attractive layout

### Correct

- Identifying common language errors
- Understanding sentence structure

### Courteous

- Building relationships
- Adopting a reader friendly tone

### Concise

- Using short, familiar words
- Avoiding repetition and redundancy

### Summary

- Vetting your work

This comprehensive workshop provides you with an understanding of modern business writing. This will enable you to write all types of documents more effectively and professionally.

Through analysis and hands-on activities, you will learn how to plan, write and edit a variety of documents. You will write case studies and receive feedback from your trainer and other participants on your strengths and areas to improve.

### Who should attend?

Anyone who wants to learn the fundamentals of modern business writing.



#### BENEFITS

- Feel more confident in your knowledge of modern business writing
- Communicate your ideas more effectively in writing
- Be ready to further develop your writing skills for more specialised documents



#### LEARNING OBJECTIVES

- Learn to be more effective when you write
- Explore ways to be more easily understood by your readers
- Learn how to give a professional image



#### PUBLIC TRAINING DATES

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
9-10	6-7	13-14	3-4	4-5	5-6	13-14	3-4
SEP	OCT	NOV	DEC				
7-8	9-10	6-7	7-8				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

# Communicating Customer – Focused Policy

## COURSE OUTLINE

### Examine your policies

- Identifying customer needs
- Understanding your policies
- Knowing the policies that you work with

### Communicate your policies

- Using the 6Cs of modern business writing
- Tailoring content to purpose and audience
- Profiling the reader's needs

### The result you want

- Writing persuasively
- Knowing the power of positive language
- Giving bad news in a good way

### Being courteous

- Using a reader-friendly tone
- Pre-empting your customers' needs in negative situations
- Bringing it together – practical writing and peer assessment

Communicating policy to your colleagues and customers often begins with interpreting complex information, such as government legislation. This then needs to be communicated in an appealing way so that people can easily understand and act on the information. When you can clearly explain the benefits and options available to colleagues and customers your organisation's reputation will be enhanced, and so will yours.

### Who should attend?

Those involved in communicating information and policy both internally and externally, in either the private or public sectors.



#### BENEFITS

- Your policies will be more easily understood and accepted
- Customer relations will be created and strengthened
- Accurate information will be efficiently and effectively communicated



#### LEARNING OBJECTIVES

- Clearly summarise the essential points in policies
- Maintain good customer relations by offering well explained benefits and options
- Consider how to make diplomatic responses for refusals



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEP	NOV
25	22	24	19	20	22



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](https://www.britishcouncil.sg/corporatetraining)



# Copywriting Essentials

## COURSE OUTLINE

### Introduction

- The role and qualities of a copywriter
- The impact of the Internet on copywriting

### Planning

- Six basic rules of brainstorming
- Creative thinking techniques

### Writing to Communicate

- The 3 Ps of successful copy
- Articulating features and benefits
- Motivating your reader

### Writing Copy

- The AIDA formula
- The power of headlines
- The lead-in

### The Words

- Writing clear copy
- Emotion vs intellect
- Being specific and concise
- Visual appeal
- Logo, caption and in-text graphics/pictures

### Writer's Block

- The causes of writer's block
- Battling writer's block

This highly collaborative workshop will show you how to write copy that sells, whether it's an idea in a newsletter or a product in a flyer. It highlights the skills you need to create attention, interest, desire and action in your reader.

Working in small groups with plenty of discussion and practise, you will master the style and language you need to get a favourable response from your reader.

### Who should attend?

Anyone who wants to improve their ability to sell their ideas in writing.



#### BENEFITS

- Produce text that suits your target audience
- Focus on your purpose, product and readers
- Implement techniques to overcome writer's block



#### LEARNING OBJECTIVES

- Create text that sells
- Write more interesting and creative copy
- 'Get into the head' of your reader



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
20-21	17-18	15-16	14-15	23-24	14-15



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days



# Customer <sup>UPDATED</sup> – Focused Writing

## COURSE OUTLINE

### Introduction and overview

- Presenting a positive service image
- Introducing the POWER writing process
- 5C's of business writing

### Planning

- Meeting and exceeding customer needs and expectations
- Analysing relationships with your readers
- Making follow-up actions clear and credible

### Organising and writing refusals

- Structuring a response
- Highlighting benefits of company policies
- Using positive language
- Explaining reasons for refusals
- Writing good closings and headings

### Writing responses to complaints

- Dealing positively with complainants
- Structuring replies to complaints
- Using a sincere tone

### Editing

- Plain English
- Clarity, conciseness, courtesy and correctness

### Reviewing

- Using the 6 elements of editing to review writing

This essential workshop provides you with an in-depth understanding of how to write to customers in a style that focuses on them. It will help you build better relationships and improve your company's image.

You will write case studies related to your workplace and receive feedback from your trainer and other participants on your strengths and areas to improve.

### Who should attend?

Anyone who has to refuse customer requests or handle complaints in writing.



#### BENEFITS

- Engage customers better even when responding to difficult correspondence
- Know tools and techniques to give others advice on how to write
- Improve your professional image and the image of your organisation



#### LEARNING OBJECTIVES

- Consider your customers' expectations and adapt your writing style to meet their needs
- Structure and write responses which have a positive effect on the customer
- Edit and check your customer-focused writing



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT
23-24	24-25	22-23	24-25	30-31



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](https://www.britishcouncil.sg/corporatetraining)



# Editing Skills for Company Publications

UPDATED

## COURSE OUTLINE

### Introduction and Overview

- Edit more confidently and efficiently
- What makes good writing
- Establish an editing process

### Edit for content

- Make writing reader-focused
- Decide on the best structure
- Keep a text on topic

### Edit for language

- Select the right words
- Use the right tone
- Maintain a consistent style

### Edit for grammar

- Identify common mistakes
- Follow the relevant rules
- Choose tense and master punctuation

### Edit for appearance

- Perfect the format
- Include headings
- Write good headlines

### Editor's Toolkit

- Compare style guides
- Discover web-based resources
- Create a personal toolkit

Editors are crucial to creating great writing. This practical workshop will show you easy-to-use tools and techniques to help you take ordinary writing to the next level. It will give you the ability to polish text until it shines, producing writing that is professional and meets your readers' needs.

You will work in groups and take part in discussions and interactive exercises. You will also edit texts and receive feedback from your trainer and other participants on your strengths and areas for improvement.

### Who should attend?

Staff who are responsible for editing company documents and publications.



#### BENEFITS

- Edit more confidently and efficiently
- Produce higher quality writing
- Use tools to facilitate professional-quality editing



#### LEARNING OBJECTIVES

- Use an editing process
- Edit documents for content, language and grammar
- Use a range of tools to create a personal editor's toolkit



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	NOV
16-17	8-9	17-18	14-15	13-14



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)





# Fine-tuning: Writing Skills for Managers

## COURSE OUTLINE

### Introduction and Overview

- Analysing what makes an effective document
- Introducing the 5C's of business writing

### Language: Clarity

- Writing in plain English
- Using effective bullet pointing
- Making your writing flow
- Writing concisely

### Language: Tone

- Making your writing more reader-focused
- Writing positive messages
- Using a polite and sincere tone

### Correspondence

- Saying 'no' effectively
- Responding to complaints
- Giving bad news
- Adjusting your tone

### Reports and Organisation

- Structuring reports
- Making sure your logic is complete
- Using linking words to logically connect information

### Grammar

- Recognising common errors
- Using verbs correctly

### “Vetting”

- Giving feedback sensitively
- Using readability statistics
- Summarising texts

This reflective workshop helps managers perfect their writing skills and become a helpful resource for their staff.

Through discussions, group work and hands-on practise you will explore the principles of modern business writing. You will then be able to apply what you've learnt to your own documents and advise others on how they can improve.

### Who should attend?

Both experienced and new managers will benefit.



#### BENEFITS

- Improve the style and accuracy of your own writing
- Be better equipped to review your staff's writing
- Become a guide for team members and colleagues



#### LEARNING OBJECTIVES

- Practise writing more effective documents
- Identify the strengths and weaknesses of your staff's writing
- Learn to edit other people's writing



#### PUBLIC TRAINING DATES

FEB	MAR	MAY	JUL	AUG	SEP	NOV	DEC
23-24	27-28	25-26	20-21	21-22	18-19	16-17	11-12



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



The course  
was excellent with  
a good balance  
between theory  
and practise.

# Grammar Foundations

## COURSE OUTLINE

### Introduction and Parts of Speech

- Grammar quiz
- Introducing the Parts of Speech

### Questions

- How correct are my questions?
- Using questions to network and interview in a business context

### Verbs

- Present perfect and past simple
- Past questions

### Nouns, Quantifiers and Articles

- Countable and uncountable nouns
- What is a quantifier?
- Using articles correctly

### Prepositions and Collocations

- Accurate use of prepositions
- Singlish or Standard English?

The key principles of English, focusing on the specific needs of Singaporeans, are incorporated into this introductory workshop. Your experienced trainer will take you through a series of interactive, hands-on activities to help you avoid grammatical errors. You will learn to edit your writing to make it more accurate and will gain confidence in your everyday use of grammar.

During this course you will look at grammar from a functional perspective and practise your grammar through communicative activities and using online resources.

### Who should attend?

Those who need to gain more confidence in the basics of English grammar.



#### BENEFITS

- Avoid common grammatical mistakes
- Feel more confident in your knowledge of the basics of English grammar
- Be able to edit yours and others' writing to make it more accurate



#### LEARNING OBJECTIVES

- Revise parts of speech as a framework for discussing language
- Revisit question forms, their structure and uses
- Develop your understanding of past tense verbs, nouns, prepositions and articles



#### PUBLIC TRAINING DATES

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
23-24	13-14	23-24	20-21	18-19	12-13	17-18	28-29
SEP	OCT	NOV	DEC				
21-22	16-17	23-24	7-8				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Minutes of Meetings UPDATED

## COURSE OUTLINE

### Openers

- What competencies do minute-takers need?
- What is the purpose of minutes?
- How can minute-takers overcome difficulties?

### Preparing to Take the Minutes

- Rights and obligations of the minute-taker
- Being assertive
- Note-taking formats
- Types of minutes

### Language

- Selecting the right level of formality
- Using reported speech
- Getting your grammar right

### Summarising

- Reporting the outcome of meetings
- Using diplomatic language

### Just do it!

- Video meetings
- Roleplay meetings
- Review of your minutes

This essential workshop is designed to increase your confidence with note-taking and minute-writing by introducing approaches to writing clearer and more accurate minutes. You will also learn how to communicate in ways that help improve the accuracy and effectiveness of your minutes.

As well as discussions and games, you will watch video meetings and take real minutes. There will be role-play meeting sand you will also receive feedback from your trainer on what you need to do to improve your minutes.

### Who should attend?

Staff who take notes in briefings, or who write the minutes of meetings.



