



AVENTIS
LEARNING GROUP

Raise Your EQ with Good People Skills

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Introduction

Improve Your People Management Skills and Breakdown the Barriers of Communication

People skills are critical in any organization because when people like you, things get done much faster and better. When you are able to quickly read others' behavioural styles and adopt the appropriate ways to communicate and connect with them, you are better able to get the outcome you want. Emotional Quotient (EQ) which is a measurement of one's Emotional Intelligence, is required in improve your people skills.

Using a powerful psychometric tool, you will learn simple and powerful people communication strategies that will help you identify the cues and the clues of people behaviour and connect effectively with them to get the outcome you want. You will also be better able to differentiate the personality type of people at work and in life and and promote healthy productive relationships with others.

Learning Methodology

30% of workshop:

- Concepts and theory sharing
- Best practices sharing from trainer
- Video learning

70% of workshop:

- Hands-on learning through role plays with observations, review and feedback
- Small group discussions and presentations
- Open discussions
- Experiential learning activities

Learning Outcomes



With the interactive exercises and hands-on practice with professional feedback, it will help you retain learning better and become more skilful and effective in managing people relationships and achieve greater business results.

- Learn how to better identify people behaviours and flex your communication approach to connect with others
- Gain greater confidence in communicating with internal and external customers
- Achieve increased work efficiency through more effective ways of managing difficult colleagues and clients and get them to co-operate and collaborate with you
- Recognize how your feelings can affect your attitude which in turn affects the way you manage people
- Acquire tools and techniques for powerful communication

BONUS: True Colors© Toolkit worth \$50

Course Outline

Speed profiling and adapting your communication approach

- Know your own communication preferences using a psychometric profiling tool
- Learn how to speed profile others' behavioural preferences
- Know how to adapt your communication approach to win others over

Building trust with others

- Understand the importance of trust in ensuring long-lasting relationships
- Learn how to build trust using David Maister's Trust Equation
- Be able to focus on the different factors of the Trust Equation based on different personality types

Application of learning

- Case studies and role plays
- Kahoot quiz to test understanding
- Action planning: taking the first step to improve people skills



Course Details



1 Day
9am - 5pm (Classroom)



Classroom Learning at
Holiday Inn Orchard City
Centre



Ms Rina
(65) 6720 3333
training.aventis@gmail.com



\$680 Before GST



Trainer's Profile



Meet the Industry Expert: Ms Maxine Teo

Maxine is a tri-lingual speaker, corporate facilitator and coach with a passion for colorfully impacting lives™ over 20 years of working with diverse teams across Asia. One of the most prolific speakers in Asia having successfully delivered keynotes on wealth management, retirement planning, peak performance and sales excellence to audiences in 30 over cities around the world.

Maxine has a knack of turning complicated concepts into practical and highly engaging learning applications. Maxine is fluent in spoken and written English, Mandarin and Cantonese and she delivers her messages in the three languages seamlessly to help her audiences achieve their highest level of understanding.

Coming from a decade of working in the financial services industry as a financial advisor and banker, Maxine shares her experience and knowledge in Relationship Management topics like Advisory Sales (B2B & B2C), Impactful presentation, Business Etiquette, Networking Skills, Negotiation Skills, Effective Communication, Client Service Excellence, Client Book Management, Cross-Cultural Awareness, Business Presentation Skills, and Time and Stress Management for better productivity. The skills she imparts are especially applicable to service and relationship-based industries like finance and banking, insurance and real estate.

Over the years, Maxine has received multiple awards from various international training institutions in recognition for her excellent work delivered to their corporate clients. She is also a frequent guest on Channel News Asia Radio 938, Money Mind show, to share on her experience and expertise on topics related to client and stakeholder engagement. What sets Maxine apart from most trainers in the industry is her ability to connect with her audiences instantly with her authenticity and personal energetic style!

Trainer's Profile

Industry Expertise

- Financial services – Insurance, retail banking, wealth management, private banking
- Pharmaceutical
- Hospitality
- Media & event management
- Retail & Fast-moving consumer goods
- Engineering

Education and Professional Qualification

- Bachelors Degree with Merit, National University of Singapore
- True Colors Personality Profiling – Accredited Facilitator – True Colors USA
- Belbin Team Profiling – Accredited Trainer – Belbin UK
- Professional Diploma in Training and Development – STADA Singapore
- Professional Certificate in Designing and Facilitating Experiential Learning – STADA Singapore
- Better Buyer Relationships – Sales Training Solutions Accredited Facilitator – IOWEU Hong Kong

Testimonials

"Fantastic trainer. Very engaging and knowledgeable. This course taught me how to analyse my blind spots and also help to read others instead of being too judgmental"

- Diana Devi, Executive at CRA

"Maxine is excellent. Her communication skills is marvelous. It opens up our minds. Helps us to identify and speed profile others to know self and others."

- Mee Ing, Planner at MINDEF

"She is very engaging and makes the course fun. It helps us to find a communicative style that will match the personality of the person we are working with."

-Joanne, Assistant Programme Manager at NIE

"First and foremost the trainer was excellent and helpful throughout the entire course. Super friendly and approachable. And for someone new learning and trying to understand the course for a start, the length and information given is more than enough."

- Naziruddin, Airport Emergency Service Officer at Changi Airport Group

Testimonials

"She was very lively and quoted relevant examples that are applicable for my workplace. She was effective in explaining the concepts and keen to hear the trainees perspectives which made the class interactive and fun! The course is applicable for MHA officers in our work concept.."

- Manpreet, Special Investigator at MHA

"Maxine is a fun facilitator and makes every attendee focused on her, by far the best course of all the courses I attended, there's no one second we find bored about attending the course. Well done!"

- Sandy, Executive Assistant at ESR Fund Management

"I would recommend Maxine as she would relate the teachings with her experiences which made it simpler for students to comprehend. This course explains why people behave differently and how to approach them to solve problems."

- Matthew, Manager at ACRA