

Successful Communication and Customer Relationship Skills



Learn powerful techniques in influencing and leading relationships to build trust and confidence with internal and external clients and business partners, creating better outcomes faster with challenging situations and difficult conversations.

An intensive 2-day programme in Singapore

23 November - 24 November 2011

14 December – 15 December 2011

What people say:-

The group activities where we simulated scenarios with customers were very useful. It gave us practice with how to handle clients better. The exercise where we constructed our Johari Windows in groups was fascinating and helped us to understand ourselves and how others perceive us better.

Project Manager, Credit Suisse

Excellent presentation especially the DISC styles awareness and the importance of taking an 'Outcome Focus' with clients.

Abhisek Pandey, Development Manager, NYSE

Very useful for the leadership team, promotes better interactions with realisation of others styles

Sharon Teodoro, Operations Delivery Manager, Barclays Technology

REGISTER TODAY.

Book before 4 November for an early-bird 20% discount. Take advantage of a further 10% discount for a group of 3 or more!

Course fee: S\$1,860 per person.

(Price includes lunch & coffee breaks and is exclusive of GST) NoLimits' standard terms and conditions apply.

Who should attend?

Anyone who needs to convince others: large and small groups and one to one in formal or informal situations.

Leaders who want to build credible, trusting relationships with their teams and customers.

HR and Sales professionals who want to improve their questioning techniques and learn how to ask the right questions at the right time.

Individuals who want to enhance their communication and relationship skills with their boss, customers and work colleagues.

Individuals who need to build rapport with both external and internal clients.

Enhance your self-awareness and awareness of others using the Extended DISC personality questionnaire which is included in this programme.

During this workshop you will:

- Learn the importance of adapting your communication style to the thinking and behaviours of your clients and business partners.
- Discover how to connect, build rapport and develop long-term relationships, managing individual relationships to get the best results.
- Develop a values and an outcome driven approach which will increase confidence in managing relationships.
- Learn specific tools to influence better results, driving collaborative approaches to create win-win outcomes.

This programme can also be customised to suit your specific organisational needs.

To **REGISTER** or **ENQUIRE**:

Please contact us at: +65 6232 2466 or email sandralai@nolimitsasia.com