#### BENEFITS

- Feel more confident during meetings and take better notes
- Be able to report discussions and actions using correct grammar and tone
- Know how to select the right content for different types of minutes



#### LEARNING OBJECTIVES

- Overcome difficulties in note-taking and minute-writing
- Identify the conventions and formats for different types of meetings
- Improve the accuracy of your language



#### PUBLIC TRAINING DATES

JAN 19-20	MAR 16-17	MAY 4-5	JUN 12-13	JUL 6-7	AUG 24-25	SEP 14-15	OCT 16-17
NOV 9-10	DEC 11-12						



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

# Proof-read to <sup>UPDATED</sup> Perfection

## COURSE OUTLINE

### Introduction

- Proofreading vs. editing
- The importance of proofreading

### Understanding Reading

- How and why we read
- Word shapes
- Reading and expectations

### Phase 1: Style

- Proofreading Techniques
- Layout

### Phase 2: Grammar

- Verb tenses, nouns and articles

### Phase 3: Typing

- Punctuation
- Spelling
- Spotting typos

### Phase 4: English Usage

- Ambiguity
- Consistency
- Factual accuracy

This highly practical workshop uses a proven proofreading process to raise accuracy and readability to new heights. You will learn the key proofreading skills necessary to consistently remove errors and improve writing quality.

Working in small groups, you will take part in a variety of accuracy-based exercises, which will build your confidence and effectiveness in proofreading.

### Who should attend?

Anyone who needs to improve the accuracy of their and others' written communication.



#### BENEFITS

- Improve the speed of your proofreading
- Be able to improve your and others' writing
- Project a more professional image



#### LEARNING OBJECTIVES

- Proof-read systematically
- Find and correct common errors
- Improve your written accuracy



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
1	12	14	16	4	1



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Proposals that Work

## COURSE OUTLINE

### What is a Proposal?

- How is a proposal different from a report?
- What are the purposes of proposals?

### What Does a Proposal Look Like?

- Meeting your readers' expectations
- Structuring your proposal
- Developing the situation and benefits sections

### Who do you Need to Persuade?

- Meeting the organisation's evaluation criteria
- Countering objections
- Adapting to different readers' styles and concerns
- Using themes to unify your proposal

### How am I Going to Say it?

- Making your methods section more persuasive
- Writing effective headings and subheadings
- Using powerful language

This is the workshop for you if you need to sell your ideas in writing. You will develop your persuasive writing skills to produce proposals that address your readers' needs, flow logically and use language that convinces those who matter.

You will work in groups and take part in discussions, exercises and interactive tasks. You will also work on a written case study and receive feedback from your trainer and other participants on your strengths and the areas you need to improve on.

### Who should attend?

Managers, senior officers and executives who want to get their ideas accepted.



#### BENEFITS

- Feel more confident in your ability to write persuasively
- Understand your readers and their expectations better
- Sell your ideas to the people who matter



#### LEARNING OBJECTIVES

- Adapt your writing to fit different readers
- Structure your proposals so they are easy to follow
- Write in persuasive language



#### PUBLIC TRAINING DATES

FEB	MAY	AUG	NOV
16-17	18-19	17-18	6-7



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days



# Reports that Work

## COURSE OUTLINE

### Introduction

- What is a report?
- How are routine and non-routine reports different?
- What are the different types of non-routine report?

### The Structure and Organisation of a Report

- Structuring reports
- Deciding what to include in each section

### Writing a Report

- Including a table of contents
- Describing data
- Coming to the correct conclusions
- Making recommendations
- Writing a summary

### Making it Readable

- Introducing the 5C's of good writing
- Avoiding common problems
- Using plain English
- Writing concisely and coherently

### Presenting Data

- Presenting information clearly
- Using and selecting diagrams

This effective workshop gives you a thorough understanding of the fundamental skills needed for planning, structuring, writing and checking your reports.

You will work in groups, on discussions, exercises and interactive games. Throughout the course you will work on a case study, putting the skills you acquire into practice immediately.

### Who should attend?

Staff who need to report important ideas and information in writing.



#### BENEFITS

- Write reports which are clear, logical and convincing
- Be able to edit your own reports and save time
- Project a more professional image through your report writing



#### LEARNING OBJECTIVES

- Organise material into well-structured reports
- Produce accurate sections of a report
- Write in easy-to-read language



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
27-28	24-25	29-30	30-31	19-20	14-15



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Taking Your Grammar to the Next Level

## COURSE OUTLINE

### Setting the Standard – Basic Principles and Terminology

- Grammar self-assessment
- Key grammar terminology

### Simple and Complex Sentence Structure

- Linking words
- Conjunctions
- Sentence Connectors

### Will or Would?

- Modal verbs and their meaning

### The Big ‘if’

- Conditional 1
- Conditional 2

### Reported Speech

- Tenses and back-shifting
- Reporting verbs

### Relative clauses

- Non-defining clauses
- Defining clauses

This higher-level workshop introduces advanced grammar concepts which will enhance your written communication in the workplace.

Encompassing a range of technically tricky grammatical areas, concepts from this course can be readily applied to numerous business situations. Your knowledgeable trainer will guide you through a range of practical activities to fine-tune your existing grammar skills.

It is important that the fundamental aspects of your grammar are accurate before you attend this workshop. We recommend attending the “Grammar Foundations” workshop before joining this course.

### Who should attend?

Those who already have a good grasp of the fundamentals and would like to increase their knowledge of the finer points of grammar.



#### BENEFITS

- Have a clearer understanding of advanced English grammar and its practical usage
- Present a more polished professional image
- Positively influence your audience through your choice of language during negotiations, meetings, and strategy or brainstorming sessions.



#### LEARNING OBJECTIVES

- Use conditionals, relative clauses, linkers or conjunctions and modals more accurately
- Apply this new knowledge to common business writing tasks
- Speak more appropriately during key business interactions (negotiations, meetings, brainstorming or strategy sessions).



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	AUG	SEP	OCT	NOV
26-27	20-21	25-26	24-25	28-29	25-26	26-27	27-28



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days





# Technical Writing

## COURSE OUTLINE

### Understanding your Reader

- Differentiating audiences
- Building information about your readers
- Focusing on your readers' needs
- Reader analysis chart
- Generating content

### Processes and Instructions

- Giving instructions
- Describing a piece of equipment
- Describing a process

### Test and Lab Reports

- Purpose and structure
- Titles and abstracts
- Introduction
- Methods
- Results
- Discussion

### Reviewing

- Clarity and conciseness
- Technical language
- Giving definitions
- Editing process

This unique workshop concentrates on the special skills needed by technical people to ensure their writing has a positive impact on their readers.

You will take part in a fun science experiment using household materials which will then form a project running through the workshop. You will write a set of instructions, describe processes, write a short test report and edit documents based around this experiment.

### Who should attend?

Anyone in a technical profession who needs to write documents, including IT staff and engineers.



#### BENEFITS

- Translate complex and innovative ideas into clear, logical and technically accurate documents
- Produce technical information for non specialist audiences
- Help your readers to take action or make decisions effectively



#### LEARNING OBJECTIVES

- Learn techniques to tailor information to your reader
- Identify the features of and differences between various types of technical documents
- Become a more critical editor of technical documents



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEP	NOV
19-20	30-31	18-19	27-28	28-29	29-30



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

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# Transform your Company's Correspondence

## COURSE OUTLINE

### Reviewing and Rethinking

- The 5C's of modern business writing

### Complete and Coherent

#### – Managing Content

- Tailoring content to purpose and readers
- Using ODAC to organise content

### Correct – Fundamental Skills

- Improving grammatical accuracy
- Top 5 grammatical errors

### Courteous

#### – Building Relationships

- Commonly used words
- Using a reader-friendly tone
- Using positive language in refusals
- Case studies

### Concise Messages

- Defining conciseness
- Rules for sentence and paragraph length
- Using bullet pointing

### Adjusting Format

- Letter formatting – top tips
- Case study
- Over to you

This practical workshop will see your written samples transformed! Bring your “before” samples to the course and see the difference as you revise and rework them into modern, reader-friendly, eye-catching “after” pieces.

Your experienced trainer will take you through a series of interactive activities and techniques to change the way you write and present correspondence. This course will give you the skills you need to go back to your company and continue the makeover of both your own and your colleagues' writing.

### Who should attend?

Anyone who wants to make an immediate difference to the quality of their written correspondence.



#### BENEFITS

- Feel more confident in your own ability to give your writing a makeover
- Be able to revamp existing correspondence into something special
- Become a positive guide for reviewing team members' and colleagues' writing



#### LEARNING OBJECTIVES

- Learn the fundamentals of modern writing
- Make your writing more clear, concise and reader-friendly
- Re-format your correspondence to make it more eye-catching



#### PUBLIC TRAINING DATES

By Arrangement



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

# Writing Digital Content

## COURSE OUTLINE

### The Web as a Communication Medium

- Characteristics of different media
- Characteristics of the web

### Web user Behaviour

- How web users read
- How web users think
- How web users behave
- Web conventions

### Micro-content

- Navigation and orientation
- Links
- Headings and page titles
- Keywords

### Your Language on the Web

- The 5C's for the web
- Usability and simplicity
- Being concise, objective and scannable
- Tone

### Macro-content

- Structuring content
- Paragraphing
- Writing leads

### Social Media

- Facebook: voice and tone
- Twitter messages
- Blogs

Do you need to write digital content? This course explains how. Rather than teaching you how to technically create a website, this course addresses the next step – how to use language and text effectively in order to create impact, interest and understanding.

During the training, you will be working on a real life web writing project that gives you the opportunity to practise the skills you learn on this course.

You will also have the chance to apply these new techniques to social media sites.

### Who should attend?

Staff who need help in choosing appropriate language, text structure and layout for their website.



#### BENEFITS

- Write digital content that creates better impact
- Know how to make your website more reader-friendly
- Create more attractive content



#### LEARNING OBJECTIVES

- Learn how to create impact through language, layout and structure
- Use web-writing conventions that will help your reader
- Produce useful social media content



#### PUBLIC TRAINING DATES

FEB	MAY	AUG	OCT
9-10	29-30	30-31	30-31



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Writing Standard Operating Procedures

## COURSE OUTLINE

### Introduction & Overview

- Why? Purpose and benefits
- Who? Writers and responsibilities
- How? The SOP writing process

### Planning

- Deciding the content
- Collecting the data
- Understanding the target audience

### Organising

- Task, steps and sub steps
- Step numbering
- Appendices, cover page and headers

### Writing

- Plain English
- Conditional statements
- Logic tables
- Warnings, cautions and notes

### Editing

- Using visual aids
- Formatting documents
- Checking grammar

### Reviewing

- Revising SOPs
- Testing and maintaining SOPs

Standard Operating Procedures (SOPs) are a set of clear instructions that show how to perform a routine or repetitive activity in an organisation. The development and use of SOPs are an integral part of any successful quality system.

This very thorough course takes you through the POWER writing process for developing SOPs. You will use a work-based case study to produce an SOP and then receive peer and trainer feedback on your text.

### Who should attend?

Staff who need to write clear, concise and complete instructions to enable end users to successfully complete tasks.



