

Communication for Performance

"The way we communicate with others and with ourselves ultimately determines the quality of our lives" - ANTHONY ROBBINS

OVERVIEW

Communication is vital to businesses and organizations; when we communicate and engage with people, the quality of such communications can have a meaningful impact on business performance and decision making.

This intensive workshop will facilitate participants to develop the skills necessary for successful business communication and engagement skills – be it face-to-face, phone or emails.

Communication for Performance workshop is specially designed to equip individuals with the necessary knowledge and skills for effective business communications, impactful presentation and engagement; focusing on communication skills.

This program will ultimately enable the participants to be more competent and professional communicator.

KEY BENEFITS

Following are the key benefits and focus of this session:

- Developing Self-awareness
- Powerful communication methods
- Having tools to assist in getting messages across
- Boost your proficiency and confidence in communicating and presenting

LEARNING OBJECTIVE

After this program, the participants would be able to:

- Develop the right skills that will ensure clear communication in day-to-day activities
- Discover ways of creating more professional documents, communications and presentation
- Learn to organize, structure and present to achieve your objectives
- Build positive relationships and become a good communicator

LEARNING METHODOLOGY

REMOTE ONLINE LEARNING; sharing, discussions, group sharing, exercises, role plays, short video clips and **LIVE! – Live Interactive Virtual Engagement!**

PROGRAMME FOCUS

Introduction

- Creating a Positive First Impression
- Activity: Who am I as a Communicator?
- Workshop Overview
- Why Communication is Essential

Communicating with Impact

- Building rapport and Trust
- Listen Rather than Tell
- Be Present and Turn Off Your Inner Dialogue
- Listening Deeply, Being Impartial and Non-Judgmental
- Asking and Developing Effective Questions
- Strengthen partnerships to achieve desired outcomes

High Impact Feedback and Feed-forward

- Feedback versus Feed-forward
- Giving and Receiving Feedback (positive and developmental)
- Effective Feedback Model
- The Do's to feedback (being positive) and Flaws to avoid

Presenting and Influencing with Impact

- Influencing and presenting in meetings with impact
- The presentation structure, techniques and strategies:
 - Purpose of the session
 - Outline to cover in the session
 - Work-area setup for effective learning
 - Engagement with the participants
 - Resources – using the assessments, facilitate group discussion and managing a role-play

Tips on Business Writing

- What, How and Why of Business Writing
- Business Writing Best Practices
 - Types of written communication
 - Layout & Formats
 - Effectiveness; Language
 - Tips in Business Writing

Learning Action Plans

RECOMMENDED IMPLEMENTATION / DELIVERY

Pre-Workshop To-Do's:

Pre-test via Google Form *(if needed)*

Read and understand the Welcome Kit

Day / Session	Topic / Coverage	Duration	Notes
1	Introduction	4 hours	
	Communicating with Impact		
2	High Impact Feedback and Feed-forward	4 hours	Part 1 – Sharing and preparation
	Presenting and Influencing with Impact – Part 1		
3	Presenting and Influencing with Impact – Part 2	4 hours	Part 2 – Practical presentation
4	Tips on Business Writing	4 hours	

Post-Workshop To-Do's:

Post-test via Google Form *(if needed)*

Programme evaluation via Google Form

Important notice:

For effectiveness of the programme (better interaction and conducive learning), best not to have more than 15 participants per online training class.

DION OOI CL

Summary Profile

- Trained, coached, and mentored more than 35,000 people for more than 20 years of experience.
- Associate Certified Coach (ACC) of International Coach Federation (ICF).
- Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body.
- Certified Behavioral (DISC) Consultant (CBC) – The Institute for Motivational Living Inc., USA
- Certified NLP Practitioner – National Federation of NLP, USA.
- Certified Sales Trainer – SPIN Selling, USA.
- Certified International Accredited Training Professional.
- Certified Trainer for Human Resource Development Council (PSMB), Malaysia.
- Recipient of Effective Leadership and Vice President Award from Dell Computers.
- Trainer of the Month Award from New Horizons Computer Learning Center, USA.
- Professional Certificate in Supply Chain Management – ITC, United Nations, Geneva, Switzerland.
- Malaysia National Specialist Entrepreneur Mentor by Malaysian Government and EDII, India

Key Strengths

- Leadership Excellence
- Building Effective Teams
- Influencing, Convincing Skills and NLP methods
- DISC Behavioral Analysis
- Coaching and Mentoring Skills
- Self-Mastery and Personal Excellence
- Creativity and Out-of-the-box Thinking
- Effective Work and Time Management
- Interpersonal Communication Skills
- Train-the-Trainer
- Powerful Presentation Techniques
- Customer Service Excellence and Customer Relationship Management (CRM)
- Sales and Sales Management
- Negotiation Skills

Biography

Dion Ooi is an international certified learning and development professional. He has held key leadership positions in Dell Computers with more than 20 years in Business and General Management, Information Systems, Sales and Marketing, Supply Chain Management, Project Management with practical experience in providing excellent customer experience, building and managing effective teams, learning and development, adult experiential learning, facilitating, coaching and mentoring.

His style in training methodology that involves experiential learning makes his sessions lively and engaging. His experience in business and people skills in local and international business scenes permit him to pick appropriate and relevant examples and case studies, with tact and wits, which makes the learning process so much fun and effective.

His creative, innovative, intuitive and unique ability of selecting the highlights and pointers from these training and workshops makes one wonder if he is discussing your own organizational context. Participants are hence able to take back with them instant knowledge and skills that they can apply and practice immediately to make impactful changes in their own organizations for outstanding results.

He was awarded the Dell Effective Leadership Award (*for managing a team of Contact Center Specialists, projects and initiatives*) and the Dell Vice President Award (*for managing training projects and conferences successfully*) and Trainer of the Month award from New Horizons Computer Learning Center, USA. Apart from the awards and recognitions, Dion has successfully organized international and local events ahead of time. He is a firm believer in managing activities effectively to get the results you want.

During his tenure to lead and manage a team of specialists in a contact center, Dion has conducted numerous interpersonal communication training programs, coaching, counseling, team building programs, and developed training programs (leadership and interpersonal communication skills) for many corporations based on his years of experience in the corporate training industry.

He had travelled to many countries to train, coach and run events for multi-national companies including Dell (*inside and outside sales teams*), Intel, OSRAM, Western Digital, First Solar, Air Asia, Motorola, Bosch, Infineon, Flex, Plexus, B Braun, Panasonic, Daikin, American Embassy, Fedex, Honeywell, Keysight, Jabil, Kobe Precision, Benchmark Electronics, Escatec Electronics, Dongwha, Tourism Australia, Nestle, and many others. To date, more than 35,000 participants have benefited from his training, coaching, workshops, seminars and team building programs.