

## Project Memorable Image and Communicate Trust, Likability and Competence (TLC)

Communication is not simply getting a message across. Effective communication is about connecting with our audience. Connection is both on the logical and emotional levels. Making sense to the audience to ease their full understanding and engaging them in trusting interaction are essential soft skills for professionals to contribute to teams and to get collaboration. The takeaways include:

- Be audience-focused with WII-FM (What's In It For Me) concept
- Learn a systematic model to inform and to instruct
- Practise a persuasive model to create open discussion
- Acquire active listening skills to recap and to probe
- Identify barriers and learn conflict resolutions
- Develop flexibility to suit four behavioural styles
- Influence with three Vs – Verbal, vocal and visual
- Give and get feedback to benefit from experiential learning

## Target Audience

Staff of all levels

## Methodology

### Pre-training Phase

1. The participants will be requested to attend the workshop in business attire. They will receive feedback on dressing and grooming.
2. The organiser will prepare simple finger food and drinks for practicing cocktail etiquette.

## Workshop Activities

*Lecture, Demonstration, Discussion, Role-play and Game*

## Course Outline

### 1. Connect, Engage and Collaborate

The participants will *play a game* to identify the following skills:

- Communicate TLC- Trust, Likability and Competence
- Build five credibility dimensions – see, say, sound, listen and behave
- Know four networking steps – prepare interaction, approach someone, build relations and follow up

### 2. Build, Forge and Grow Network

The participants will develop their motivation and skills:

- Live the spirit of giving and sharing
- Gain the benefits of networking
- Learn business small talk techniques

### 3. Role-Play Hosts and Guests in Networking Event

The participants will *simulate a cocktail* event in which they will learn:

- Role of hosts and deputy hosts
- Role of guests
- Process of event flow

### 4. Be Poised in Business Etiquette

The trainer will *debrief the role-play* to focus on business etiquette:

- Introduction
- Handshake
- Name card handling
- Entering and exiting a group
- Small talk dos and don'ts
- Food and drinks handling

### 5. Dining Etiquette

The trainer will *discuss and demonstrate*:

- Seating arrangement
- Western dining
- Chinese dining

### 6. Power Up Body Language

The trainer will *demonstrate and review* the body language seen in the earlier event role-play. The participants will *practise*:

- Posture
- Gestures
- Eye contact
- Movement
- Personal space

### 7. Sharpen Dressing and Grooming

The trainer will offer tips on professional and occasion dressing based on the participants' attire and a general overview:

- Dressing dos and don'ts
- Cocktail
- Business lunch
- Meetings

### 8. Meeting Etiquette

The participants will integrate their learnt skills to *role play* meeting etiquette:

- Network with energizing conversation skills
- Introduction
- Business etiquette