#### BENEFITS

- Provide individuals with clear information to perform a job properly
- Generate buy-in from peers and management for your procedures
- Facilitate consistency in the quality and integrity of an end-result



#### LEARNING OBJECTIVES

- Plan a complete set of Standard Operating Procedures
- Organise material into a logical SOP structure
- Write in a clear and concise manner appropriate for end users



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
6-7	3-4	5-6	3-4	5-6	7-8



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# CREATIVITY AND INNOVATION

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CORPORATE TRAINING WORKSHOPS



# Innovating from Start to Finish

## COURSE OUTLINE

### Introduction

- What is innovation?
- Innovation in the workplace
- The 4-stages and 8 tasks of the innovation process
- Your BeThinkAct™ profile

### Stretch

1. Set the intention:  
Statements of Intention
2. Name the consequences:  
The Futures Wheel

### Collaborate

3. Tap into character:  
Participate-Initiate-  
Accentuate
4. Analyse the factors and  
issues: Why-why diagrams

### Co-create

5. Generate creative ideas:  
Ideation techniques
6. Develop and decide:  
4x2 Perceptual Positions

### Actualise

7. Implement the solution:  
The MoSCoW method
8. Celebrate the results:  
The Reflective Cycle

This enriching programme is specially designed for individuals and teams who have work challenges that need innovative solutions. Your accredited trainer will take you through your personalised BeThinkAct™ profile. This powerful tool gives you an insight into your approach to innovation challenges.

You will choose a case study challenge and use a series of tools and techniques that lead from start to finish through the innovation process. You will then be able to produce innovative solutions and gain insights and skills that can be directly applied to future challenges in your work.

### Who should attend?

Individuals and teams who want to find innovative solutions that can be immediately applied in the workplace.



#### BENEFITS

- Better understand your own approach to the innovation process
- Understand the benefits of diverse innovation preferences and skills in your team
- Have a structured process at your fingertips, from setting goals to achieving innovative results



#### LEARNING OBJECTIVES

- Recognise your own approach to innovative challenges and identify areas you would like to develop in future
- Apply the tasks of the innovation process to a specific work challenge
- Generate innovative solutions and put them to work to create a positive benefit



#### PUBLIC TRAINING DATES

MAR	JUN	SEP
2-3	1-2	4-5



#### COURSE FEES

\$961.93 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Mind Mapping® Essentials

## COURSE OUTLINE

### The Why, What and How of Mind Mapping

- The need for Mind Mapping® in today's society
- Your amazing brain
- The fundamentals of Mind Mapping®

### Mind Mapping® Applications

- Note-making and summarizing
- Presenting using a Mind Map®
- Taking meeting notes using a Mind Map®
- Using Mind Maps® as a decision-making tool
- Planning—mind explosions

This eye-opening workshop gives you a full understanding of the basics of creating Mind Maps® using the world famous Tony Buzan technique. You will learn how to use Mind Mapping® to enhance your planning, organising and decision-making skills.

Our Buzan-licensed instructor will guide you as you begin to create and evaluate your own Mind Maps® and give you feedback on exactly what you need to do to improve. You will take part in group discussions, 'mind storms' and case studies to immediately put into practice the new skills you learn.

### Who should attend?

Anyone who wants to enhance the way they create, learn and organise.



#### BENEFITS

- Feel confident in your ability to create Mind Maps®
- Present information in a more succinct way
- Better organise and memorise information



#### LEARNING OBJECTIVES

- Learn the basics of Mind Mapping®
- Discover how to take and make effective notes
- Find out how to use Mind Mapping® to plan, organise and present information clearly



#### PUBLIC TRAINING DATES

JAN 18	FEB 22	MAR 29	APR 26	MAY 24	JUN 21	JUL 19	AUG 16
SEPT 13	OCT 11	NOV 22	DEC 6				



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day



# Problem Solving and Decision Making

## COURSE OUTLINE

### Introduction

- Problem-solving and Decision-making styles
- Identifying your style
- Working with the different styles
- The ADAPT problem solving process

### A - Analysis

- Changes, deviations and problems
- Identifying the symptoms of problems
- Identifying root causes of problems

### D - Decision Making

- Generating creative solutions to a problem
- Methods of making a decision
- Identifying the best solution
- Building consensus

### A - Analyse the Risk

- Strengths, Weaknesses, Opportunities, Threats

### P - Planning

- Project Planning Tools

### T - Transition

- Selecting the best approach to implementation
- Communicating your decision
- Reviewing the success of a solution

This action-packed workshop covers techniques used in solving workplace problems, including identifying root causes, generating and evaluating alternative solutions, and making appropriate decisions.

You will apply a variety of problem-solving tools to a case study from your workplace.

### Who should attend?

Anyone who wants to understand how to identify problems, generate solutions and implement them successfully.



#### BENEFITS

- Use a range of problem-solving tools
- Confidently solve problems
- Improve processes in your workplace



#### LEARNING OBJECTIVES

- Anticipate and identify problems
- Generate and evaluate alternative solutions to a problem
- Make decisions and take responsibility for them



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEPT	NOV	DEC
23-24	6-7	11-12	6-7	25-26	6-7	11-12



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Unlock Your Creativity

## COURSE OUTLINE

### Discover Creativity

- Creativity versus Innovation
- Barriers to creativity
- Innovation Styles®:
  - Four approaches to creative thinking
  - Visioning style
  - Modifying style
  - Experimenting style
  - Exploring style

### Discover Yourself

- Your Innovation Styles® profile and feedback
- Advantages and challenges of your style
- Complement or conflict? Different styles in the workplace

### Discover Solutions

- Idea generation techniques
- Your case study – idea generation
- Review of the ideation techniques

This dynamic programme is based on the principle that we all have the capacity to be creative, yet we approach creative thinking in different ways. Your accredited trainer will take you through your personalised Innovation Styles® profile, giving you a better understanding of how you prefer to be creative and innovative.

Your profile will highlight your preferences among the four different approaches to creative thinking. You will use this as a guide for self-reflection during the workshop and as you continue innovating back in the workplace.

### Who should attend?

Anyone who wants to understand and make the most of their approach to creativity and innovation.



#### BENEFITS

- Understand and recognise the creative potential in everyone
- Have a range of ideational techniques to release this creative potential
- Be able to generate a wide variety of possible ideas and solutions



#### LEARNING OBJECTIVES

- Understand the nature of creativity and innovation
- Discover and appreciate your preferences for creative thinking
- Analyse and use a range of idea generation techniques



#### PUBLIC TRAINING DATES

APR	JUN	SEP	DEC
5	14	27	13



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day



# PRODUCTIVITY AND PERFORMANCE

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CORPORATE TRAINING WORKSHOPS



The customer focused writing programme that the British Council have designed for us has been highly effective in creating changes that we want to achieve in our organisation.

Their training methodology is also well-applauded by all our colleagues- trainers never fail to deliver the course in such a fun and

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LAI PENG WONG  
SENIOR MANAGER, LEARNING AND DEVELOPMENT  
ASCENDAS PTE LTD

engaging manner from the very first to the very last second, aiming learning such an unforgettable experience.

We are particularly thankful to the team for working meticulously with us in developing our very own style guide which serves as a brilliant resource for post-training application.



# Assertiveness: Achieving Win-Win

## COURSE OUTLINE

### Introduction and Overview

- What is assertiveness?
- How assertive are you?
- What makes us passive or aggressive?

### Examining Wants and Needs

- Underlying reasons for conflict
- Analysing wants and needs
- A difficult situation from your workplace

### Influencing

- Understanding the nature of communication
- Using visual, vocal and verbal communication
- Giving negative feedback in an assertive way

### Neutralising

- Controlling your emotions
- Dealing with criticism

### Achieving Win-Win

- Dealing with negative feedback
- A difficult situation from your workplace

This important workshop helps build the skills you need to deal with challenging people and situations in the workplace.

You will discover techniques and strategies to achieve this through group discussion and interactive exercises. You will work on two case studies related to situations from your workplace to better understand the people involved. You will receive feedback from your trainer and other participants on what you can do to create more positive results for yourself and others.

### Who should attend?

Any individual who wants to learn how to communicate with confidence and build strong, amicable relationships with others.



#### BENEFITS

- Understand others' motivations better
- Feel more comfortable in dealing with challenging situations at work
- Handle criticism in a more confident way



#### LEARNING OBJECTIVES

- Identify the differences between aggressive, assertive and passive behaviour
- Explore ways to influence people, especially when raising issues
- Discover methods to deal with criticism effectively



#### PUBLIC TRAINING DATES

JAN 18	FEB 22	MAR 15	APR 26	MAY 31	JUN 28	JUL 26	AUG 16
SEP 20	OCT 25	NOV 15	DEC 6				



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

# Increase Your <sup>NEW</sup> Personal Productivity

## COURSE OUTLINE

### Introduction

- Why be more productive?
- Do you have balance?
- Your productivity pitfalls

### Managing yourself

- What holds me back?
- Can stress be helpful?
- Resilience at work

### Managing Your Work

- Reducing waste and increasing output
- Planning and protecting your time
- Keeping focused

### Managing Your Priorities

- Goals that add value
- Setting SMART goals
- Winning support for your

### Your Productivity Plan

Do you have a 'to do' list that never seems to get shorter? Do you sometimes feel overwhelmed by work and don't know where to begin? Do you struggle to find time for the important things in life?

We have all heard the old adage "work smarter, not harder" but what does this mean in practice? This crucial workshop helps you explore just that! Through reflective exercises and activities, you will review ways to better manage yourself, your tasks and your priorities to enhance your productivity.

### Who should attend?

Anyone who is looking to increase their productivity at work.



#### BENEFITS

- Remove your personal blockers to working productively
- Refine your work practices to work smarter
- Achieve more, inside and outside of work



#### LEARNING OBJECTIVES

- Explore your current work-life balance
- Understand how your state can help or hinder productivity
- Learn techniques to prioritise, remain focused and achieve more at work



#### PUBLIC TRAINING DATES

MAY	JUL	SEP	NOV
3	12	6	30



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://britishcouncil.sg/corporatetraining)





# Making Change Work for You

## COURSE OUTLINE

### What is Change?

- Defining change
- Identifying change in your organisation
- Facing opportunities and obstacles

### Moving Towards Goals

- Defining moving towards goals (MTG) energy
- Techniques for improving MTG energy
- Practical goal setting

### Fault-finding

- Understanding the role of fault-finding
- Identifying and analysing obstacles to change

### Multi-pathways Thinking

- Using creative and logical thinking tools
- Overcoming obstacles at work

### Optimism and Opportunities

- Managing your moods and emotions
- Applying an optimistic focus

### Time Focus

- Preserving the past
- Changing for the future

This essential workshop will help you to effectively manage the difficulties of dealing with change in your work and personal life.

We use a personal profiling tool (QO2) to help you understand your attitudes to change and how you can make the most out of the opportunities that it presents. This workshop involves lots of reflection, discussion and group work.

### Who should attend?

Anyone who wants to develop a positive attitude to change and make the most of the changes going on around them.



