

Maximum Impact Communication Skills



If you want to make lasting changes in your workplace to improve effectiveness and productivity, clear communication is the key.

Poor communication results in wasted time and money, interpersonal conflict, eroded loyalty, and loss of business.

Communicating effectively, with staff, managers or the public, is a vital part of business success.

What is *communication*?

Communication is a process in which meaning is defined and shared between two or more people. Communication requires a sender, a message, and an intended recipient. It can come in oral, written, visual and nonverbal forms. The communication process is complete once the receiver has understood the sender. The purpose of communication is to get your message across to others clearly and unambiguously.

NBOGroup Communication Skills Programs

It is our goal to train each program participant to clearly, confidently, and persuasively communicate his or her message. Our training emphasizes the development of practical skills in each individual, not stereotyped techniques. Our unique method allows for the natural strengths of each participant to shine. Participants learn to be professional, dynamic communicators who effectively convey their message.

Maximum Impact Presentation Skills

Learn to deliver a maximum impact presentation to any audience, large or small.

People immediately form a perception of who we are and what we represent by how well we deliver a presentation. A person who can stand in front of a group with poise and confidence can immediately create the perception of competence. At NBO, we help participants to communicate confidently, persuasively and with maximum impact.

Objectives

Participants learn to:

- Think more clearly under pressure
- Tailor and articulate their message to a variety of audiences
- Deliver a maximum impact presentation in a more personal style
- Eliminate mannerisms that distract the audience
- Handle difficult questions with poise and confidence

Method

- DVD taping with individual playback and private coaching
- Extensive practice
- Progressive skill-building
- Interactive coaching by instructors
- Audience observation and input
- Reference materials and post-program resources for continued development



Program Duration

Two days

Write With Impact

Make your writing credible, appealing, and logical.

You want all your written communication to be as effective as possible. And you know that in these days of email and internet transmitted communication the need for clear, persuasive writing is just as important as it ever was. We'll show you how to present your points in a style, manner and sequence that gets the results you're looking for.

Objectives

Participants learn to:

- Organize your thoughts
- Focus your message
- Craft sentences that hold readers' attention
- Edit your writing for clarity and ease of reading
- Use headings and bullets appropriately
- Compose effective email messages
- Draft compelling reports, proposals, and memos

Method

- Instructor briefings
- Writing and editing exercises
- Extensive practice
- Progressive skill-building
- Individual feedback on writing skills
- Reference materials and post-program resources for continued development



Program Duration

One day

Coaching and Mentoring

Boost your team's performance by developing their skills and abilities.

Learn to effectively coach and mentor your team, and transform the way you manage. Our program provides answers to the challenges you face as a manager/leader:

- "How do I motivate my team?"
- "How do I help my people achieve more?"
- "What do I do about a non-performer?"
- "How can I retain and accelerate the development of high potentials?"

Tap into the many benefits of people development by learning to be a coach and mentor.

Objectives

Participants learn:

- How to improve productivity through "future focused" coaching
- How to help people become more effective
- How asking certain questions is better than giving advice
- How to immediately apply our practical coaching model
- How to manage under-performers

Method

- Interactive coaching by instructors
- Individual and group exercises
- Case studies
- Role-plays
- Instructor briefings
- Individual personality profile reports



Program Duration

One day
or
Two days

Interpersonal Skills

Enhance your people skills and further your career.

Are you frequently misunderstood at work? Do you struggle to get the right message across? We'll show you how to communicate persuasively, gaining others' agreement by reaching a shared understanding. Our Interpersonal Skills program will help you communicate the right message in the right way every time.

Objectives

Participants learn to:

- See other points of view and understand people better
- Recognize cultural differences
- Resolve conflict positively and effectively
- Influence and persuade others
- Hear what people are *really* saying
- Ask precise questions and get precise answers
- Let your body do the talking

Method

- Interactive coaching by instructors
- Individual and group exercises
- Individual personality profile reports
- Role-plays
- Instructor briefings
- Case studies

Program Duration

One day

or

Two days



Teambuilding

Make your team a consistent champion.

How well does your team work together? We'll help you create a team that shares a common vision and strives for a common goal. We want your team to work together, not by necessity, but by choice.

Objectives

Participants learn to:

- Understand different personalities
- Communicate in a way team members appreciate
- Work more effectively with others
- Identify common causes of friction and stress
- Make decisions as a group
- Manage the conflict that inevitably arises
- Take reasonable risks

Program Duration

One day

Optional Module: Leadership Simulation

Participants experience all the elements of team dynamics in a business simulation exercise. Risk taking, communication, change management, leadership strategies and dealing with uncertainties are built into a fast paced but revealing business game.



Communicating From Your Seat and On Your Feet

Discover a strategy for presenting complex information simply and persuasively.

As a knowledge worker, it's your job to gather and master a body of information, and make sense of it, then communicate the meaning of it so wise decisions can be made. Your knowledge is an asset. We'll help you make the most of that asset by equipping you with the skills and techniques to confidently communicate your ideas to any audience—one-to-one, in group discussions/meetings, or presentations.

Objectives

Participants learn to:

- Craft a compelling opener
- Frame problems as opportunities
- Clearly communicate your position or recommendation
- Ask leading questions
- Support and defend your recommendations
- Answer tough or challenging questions
- Say "No" effectively
- Enhance your delivery skills using voice, pace, and body language for greater impact

Method

- Interactive coaching by instructors
- Individual and group exercises
- Progressive skill-building
- Role-plays
- Instructor briefings

Program Duration

Two days



"I was asked to make a presentation to over 50 people for a private equity group in America. I was much more confident and relaxed. After the presentation, people told me that the talk was enlightening, compelling, very clear and concise, and that I answered questions thoroughly. Best of all, the audience took action on my recommendations!"

**Senior Vice President
Finance Industry**
Maximum Impact Presentation Skills

"The program provided me with the skills to be more effective in my meetings with the various stakeholders. In particular, the use of appropriate opening statements, playback and probing questions are highly relevant."

**Deputy Director
Government**
Interpersonal Skills

"Coaching and Mentoring is an excellent class. I find it relevant for my entire team and the management."

**Senior Vice President
Technology Industry**
Coaching and Mentoring

"Very useful program that helps me to better understand my personality, work styles and how I respond to pressure. Also gives me a better appreciation of different personality types among the group and how I can learn to work with them focusing on complimentary strength/weaknesses – leveraging on each other's strengths."

**Vice President
Manufacturing Industry**
Teambuilding

Contact Us

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