#### BENEFITS

- Understand the process and value of change
- Maximise your ability to cope with change
- Be able to support others through change



#### LEARNING OBJECTIVES

- Identify and focus more effectively on opportunities during change
- Overcome obstacles and achieve objectives during change
- Effectively manage your emotions and performance during change



#### PUBLIC TRAINING DATES

OCT 19-20	DEC 14-15
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#### COURSE FEES

\$ 1363.18 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

# Maximise Organisational Productivity

## COURSE OUTLINE

### Introduction and Overview

- What is productivity?
- Why does productivity matter?
- What helps and hinders productivity?

### Assess

- How productive is your organisation or team?
- Establishing a baseline
- Identifying opportunities for improvement

### Prepare

- What is your mission and vision?
- Setting aligned goals
- Anticipating potential challenges

### Design

- Has your team got the skills needed?
- Improving performance
- Creating a productivity plan

### Implement

- Are you a change agent?
- Building trust
- The benefit of failure

### Sustain

- How do we keep up momentum?
- Evaluating success

How can your organisation do more with the available resources? Improving organisational productivity is crucial to success in today's competitive globalised workplace.

This interactive, hands-on workshop is an essential productivity health check for any team or organisation. Through activities, discussion and practise you will gain practical tools to help increase performance and enhance employee engagement.

### Who Should Attend?

Managers, office managers, supervisors and team leaders.



#### BENEFITS

- Know how to design a productivity improvement plan
- Lead your team more confidently through a process of change
- Preserve productivity gains



#### LEARNING OBJECTIVES

- Understand how to measure organisational or team productivity
- Discover techniques to help you get the best from your team
- Learn techniques to manage through change



#### PUBLIC TRAINING DATES

APR	JUN	AUG	OCT	DEC
6-7	5-6	1-2	2-3	4-5



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Motivation for Success

## COURSE OUTLINE

### Introduction and Overview

- What is motivation?
- What motivates?
- Why does motivation matter?

### Motivational Maps™

- Understanding the motivational mapping tool
- The nine motivations of work
- Your Motivational Map™ profile

### Improving Motivation For You and Your Team

- How can I use my Motivational Map™ profile?
- Internal and external conflicts
- Your motivational action plan

Even the most skilled and experienced person will not be a peak performer if they are not motivated. But what motivates us to get up every morning and do the job we have chosen?

This practical workshop will help you understand why you do the things you do, and find ways to increase motivation in yourself and others. You will receive a personalised Motivational Map™ giving you insight into your own motivational drivers and tips to enhance your motivation.

### Who should attend?

Anyone who wants to enhance their level of motivation at work.



#### BENEFITS

- Enhance your own motivation at work
- Understand the range of motivators that drive others
- Better understand and work with people who may have different drivers from you



#### LEARNING OBJECTIVES

- Explore some of the main theories of motivation
- Understand what motivates you at work
- Learn strategies to enhance motivation



#### PUBLIC TRAINING DATES

MAR	MAY	JUL	SEP	NOV
8	3	12	6	1



#### COURSE FEES

\$797.15 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

# Networking and Relationship Building for Success

## COURSE OUTLINE

### Introduction and Overview

- What is networking?
- Understanding your networking needs
- Examining your existing network

### Ever Ready

- Striking up a conversation
- Continuing the conversation
- Asking good questions
- Remembering people we meet

### The Networking Event

- Etiquette of networking events
- Dealing with nerves
- Ending the conversation

### Relationship-building

- Connecting with your contacts
- Adding value to your contacts
- The power of social media
- Building long-term relationships

This enriching workshop develops your ability to network with anyone, anywhere and at any time! Your experienced trainer will introduce techniques and tips that will increase your confidence so that you can enjoy networking and do it more successfully. You will also learn how to build relationships with your contacts, both in the short and long term.

You will take part in discussions, interactive tasks and role plays to immediately put into practice the techniques and strategies introduced.

### Who should attend?

Anyone who needs to gain confidence in making and developing contacts and fostering long-term relationships.



#### BENEFITS

- Feel more confident in a variety of networking situations
- Better connect with others
- Be able to build a mutually beneficial network of contacts



#### LEARNING OBJECTIVES

- Learn how to build rapport in business and social situations
- Develop specific skills to enable you to make and develop new contacts
- Discover how to turn new acquaintances into long-term relationships



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	DEC
22	12	14	23	11	13



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://britishcouncil.sg/corporatetraining)

# Sharpen your Memory

## COURSE OUTLINE

### What is Memory?

- You and your memory
- The importance of memory
- Why do we forget?

### Memory Techniques

- Memory and time
- Number peg
- Storyboarding
- Remembering faces
- Mr Face- 6 Hooks Techniques

### Application of Memory and Recall

In the last 10 years, many discoveries have been made about our brains, especially in the areas of memory and thinking. The increased awareness of brain dementia has prompted people to learn how to strengthen their power to recall.

This fun workshop brings you the latest memory techniques gathered from world-class thinkers and memorisers. Through practising these approaches, you will enhance recall power both in the workplace and in your personal life.

### Who should attend?

Anyone who needs to stay ahead in their job with improved short and long-term recall.



#### BENEFITS

- Feel more confident in your ability to remember important information
- Know a range of techniques to improve your short, medium and long-term recall
- Be able to help others improve their memory



#### LEARNING OBJECTIVES

- Learn memory techniques for short- and medium-term recall
- Better understand how your brain works in regards to memory
- Understand the correlation between memory and time



#### PUBLIC TRAINING DATES

JAN	FEB	MAR	MAY	JUL	SEP	OCT	NOV
25	15	8	31	26	27	25	29
DEC							
13							



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

“”

Excellent trainer, very approachable and willing to take the time to clarify open points.

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SALES MANAGER  
AUTOMOTIVE INDUSTRY

# Speed Reading Essentials

## COURSE OUTLINE

### Factors Affecting Reading Speed

- The why and what of speed reading
- Factors affecting reading speed
- Initial speed test

### Grouping

- Which parts of your eyes detect words?
- Reading for meaning
- Practice

### Use of Guides

- How do our eyes track words?
- Choice of guides
- Practice

### Fixation Time

- How fast can you detect words?
- Shortening fixation time
- Practice

### Back-Skipping and Regression

- Preventing back-skipping and regression
- Practice

### Beliefs

- Managing self-beliefs
- Practice

### Scanning and Browsing

- How to scan
- How to browse
- Final practice and assessment

A study by the University of California reveals that global information is doubling about every 3 years. While the rate of information growth is increasing at break-neck speed, more than 90% of us have not improved our reading speed since we left school.

The average reading speed of most adults hovers at around 200 words per minute. It is estimated by various organisations that the average person today needs a reading speed of 400 words per minute to be functionally literate. This one-day workshop will give you practical techniques to help you improve your reading speed.

### Who should attend?

Executives and professionals who need to read a large quantity of books, articles and reference materials.



#### BENEFITS

- Be able to analyse your and others' reading speed
- Have increased reading speed while maintaining comprehension
- Better manage your reading speed



#### LEARNING OBJECTIVES

- Use your eyes and brain more effectively when reading
- Apply five speed-reading techniques
- Improve your reading speed through practise



#### PUBLIC TRAINING DATES

FEB	JUN	AUG	OCT	DEC
15	28	2	11	6



#### COURSE FEES

\$706.20 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)



# Success for Support Staff

## COURSE OUTLINE

### The Modern Work Environment

#### Communication – The 3 Vs

- Communicating visually, vocally and verbally
- Understanding others better
- Creating the best impression of yourself

#### Listening

- Listening actively
- Questioning techniques
- Paraphrasing and echoing
- Empathising

#### Confidence

- Making sense of your work
- Identifying your strengths
- Making the most of your talents

#### Being Assertive

- What is assertiveness?
- How assertive are you?
- Managing difficult situations

This multi-faceted, fast paced workshop will help you manage your work, time, colleagues, customers and bosses with skill and confidence.

Working together in small groups, you will use video clips, role plays and case studies to improve both your interpersonal and communication skills.

#### Who should attend?

All support staff whether just starting work or with many years of experience.



#### BENEFITS

- Communicate effectively in person, on the phone and in writing
- Better manage multiple priorities
- Interact confidently with clients and colleagues



#### LEARNING OBJECTIVES

- Understand the changing role of the secretary and administrative professional in the modern working environment
- Learn techniques to promote a favourable impression of yourself and your organisation
- Use strategies to manage your time efficiently



#### PUBLIC TRAINING DATES

APR	AUG	NOV
27-28	10-11	2-3



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days



# Time Management

## COURSE OUTLINE

### Introduction

- Your typical day
- Your strengths and weaknesses as a time manager

### Managing your tasks

- Listing your tasks
- Prioritising your tasks
- Planning your day

### Managing yourself

- Your workspace
- Your inbox
- Your work pattern

### Managing others

- Handling interruptions
- Saying “Yes”
- Saying “No”
- Delegating

This helpful workshop gives you the tools to overcome barriers to working efficiently and effectively. You will discover a range of techniques for prioritising tasks, dealing with time wasters and managing yourself and others.

You will participate in a series of questionnaires, games, discussions and hands-on activities that relate time management techniques to your daily life. You will also watch a video that will give you useful tips to save time everyday.

### Who should attend?

Anyone who wants to better manage their time.



#### BENEFITS

- Schedule your work day more effectively
- Save time by working smarter
- Focus better and avoid distractions



#### LEARNING OBJECTIVES

- Examine the way you currently use time
- Analyse and prioritise your workload
- Discover how to manage yourself and others



#### PUBLIC TRAINING DATES

FEB 8	MAR 22	APR 19	MAY 17	JUL 5	AUG 2	SEP 6	OCT 4
NOV 1	DEC 1						



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](https://BRITISHCOUNCIL.SG/CORPORATETRAINING)



# Working with EQ

## COURSE OUTLINE

### What is EQ and Why it Matters

- What is emotional intelligence?
- EQ vs IQ
- How can it help me at work?

### The Core Competencies of EQ

- A model for EQ in action
- The 8 competencies of EQ
- Your personal profile

### Know Yourself

- Enhance emotional literacy
- Recognise patterns
- Gripped by emotion – a case study

### Choose Yourself

- Apply consequential thinking
- Navigate emotions
- Engage intrinsic motivation
- Exercise optimism

### Give Yourself

- Increase empathy
- Pursue noble goals
- Your EQ action plan

Emotional Intelligence (EQ) is a critical skill for success in the modern workplace, whatever job you do. This workshop will help you learn about EQ and how it can help you at work and at home. You will become more aware of how your emotions affect your behaviour and will explore techniques to gain greater choice over how you respond to challenges.

You will receive a personal EQ report giving you an in-depth analysis of your strengths and areas for development, as well as strategies to enhance and leverage your EQ.

### Who should attend?

Anyone who wants to build stronger relationships and deliver better outcomes at work.



#### BENEFITS

- Understand and be equipped to develop the competencies that drive EQ
- Better recognise how pressure and stress affect you, and know some techniques to manage in challenging situations
- Build better relationships and deliver better outcomes in the workplace



#### LEARNING OBJECTIVES

- Gain knowledge of your own EQ
- Learn strategies to understand and manage your emotions
- Discover techniques to connect better with others



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEP	NOV
16-17	20-21	22-23	10-11	21-22	20-21



#### COURSE FEES

\$1363.18 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days



# INTERPERSONAL COMMUNICATION

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CORPORATE TRAINING WORKSHOPS

# Advanced Presentation Skills

UPDATED

## COURSE OUTLINE

### Introduction

- What makes a presentation powerful?
- Powerful presenters in action
- Personal goal setting

### Becoming a Powerful Presenter

- Overcoming nerves
- Building confidence
- Creating connection

### Planning your Message

- Identifying your theme
- Organising your ideas
- Storyboarding your content

### Engaging your Audience

- The art of storytelling
- Communicating with impact
- Harnessing the right media

### Staying Flexible but Focused

- Contingency planning
- Handling interruptions
- Handling difficult questions

Aimed at experienced presenters, this advanced workshop will help you create and deliver more powerful presentations to increase your influence and impact with stakeholders. You will explore techniques to fine tune your skills as a speaker and will receive comprehensive feedback to help you take your presentations from good to great!

### Who should attend?

Experienced presenters who want to take their skills to the next level or participants who have previously attended our Success with Presentations course.



#### BENEFITS

- Feel more credible, confident and connected to your audience when presenting
- Know different ways to structure your presentation according to audience needs
- Deliver more powerful presentations



#### LEARNING OBJECTIVES

- Tailor your presentations for different audiences
- Handle Q & A sessions with flair
- Explore advanced techniques to increase engagement and gain deeper connections with your audience



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT	NOV
20-21	17-18	19-20	17-18	12-13	23-24



#### COURSE FEES

\$1363.18 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 12



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Effective Negotiation Skills

## COURSE OUTLINE

### Introduction

- What is negotiation?
- When is negotiation a good idea?
- The four elements of an effective negotiation

### Element One: Interests

- The difference between positions and interests
- Identifying and prioritising your interests
- Common mistakes when handling interests

### Element Two: Options

- Generating and evaluating possible options
- Identifying your ideal outcome
- Common errors when generating options

### Element Three: Criteria for Fairness

- Establishing and agreeing criteria
- Common pitfalls when evaluating fairness

### Element Four: Commitment

- What to consider when closing a deal
- Ways to close a deal successfully

### A framework for the negotiation process

This engaging workshop introduces the skills required to take part in successful negotiations. It introduces a systematic approach to preparing and conducting negotiations at all levels.

On this course you will analyse case studies, discuss real life experience and take part in simulations.

### Who should attend?

Managers, executives, buyers, procurement officers and other staff who negotiate.



#### BENEFITS

- Feel more confident when negotiating
- Positively influence the outcomes of your negotiations
- Achieve win-win outcomes in negotiations



#### LEARNING OBJECTIVES

- Apply a systematic approach to preparing for a negotiation
- Learn how to avoid common negotiating mistakes
- Practice putting your views across in non-confrontational ways



#### PUBLIC TRAINING DATES

FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
16-17	9-10	27-28	15-16	12-13	13-14	17-18	14-15
OCT	NOV	DEC					
12-13	16-17	4-5					



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Effective Public Speaking

## COURSE OUTLINE

### Why Public Speaking Matters

- Public speaking situations
- The difference between speeches and presentations
- The elements of a good speech

### Planning and Preparing

- Researching your topic
- Planning what to say and how to say it
- Preparing yourself

### Delivering a Speech

- Projecting a confident, credible image
- Keeping your audience engaged
- Delivering a speech written by someone else

### Expecting the Unexpected

- Giving impromptu talks
- Managing your emotions
- Handling questions

This insightful workshop will help you develop your confidence and skills in giving speeches. You will explore techniques for preparing and delivering talks, as well as exploring ways to engage your audience in a range of public speaking situations.

Over the two days, you will develop and deliver a speech based around a subject of your choice. You will receive detailed feedback on your performance from the other participants and your trainer.

### Who should attend?

Anyone who would like to build confidence and skills as a speaker.



#### BENEFITS

- Feel more confident when speaking in public
- Know strategies for planning and structuring your points
- Deliver your speeches in a more engaging way



#### LEARNING OBJECTIVES

- Apply techniques for a variety of public speaking situations
- Plan, structure and deliver short speeches
- Understand your strengths and weaknesses as a speaker



#### PUBLIC TRAINING DATES

FEB	MAR	APR	MAY	JUL	AUG	SEP	OCT
9-10	27-28	20-21	22-23	20-21	14-15	18-19	23-24
NOV	DEC						
20-21	4-5						



#### COURSE FEES

\$1068.93 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 12



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)



# Handling UPDATED Difficult Colleagues and Customers

## COURSE OUTLINE

### Understanding the Nature of Conflict

- Identifying your difficult situations and people
- Defining conflict
- Understanding different types of conflict
- Types of conflict and you
- Focus on behaviour

### Understanding Yourself and Others

- Quiz – physical reactions in difficult situations
- Hot buttons
- Communication preferences
- Accepting diversity

### Managing Yourself and Others

- Dealing with stress
- Strategies to help others calm down
- The decision-making tree
- Reacting to criticism
- I-Statements

### Communication Skills

- Listening
- Using questions with difficult people
- Showing empathy
- Adapting your communication style
- Adapting your language

### Conflict Management

- Conflict management techniques
- Your conflict, your choice
- Collaborate

This vital workshop helps you deal with challenging colleagues and customers in an assertive, constructive manner. It provides a set of tools and techniques to help you feel more confident in managing difficult situations at work. Activities include questionnaires, role plays and case studies as well as discussing how to handle real-life situations you are facing.

### Who should attend?

Executives and managers who deal with many colleagues and clients.



#### BENEFITS

- Feel more confident about handling difficult people in your work life
- Better understand the root causes of difficulties
- Know how best to react in a range of difficult situations



#### LEARNING OBJECTIVES

- Reflect on why people behave the way they do in difficult situations
- Adapt the way you react in different contexts
- Discover strategies to build better relationships with difficult people



#### PUBLIC TRAINING DATES

JAN 12-13	FEB 13-14	MAR 13-14	APR 17-18	MAY 15-16	JUN 19-20	JUL 17-18	AUG 21-22
SEP 18-19	OCT 9-10	NOV 20-21	DEC 11-12				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)





# Interpersonal Communication Skills

## COURSE OUTLINE

### Communicating with Impact

- Understanding the nature of communication
- Communicating a positive image
- Creating clear messages

### Communication Styles

- Understanding your communication style
- Recognising different communication styles
- Communicating effectively with others

### Barriers to Communication

- Identifying common barriers
- Overcoming communication barriers
- Responding to people under pressure

### Listening

- Active listening
- Being empathetic
- Clarifying information

### You and your Voice

- Elements of the voice
- Volume, pace, pausing and emphasis

This highly interactive workshop helps develop skills and strategies for successful communication in the modern business environment.

Through case study scenarios, role plays, questionnaires and presentations, you will learn techniques to be more effective in your work life and communicate in a clearer and more successful manner.

### Who should attend?

Anyone who wants to get the most out of interactions with staff, colleagues and clients.



#### BENEFITS

- Communicate with greater confidence with a range of different people
- Better overcome barriers to communication in your workplace
- Demonstrate active listening skills to build better relationships



#### LEARNING OBJECTIVES

- Learn strategies for communicating your message clearly
- Understand the different communication styles and how to adapt to others
- Explore approaches to removing communication barriers



#### PUBLIC TRAINING DATES

JAN 23-24	FEB 27-28	MAR 30-31	APR 24-25	MAY 29-30	JUN 29-30	JUL 27-28	AUG 30-31
SEP 28-29	OCT 30-31	NOV 29-30	DEC 14-15				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

# Interviewing Skills <sup>NEW</sup> for Managers

## COURSE OUTLINE

### Introduction

- Preparing yourself for the role
- What skills you need to be an interviewer

### Preparing for the Interview

- The interviewing panel
- Your responsibilities before the interview
- Your responsibilities during the interview process

### The Interview

- Using the S.T.A.R. approach in competency based interviews
- Building rapport with the interviewee
- Asking the right questions
- Being fair and transparent

### Practising and Decision Making

- Body language
- Effective communication using the 3V's
- Active listening

### After the Interview

- Making the right decision

This exciting workshop focuses on developing your skills and knowledge around the interview process. The course provides a useful framework for managers and people who are going to recruit staff. The workshop is highly practical and contains tips and techniques for how to go about the process of recruiting using a competency based approach. This will help you to choose the best candidate for the job!

### Who should attend?

Anyone who conducts interviews.



#### BENEFITS

- Interview people with confidence
- Manage the recruitment process effectively
- Know the right questions to ask



#### LEARNING OBJECTIVES

- Use the competency based approach to interviewing
- Follow the process of recruitment and fulfil your responsibilities
- Learn how to promote a favourable impression of yourself and your organisation



#### PUBLIC TRAINING DATES

JAN	MAR	JUN	SEP	NOV
17	22	21	27	8



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://britishcouncil.sg/corporatetraining)



# Positive Influencing Skills

## COURSE OUTLINE

### Introduction

- What makes a great influencer?
- Why should we influence?
- Who do you need to influence?

### Principles

- Defining positive influencing skills
- Understanding and using the 4 influencing styles

### Influencing Techniques

- Understanding vs. listening
- Persuasion vs. manipulation
- Building working relationships
- Pulling vs. pushing

### Relationship Skills

- Building trust and rapport
- Developing assertiveness
- Dealing with different characteristics

### Influencing Outcomes

- Listening and probing techniques
- Using persuasive language
- Involving people

This enriching workshop introduces techniques to positively influence others in a range of situations such as selling new ideas, winning resources and negotiating outcomes at work.

Through interactive scenarios, self-reflection and a range of practical activities, you will explore ways to influence and communicate with others, even in challenging situations.

### Who should attend?

Anyone who has to influence or persuade others at work.



#### BENEFITS

- Influence colleagues around you to get the results you want
- Better use the key communication skills involved in influencing others
- Be able to build persuasive arguments



#### LEARNING OBJECTIVES

- Explore the four influencing styles and apply them to different scenarios
- Learn how to build trust and increase influence with others
- Apply a framework for communicating requests in a persuasive way

BRITISH COUNCIL



#### PUBLIC TRAINING DATES

FEB 27-28	MAR 23-24	APR 20-21	MAY 25-26	JUL 24-25	AUG 21-22	SEP 18-19	OCT 23-24
NOV 20-21	DEC 11-12						



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](http://BRITISHCOUNCIL.SG/CORPORATETRAINING)

# Presentation UPDATED Slide Essentials

## COURSE OUTLINE

### Make it Memorable

- Know your purpose and outcome
- What's in it for me?
- Presentation structures
- Analogue mode
- Software options

### Slide Design

- Structuring slides
- Bullet points
- Key words
- Fonts
- Background
- Colour
- Creating contrast

### Diagrams and Data

- Displaying data
- Tables
- Graphs
- Large amounts of data

### Images and Animation

- Using images and animation
- Animating text
- Animating objects

Creating excellent slides is essential to any good presentation. This workshop focuses on techniques to prepare memorable, understandable and attractive slides that add depth to the message of your presentation.

You will use the workshop concepts to progressively create a set of your own slides. At the end of the workshop you will present your slides to the workshop group.

The workshop focuses on the design of slides, not the technicalities of using presentation software. Your workbook will however, show you 'how to guides' which demonstrate various PowerPoint software tools.

### Who should attend?

Anyone who prepares presentation slides or gives presentations.



#### BENEFITS

- Create slides with increased visual impact
- Communicate your message more clearly
- Transform dry data into meaningful images



#### LEARNING OBJECTIVES

- Apply the principles of slide design
- Edit your slides for relevant content
- Learn how to use text, images and animation effectively



#### PUBLIC TRAINING DATES

MAR	JUL	OCT	NOV
1	5	4	8



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRAINING](https://www.britishcouncil.sg/corporatetraining)

# Say it Clearly!

## COURSE OUTLINE

### Sounds and Spelling

- The phonemic alphabet
- Phonemic spelling

### Vowel Sounds

- Long vowels
- Short vowels
- Double vowels or diphthongs

### Consonants

- Voiced and unvoiced consonants
- Problem consonants
- Consonant clusters

### Stress

- Syllables and word stress
- Weak sounds: un-stressed syllables
- Sentence stress

### Pace, Pausing and Intonation

- Sounding polite
- Intonation and meaning

### Delivery

- Controlling your voice
- Projecting your voice
- Developing clearer speech

### Linking

- Consonant-vowel linking
- Vowel-vowel linking
- Achieving fluency

Do you have problems pronouncing certain words? Would you like to improve your stress, pacing and intonation so that you become a more persuasive speaker?

This enlightening workshop highlights common problems in spoken English, and will help you to improve all aspects of your pronunciation.

You will play a variety of pronunciation games, use the British Council's interactive phonemic chart and make recordings of your voice. Feedback on your strengths and areas for development will ensure that you immediately improve your pronunciation.

### Who should attend?

Anyone who wants to speak more clearly.



#### BENEFITS

- Know the correct pronunciation of commonly mispronounced words
- Improve the clarity of your speech
- Increase the impact of your voice



#### LEARNING OBJECTIVES

- Pronounce the sounds of English accurately
- Apply the right stress to commonly used words
- Use pace, pausing and intonation effectively



#### PUBLIC TRAINING DATES

JAN 26-27	FEB 20-21	MAR 20-21	APR 27-28	MAY 25-26	JUN 22-23	JUL 20-21	AUG 21-22
SEP 21-22	OCT 26-27	NOV 23-24	DEC 7-8				



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Singlish UPDATED to English

## COURSE OUTLINE

### Introduction

- What is Singlish? What is Standard English?
- The Speak Good English Movement

### Singlish or Standard English?

- Common words and phrases
- Sentence construction
- Grammar
- Question forms

### Switching between Singlish and Standard English

- Direct or indirect?
- Switching practice

What are the differences between Singlish and Standard English? And why does 'knowing the difference' matter anyway? This fun and revealing workshop gives you the answers.

You will take part in role plays, discussions, quizzes and games to learn how to switch effectively between Singlish and English.

### Who should attend?

Anyone who wants to learn the difference between Singlish and English and how to switch between the two.



#### BENEFITS

- Be able to differentiate between Singlish and Standard English
- Use Standard English in situations that require it
- Communicate more effectively in a global environment



#### LEARNING OBJECTIVES

- Use Singlish and Standard English in appropriate situations
- Identify differences between Singlish and Standard English
- Practise switching between Singlish and Standard English



#### PUBLIC TRAINING DATES

MAR	JUN	SEP	NOV
15	21	13	15



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Strategic Business Storytelling

## COURSE OUTLINE

### Everyone Loves

#### a Good Story

- Why stories matter
- A video story
- Fabulous fables

### Making Sense of Our Business World

- The power of story
- A strategic business story

### Storytelling Techniques

- The structure of good stories
- Storytelling techniques
- Which story will you tell?

### Good Storytelling

- Voice for atmosphere
- Body language and facial expressions
- Pacing of speech and the story

### Your Story

- Criteria for feedback
- Story Time!

This compelling workshop will demonstrate the profound impact of storytelling on others and the uses and benefits of storytelling in the corporate environment. You will learn about different types of stories and how you can match your strategic purpose to a specific storytelling technique.

A good story deserves a good story teller. You will practise how to structure and deliver your story to communicate your main message clearly and with impact.

All participants will prepare and tell stories and receive feedback on their strengths and areas for development as a storyteller.

### Who should attend?

Anyone who wants to communicate their messages in the corporate environment more effectively and inspire and influence people while doing so.



#### BENEFITS

- Influence team and culture and enhance employee engagement
- Inspire and motivate others
- Highlight, emphasise and promote key messages and best practices



#### LEARNING OBJECTIVES

- Identify a suitable story type to match your purpose
- Structure and deliver an effective business story
- Identify your storytelling strengths and areas to continue developing



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEP	NOV
11	1	17	31	20	22



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 12



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# Success with Presentations

## COURSE OUTLINE

### Purpose – Outcomes - WIIFM

- What's the purpose?
- How can you measure success?
- What's in it for your audience?

### Your Material

- Structuring a presentation logically
- Brainstorming content
- Opening effectively
- Closing memorably

### Visual Delivery

- PowerPoint – worst and best practice
- Positive Body language

### Vocal Delivery

- Pace and pausing
- Intonation, pitch and volume
- Emphasising key words
- Matching voice with body language

### Fine Tuning your Language

- Signalling transitions
- Asking questions
- Packaging information into three
- Emphasising contrasts
- Handling interruptions

This highly practical workshop provides you with a full understanding of how to prepare, organise and deliver presentations. It demonstrates techniques for creating interest and impact that reflect the positive style and personality of the speaker.

You will work on your own case study presentation which will be recorded so that you are better able to identify how to improve your performance. You will receive feedback from the other participants as well as from your trainer.

### Who should attend?

Anyone who would like to build confidence and skills as a presenter.



#### BENEFITS

- Plan and deliver presentations with more confidence
- Communicate your messages more clearly to the audience
- Present with greater impact



#### LEARNING OBJECTIVES

- Apply the key principles of presentations
- Identify your strengths and weaknesses as a presenter
- Learn techniques to structure and communicate your messages



#### PUBLIC TRAINING DATES

JAN	MAR	APR	MAY	JUL	AUG	SEP	OCT
9-11	15-17	10-12	22-24	24-26	23-25	11-13	9-11
NOV							
13-15							



#### COURSE FEES

\$1591.09 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 12



#### LENGTH

3 Days





# Train the Trainer: Essential Skills

## COURSE OUTLINE

### Introduction and Openings

- Using ice breaker activities
- Organising pre-course tasks and self-evaluations
- Structuring the start of a training session

### Planning and Preparation

- Understanding the needs of students, sponsors and stakeholders
- Writing SMART training objectives

### Method

- Structuring a training session
- Adopting a learner-centred approach
- Getting participation in the training room

### Activities

- Using sensory learning preferences
- Making it fun and interactive
- Giving clear instructions
- Eliciting answers

### Feedback and Endings

- Giving constructive feedback
- Delivering your training session
- Reviewing the training sessions
- Ending a workshop

This hands-on workshop provides trainers, managers, supervisors and HR staff with invaluable facilitation techniques used by top training professionals.

Through a series of learner-centred activities, you will learn how to plan, prepare and deliver training sessions that meet the needs of your participants and engage them from start to finish. On the final day, you will work in teams to prepare and deliver a training activity. You will receive constructive feedback throughout the workshop as well as practical tips on how you can continue to improve.

### Who should attend?

For trainers, intended trainers, HR professionals and managers.



#### BENEFITS

- Communicate more effectively with your course participants
- Be able to select the best methods and activities for your group
- Know how to engage learners and keep them focused



#### LEARNING OBJECTIVES

- Plan and prepare relevant learner centred activities for your learners
- Deliver a well-structured training session that achieves its aims
- Reflect on the outcomes of training sessions and make revisions where necessary



#### PUBLIC TRAINING DATES

MAR	MAY	SEP	NOV
27-29	29-31	25-27	27-29



#### COURSE FEES

\$1591.09 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 12



#### LENGTH

3 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Using Your Voice for Impact

## COURSE OUTLINE

### Introduction

- The nature of communication
- The 6 Ps
- Your current vocal skills

### Protecting

- Caring for your voice
- How the voice works
- How to warm up your voice

### Projecting

- Common projection problems
- Tips for projecting with impact
- Practising your projection

### Pitching

- Pitching it right
- Intonation
- Using your voice for atmosphere and influence

### Pronouncing

- The phonological core
- Consonant sounds and clusters
- Vowel sounds
- Syllable stress

### Pausing and Pacing

- Pausing for impact
- Pausing and sentence stress
- Stress techniques
- Pacing your speech

### Your Voice at Work

- Making announcements using a microphone
- Conducting an effective video conference
- Delivering webinars

### Using your Voice for Impact

- Your current vocal skills

We all use our voices to communicate at work. But are you making the most of this valuable asset?

This workshop will help you develop the skills and strategies for successful vocal communication in the modern business environment. Through a range of techniques, activities and exercises, you will learn how to care for your voice and communicate in a way that creates maximum impact. You will practise using your voice in a range of business simulations including webinars, pitches and announcements.

### Who should attend?

Anyone who wants to increase the power of their vocal communication.



#### BENEFITS

- Care for your voice better
- Control how you are communicating vocally
- Communicate with greater confidence using your voice



#### LEARNING OBJECTIVES

- Learn strategies to protect and project your voice
- Use a range of vocal elements to increase the power of your voice
- Apply techniques to engage your audience using your voice



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT
27-28	20-21	29-30	28-29	30-31



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)



# CUSTOMER MANAGEMENT

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CORPORATE TRAINING WORKSHOPS



# Delivering Service Excellence

## COURSE OUTLINE

### Introduction

- Defining excellent customer service
- Recognising WOW brands and their features

### The Customer Journey

- Defining customer journey mapping
- Analysing your customer journey
- Improving your customer journey

### Consistent Customer Service

- Your organisation's mission and values
- Your customers' needs and expectations
- Consequences of dissatisfied customers

### Communicating with your Customers

- 3Vs of communication
- Active listening
- Facial expressions and body language
- Common complaints and appropriate service recovery
- Handling a complaint

### Customer Service Language & Stress

- Techniques to deal with stressful customer interactions
- Appropriate customer service language
- Saying 'no' in a friendly way

### Bringing it all together

- Challenging customer interactions

Are you new to a customer service role? Would you like to develop your customer handling skills so that you are able to exceed your customers' expectations? If so, this thought-provoking and interactive workshop will give you the skills that you need.

The workshop is suitable for those who deal with internal or external customers. It focuses on the communication skills needed to achieve excellent customer service.

### Who should attend?

This course is designed for staff who are new to a customer service role.



#### BENEFITS

- Gain more confidence in your customer handling skills
- Communicate more effectively with your customers
- Deal with stressful customer interactions, such as handling complaints



#### LEARNING OBJECTIVES

- Define what excellent customer service is
- Map, analyse and improve your customers' journeys
- Learn techniques to handle complaints and find appropriate service recovery



#### PUBLIC TRAINING DATES

JAN	APR	AUG	NOV
19-20	10-11	17-18	27-28



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Delivering Service Excellence – Advanced

## COURSE OUTLINE

### Introduction

- Defining the customer experience at your organisation
- Identifying barriers to achieving service excellence

### The Customer Journey

- Defining and mapping customer service journeys
- Analysing and enhancing a typical customer journey

### Communicating with your Customer

- Reviewing the 3Vs of communication
- Developing rapport through facial expressions and body language
- Using your voice to create a connection

### Advanced Communication Techniques

- Pacifying angry customers
- Selling the A.P.P.L.E. way
- Using positive words to win customers

### Empathy

- Discovering how to show empathy effectively
- Dealing with complaints using L.E.A.P.
- Devising creative solutions to routine problems

### Delight your Internal Customers

- Focusing on your colleagues
- Elevating your emails
- Showing your qualities

### Bringing it all Together

- Creating a 'Delivering Service Excellence' PowerPoint

Are you experienced in customer service? Would you like to reflect more deeply on what you do and how you do it? Would you like to learn new ways to consistently exceed your customers' expectations? If so, this challenging and highly practical workshop has the answers.

The workshop focuses on the theory and skills needed to consistently deliver service excellence for both external and internal customers.

### Who should attend?

Any frontline employees with several years of customer service experience.



#### BENEFITS

- Consistently exceed your customers' expectations
- Think of new ways to respond to routine situations
- Provide a model of best practice for less experienced colleagues



#### LEARNING OBJECTIVES

- Define service excellence at your organisation, and align your procedures with this
- Explore how to respond to customers with empathy, imagination and creativity
- Provide a model of best practice for your team (video project)



#### PUBLIC TRAINING DATES

FEB	JUN	OCT
23-24	8-9	12-13



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://britishcouncil.sg/corporatetraining)



# Handling Angry, Hostile and Abusive Customers

## COURSE OUTLINE

### Understanding yourself and others

- Exploring the different stages of anger
- Being on the anger escalator
- Building empathy using case studies

### Managing yourself and others

- Dealing with stress
- Discovering the root causes of anger
- Calming angry and agitated customers

### Assertiveness

- Refusing requests and offering alternatives
- Explaining policy using assertive techniques
- Varying your tone

### Handling Challenging Customer Complaints

- What not to say
- Structuring a reply

### Handling Challenging Customer Complaints

- What not to say
- Structuring a reply
- Role plays

### Dealing with Hostile and Abusive Customers

- Identifying hostile and abusive customers
- Using questions to re-focus
- Handling personal criticism

Do your customers shout at you? Do you sometimes feel like shouting back? Anyone who works in a front-line customer service position has, at some time, had to deal with exceptionally challenging customers. This helpful workshop gives you practical tips and techniques to deal with these situations in a calm, assertive way.

Through discussions, case studies and role plays, you will learn why people react in anger; how to manage your own reactions; and how to handle those of your customers.

### Who should attend?

Customer service professionals, executives and managers who want to build confidence in dealing with extremely challenging customers.



#### BENEFITS

- Better understand your customers' anger and your own reactions
- Know how to diffuse angry confrontations
- Feel more confident in dealing with extremely challenging customers



#### LEARNING OBJECTIVES

- Analyse difficult situations to handle them more appropriately
- Learn ways to calm down and think straight
- Use a range of strategies to be more assertive with extremely challenging customers



#### PUBLIC TRAINING DATES

JAN	MAR	MAY	JUL	SEPT	NOV
16-17	2-3	30-31	3-4	25-26	6-7



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

“”

An engaging and effective workshop with a trainer that made it very fun.

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MANAGER  
INTERNATIONAL BANK





# Managing Service Excellence

## COURSE OUTLINE

### Introduction

- Building a culture of service excellence
- The 6D's of creating a customer-focused culture
- Defining service vision

### Managing the customer experience

- Customers' emotions and your emotional signature
- Creating a customer-centric company
- Case study - Zalora

### Managing the Service Team

- Finding the best staff
- Developing engaged and empowered employees
- Case study – Singapore Airlines

### Evaluating Service Performance

- Types of service performance measures and their benefits
- Purpose of performance measures
- Using data to improve service

Do you manage service delivery teams? Do your teams provide a service to internal or external customers? Would you like to develop your professional skills in managing service delivery teams? If so, this course will help you lead your customer service teams to success.

### Who should attend?

Managers of service delivery teams



#### BENEFITS

- Establish better-motivated, happier customer service teams
- Learn from other high-performing managers and organisations
- Learn how data can be used effectively to improve service



#### LEARNING OBJECTIVES

- Understand how to build a culture of service excellence
- Learn to manage the customer experience by focusing on customers' emotions
- Evaluate service performance and improve it



#### PUBLIC TRAINING DATES

FEB	APR	JUN	AUG	OCT
6-7	17-18	15-16	7-8	19-20



#### COURSE FEES

\$908.43 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

2 Days

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://www.britishcouncil.sg/corporatetraining)

# Service Excellence <sup>NEW</sup> on the Telephone

## COURSE OUTLINE

### Service Excellence on the Telephone

- The value of your voice
- Making a positive first impression
- Connecting with your customer

### Handling Customer Requests

- Using appropriate customer service language
- Making the most of your voice
- Active listening
- Leaving a lasting impression

### Declining Customer Requests

- Using the LEAP technique
- Saying “no” in a positive and friendly way
- Pacifying angry customers

### Putting it into practise!

This course will help staff communicate over the telephone in a customer-focused way. Participants will learn a range of strategies to manage different customer interactions and project a professional, positive image. This workshop is highly interactive with lots of opportunity to practise and receive feedback.

### Who should attend?

Frontline staff who deal with internal or external customers over the telephone.



#### BENEFITS

- Feel more confident handling customers over the telephone
- Know how to make a positive impression on your customers
- Have techniques to deal with challenging situations on the telephone



#### LEARNING OBJECTIVES

- Explore how to create a positive first impression
- Practise ways to communicate with customers using your voice
- Learn strategies for handling a range of customer requests



#### PUBLIC TRAINING DATES

APR	MAY	JUL	SEP	NOV
5	3	5	13	1



#### COURSE FEES

\$636.65 (incl. GST)



#### MAXIMUM GROUP SIZE

Maximum size of 16



#### LENGTH

1 Day

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/CORPORATETRaining](https://britishcouncil.sg/corporatetraining)



# BUSINESS ENGLISH

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CORPORATE TRAINING WORKSHOPS

# Aptis – Forward Thinking English Testing

## FOR MORE INFORMATION:

British Council  
Napier Road Centre  
Examination Services  
30 Napier Road  
Singapore 258509

TEL: +65 6473 1111

[aptis@britishcouncil.org.sg](mailto:aptis@britishcouncil.org.sg)

Aptis is an innovative global English language assessment tool from the British Council. Aptis is designed to be flexible, adaptable and accessible. Developed by testing experts and based on the latest research in assessment, Aptis not only gives an accurate picture of a candidate's English language ability, but it is also affordable and easy to administer.

### Uses of Aptis

- Benchmarking purposes for current employees
- Language audits to identify training needs
- As a diagnostic tool to identify strengths and weaknesses of staff
- Filtering potential employees for interviews/recruitment
- Filtering students to identify those ready for IELTS
- Filtering current employees for promotion

### Benefits for Organisations

- Flexible
  - You can 'pick & mix' components that suit your particular needs
- Quick
  - Result delivery in as little as 24 hours
- Cost-effective
  - Aptis is competitively priced and attractive discounts are available
- Choice of self-administration
  - Your organisation can have complete control of test administration
- Joint British Council/Company Branding
- Customisable
  - We can develop test questions that are relevant to your industry

### Aptis Structure and Scoring

Aptis is made up of 4 skills components: Listening, Speaking, Reading and Writing. You can combine the core language knowledge component (grammar and vocabulary) with one or more of these skills components for a reliable test that meets the needs of your organisation. By allowing you to choose which skills are tested, as well as when and where to schedule the test, Aptis guarantees that you get the best and most meaningful results for your organisation. Candidate performance in each skill component is mapped to the Common European Framework of Reference for Languages (CEFR). An Aptis candidate will receive both a numerical score (0 to 50), as well as a score mapped to the CEFR level (A1 – C) for each skill they take. Aptis results can be sent directly to organisations, and the British Council can help to map these results to local standards, and recommend appropriate benchmarks for specific industries or job profiles.



# BEST – Business English Skills Training

## FOR MORE INFORMATION:

British Council  
Napier Road Centre  
30 Napier Road  
Singapore 258509

British Council  
Marsiling Centre  
1 Woodlands Street 31,  
#04-01  
Fuchun Community Club  
Singapore 738581

British Council  
Tampines Centre  
11 Tampines Concourse  
#01-02/03/04  
Singapore 528729

British Council  
Toa Payoh Centre  
480 Lorong 6 Toa Payoh  
#09-01 HDB Hub, East Wing  
Singapore 31480

Telephone: +65 6439 2129

[contact@britishcouncil.org.sg](mailto:contact@britishcouncil.org.sg)

This comprehensive course will help you communicate more confidently and effectively with clients and colleagues. The courses are delivered over 48 hours and designed specifically for Singaporean and Malaysian students who want to improve their Business English.

### In our Grammar and Writing Courses, you will:

- Improve your understanding and accuracy of grammar as a tool to making the right impact with your audience
- Expand and hone your business writing skills by raising your awareness of how best to communicate in emails, proposals, reports, letters, meeting agendas and minutes
- Put your new skills into action instantly through realistic communicative tasks.

### In our Speaking and Pronunciation Courses, you will:

- Improve your understanding and use of phonological features to maximise the clarity and impact of your message
- Gain greater confidence in your spoken interactions at work by identifying formal and informal speech registers and language conventions, and raising your awareness of local and international variations and when to use them
- Receive ongoing constructive feedback in simulations of meetings, presentations, negotiations, telephone transactions and relationship-building tasks.

### Be placed in the course best suited to your level. We offer:

- Grammar and Writing 2, 3 or 4
- Speaking and Pronunciation 2, 3 or 4

### SkillsFuture credit applicable

SkillsFuture is a national movement to enable all Singaporeans to develop to their fullest potential throughout life. All Singaporeans aged 25 and above will receive an opening credit of S\$500 from January 2016 onwards. These credits will not expire and can be accumulated as the government will provide periodic top-ups. Find out more on SkillsFuture here: [www.skillsfuture.sg](http://www.skillsfuture.sg)

British Council is pleased to be part of this national initiative with our **BEST: Business English Skills Training** courses.

Use your SkillsFuture credit at the British Council.

# Private Group and one-to-one English Language Courses

**FOR MORE INFORMATION:**

British Council  
Napier Road Centre  
30 Napier Road  
Singapore 258509

Telephone: +65 6807 1587

[contact@britishcouncil.org.sg](mailto:contact@britishcouncil.org.sg)

Our dedicated contracts team deliver tailored English language courses for groups and individuals from Beginner to Advanced levels. Courses can be designed to support learners both in the workplace and in their daily lives, and are an excellent way to improve linguistic confidence and workplace productivity. We provide English courses tailored to specific industries such as financial, pharmaceutical, hospitality, retail, aviation and many more, thus ensuring the training is as relevant as possible.

Our Cambridge CELTA and DELTA\* qualified teachers have vast experience of teaching adults in diverse countries in Asia and beyond, giving them an awareness of the challenges faced by different learners in areas such as pronunciation, writing, grammar or listening. Current clients include a range of major international companies, embassies, high-ranking universities and government departments.

# myClass English

**FOR MORE INFORMATION:**

British Council  
Napier Road Centre  
30 Napier Road  
Singapore 258509

Telephone: +65 6807 1577

[contact@britishcouncil.org.sg](mailto:contact@britishcouncil.org.sg)

**myClass Flexi:**

This flexible course is designed for busy professionals who wish to improve their English. Students can book and cancel classes online, choose lessons according to topic or time, and manage their own learning at their pace. The 4-month membership includes 48 hours of 2 hour lessons, and students can start any week.

**myClass Pre-booked:**

This more traditional 12 week course is designed for busy professionals who wish to come to a regular class twice a week. Students can cancel classes on their phone and rebook a class at another time when busy, whilst getting the benefit of having a regular class time and teacher as well. The 3 month course includes 48 hours of 2 hour lessons, and students can start any week.

**A myClass student receives:**

- Face-to-face academic counselling after every 10 lessons
- Free membership of myClub which provides access to additional hour-long workshops across the week focused on different skills, such as vocabulary-building or speaking practice, as well as member event evenings and activities

**Be placed in the course best suited to your level. We offer:**

- myClass Intermediate
- myClass Upper-Intermediate
- myClass Advanced



# GLOBAL PROGRAMMES

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CORPORATE TRAINING WORKSHOPS

# Researcher Connect

**The programme will be customised to meet your institution's development needs.**

Researcher Connect is a series of short interactive modules for researchers at any stage of their career and from any academic discipline. It is a professional development course that focuses on the development of excellent communication skills and will enable learners to communicate their research effectively with a range of audiences in appropriate academic and/or professional styles. It will also help researchers develop professionally in key areas

Researcher Connect is available as a series of modules delivered in workshop format by experienced and quality assured trainers. In addition there is an online learner community seeded with related activities and resources.

In an increasingly competitive and global market, researchers and the institutions they represent need to communicate their research effectively to an international audience. Researchers need the communication skills to enable them to publish in international journals and present at conferences in English; apply for funding to national and international bodies; communicate with the wider public and policy-makers; and build international collaborations to further their research.

Researcher Connect has a flexible design to meet different institutional needs. It is made up of one core and seven optional modules:

- Core Module: Know your audience
- Module 2: Presenting with Impact
- Module 3: Persuasive Proposals
- Module 4: Abstracts
- Module 5: Academic Collaboration
- Module 6: Effective Emails
- Module 7: Academic Writing
- Module 8: The Digital Researcher

The key professional skills covered on the programme are:

- Understanding yourself and others
- Listening, fostering trust and building rapport
- Communicating effectively in speaking and writing
- Developing effective teamwork in face-to-face and virtual academic teams
- Motivating and persuading; getting funding and being published



TRAINING DATES

By Arrangement



COURSE FEES

On Request

REGISTER ONLINE AT [BRITISHCOUNCIL.SG/PDC2015](https://www.britishcouncil.sg/PDC2015)

# Our Professional Development Hubs in Asia

1

**SINGAPORE**

480 Lorong 6 Toa Payoh  
#09-01 HDB HUB  
East Wing 310480  
T 65.6807.1599

[contact@britishcouncil.org.sg](mailto:contact@britishcouncil.org.sg)

2

**HONG KONG**

3 Supreme Court Road  
Admiralty, Hong Kong Island  
T 85.2.2913.5100

[corporate.English@britishcouncil.org.hk](mailto:corporate.English@britishcouncil.org.hk)

3

**PHILIPPINES - MANILA**

10th Floor Taipan Place  
F. Ortigas Jr Road, Ortigas Centre, Pasig City  
T 63.2.555.3000

[britishcouncil@britishcouncil.org.ph](mailto:britishcouncil@britishcouncil.org.ph)

4

**MALAYSIA - KUALA LUMPUR**

Ground Floor, West Block  
Wisma Selangor Dredging 142C Jalan Ampang  
Kuala Lumpur 50450  
T 60.0.3.2723.7900

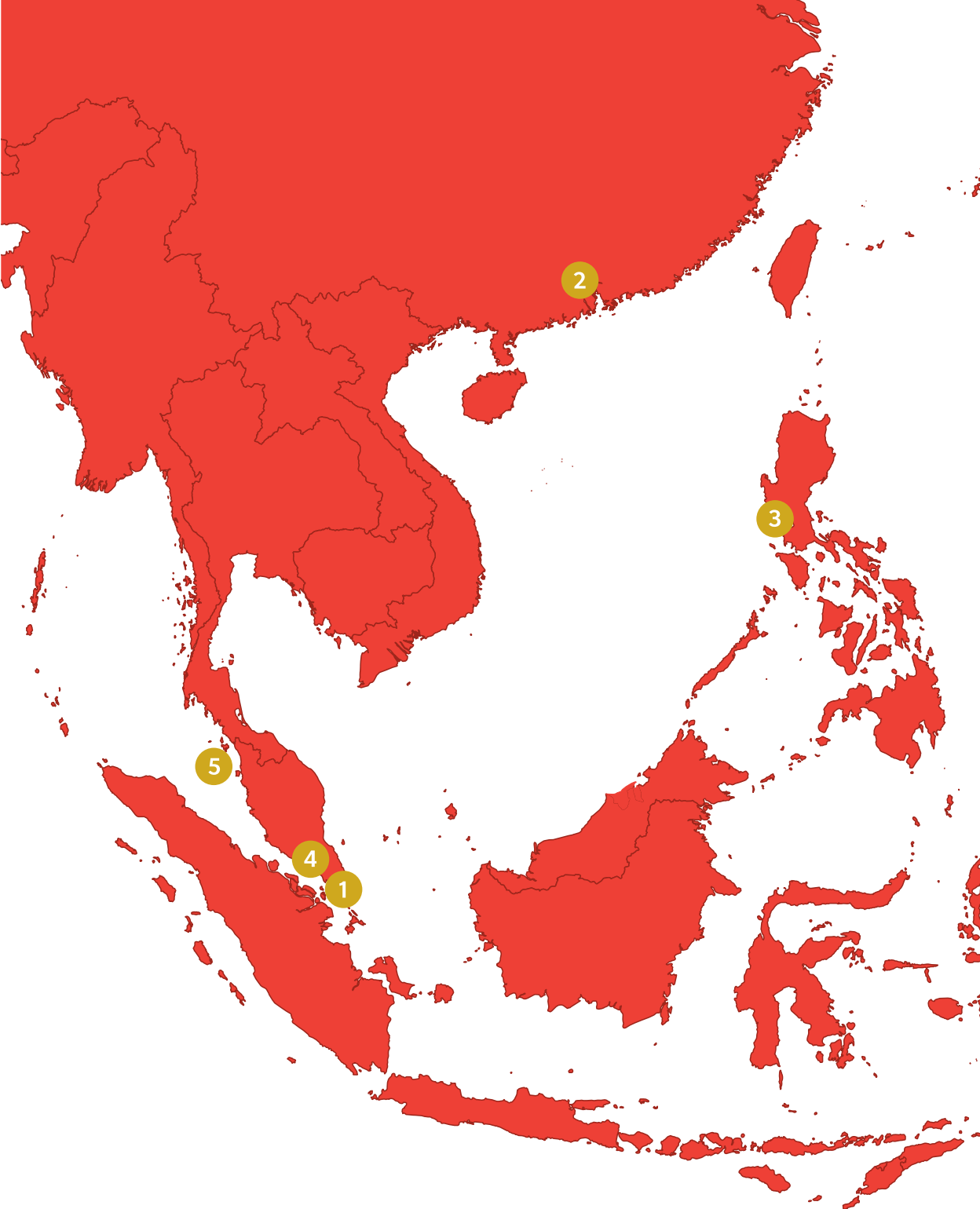
[corporate.training@britishcouncil.org.my](mailto:corporate.training@britishcouncil.org.my)

5

**MALAYSIA - PENANG**

Wisma Great Eastern  
Suite 3A.1 & 3A.2, 25 Light Street  
Penang 10200  
T 60.0.4.255.9000

[corporate.training@britishcouncil.org.my](mailto:corporate.training@britishcouncil.org.my)



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MAP OF EAST ASIA

# How to find us

## BY BUS

8, 26, 28, 31, 73, 88, 90, 139,  
142, 143, 145, 155, 157, 159,  
163, 231, 232, 235, 238

## BY MRT

- Get off at Toa Payoh station (NS19)
- Turn left at the control station
- Look for the signs to HDB Hub (Exit A)
- Take the escalator up to Level 1, walk past GoldHeart and Giordano
- Turn to your right when you enter HDB Hub
- Look for Maybank, walk straight on and you will see Coffee Bean. Turn left and walk all the way to the waterfall. Turn right to the lifts at East Wing Lobby 1 and go up to level 9.

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## BY CAR

The nearest parking space is in the basement of HDB Hub. Entrance to the carpark is at 480 Toa Payoh Lorong 6. Carpark charges apply.

Carpark charges:

- Monday to Saturday 7.00am to 6.00pm : S\$0.50 per half hour
- After 6.00pm: S\$1.00 per entry
- Sunday and Public holidays: S\$1.00 per entry

Toa Payoh Centre  
480 Lorong 6 Toa Payoh  
#09-01 HDB Hub, East Wing  
Singapore 310480  
T 65.6439.2131  
F 65.6397.2242

contact@britishcouncil.org.sg  
britishcouncil.sg/corporatetraining  
facebook.com/britishcouncilsingapore  
twitter.com/sgbritish

## OUR CENTRES

British Council  
Napier Road Centre  
30 Napier Road  
Singapore 258509  
F 65.6472.1010

Marsiling Centre  
1 Woodlands Street 31  
#04-01 Fuchun Community Club  
Singapore 738581  
F 65.6368.4643

Tampines Centre  
11 Tampines Concourse  
#01-02/03/04  
Singapore 528729  
F 65.6783.4509

Katong  
112 East Coast Road  
#03-16, 112 Katong  
Singapore 428802  
F 65.6443.0229

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FOR CULTURAL RELATIONS AND  
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