



AVENTIS
LEARNING GROUP

Leading with Questions: How to Find the Right Solutions by Asking the Right Questions

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Overview

Knowing the Right Questions To Ask And The Right Way To Listen

Many of us are unaware of the amazing power of questions. Our conversations may be full of requests and demands, but all too often we are not asking for honest and informative answers, and at times, we don't know how to listen effectively to responses. It is proven that when we start encouraging questions, we will begin to see amazing results. Knowing the right questions to ask and the right way to listen will give any leader the skills to perform well in any situation, effectively communicate a vision to the team, and achieve lasting success across the organization.

Equip Yourself with This Power Questioning Techniques For Effective Communication And To Getting All The Answers You Need

Many of us may be good at telling or saying things or giving instructions, and this is fine if we are effective in handling personal or work affairs. However, it would be great if we give ourselves the opportunity to also acquire skills on the other side of telling – ASKING. What is the difference? Why do we seriously need to ask great questions? Asking the right question is at the heart of effective communications and information exchange. By using the right questions in a particular situation, you can improve a whole range of communication skills. It spurs learning and the exchange of ideas, it fuels innovation and performance improvement. It also builds rapport and trust among team members.

Questioning Is A Uniquely Powerful Tool for Unlocking Hidden Values

This program intends to show the advantages of asking great questions, structuralizing the questioning techniques, hence resulting in your enhanced level of effectiveness! Mr. Andrew Cheah, the highly sought-after trainer will be sharing with you on how you can level up your questioning skills to get better results.

Learning Outcomes

This highly practical workshop will help you encourage participation and teamwork, foster outside-the-box thinking, empower others, build relationships with customers, solve problems, and more.

- Increase personal and organizational effectiveness
- Build better interpersonal relationships
- Avoid making wrong decisions
- Learn to be more innovative and creative
- Improve teamwork and morale
- Become a better leader
- Be a role model to others
- Ask great questions in structured manners
- Achieve your goals



Course Outline

Introduction

- Activity, Discussion of an All-in-one Case: bad decisions, wrong leadership, poor interpersonal relationship, can't think out of a box – disastrous outcome
- Why questions?
- Discussion (open or breakout room)

Question Structure 1: questions related to leadership and managerial competencies

- Activity: Case on leadership
- Question on alignment (with case)
- Question on styles (with case)
- Mini summary, applying in your situation

Question Structure 2: questions related to critical thinking and decision making

- Activity: Case on decision making
- Question on data, objective information (with case)
- Mini summary, applying in your situation

Question Structure 3: questions related to innovation & creativity

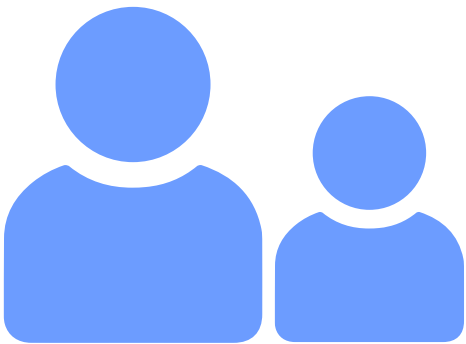
- Activity: Case/s on innovation & creativity
- Question on creativity type 1 (with case)
- Question on creativity type 2 (with case)
- Mini summary, applying in your situation

Question Structure 4: questions related to interpersonal relationships

- Activity: Case on interpersonal relationship
- Question on behaviors (with case)
- Question on listening skills (with case)
- Mini summary, applying in your situation.

Summary & Conclusion

Who Should Attend?



- Learn how to magnify your professional and personal influence, create intimate connections with others, and drive to the true heart of the issue every time.
- This one-day effective and powerful workshop is suitable for all working professionals, Senior Officers, Managers, HODs who wish to improve their communication and critical thinking skills at work and in life.

Course Details



1 Day
9.00am - 5.00pm (Classroom)
9.30am - 4.30pm (Virtual)



Classroom Learning @
Holiday Inn Orchard City
Centre / **Virtual Learning**
via Zoom



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\$635 Before GST



Trainer's Profile



Personal and Organisational Effectiveness Master Trainer: Andrew Cheah

Andrew Cheah has been a trainer and management consultant since 1991, specialising in the areas of performance management, productivity improvement, behavioural change and leadership. Andrew has trained clients from diverse industries such as in banking, insurance, hospitality, sales and distribution, manufacturing, food, property development, government/public services, and higher education. Being tri-lingual (English, Mandarin, and Malay Languages), Andrew has extensive regional exposure in Singapore, United Arab Emirates, Malaysia, China, Thailand, Indonesia and Vietnam. In addition to training, Andrew has guided and provided consulting services to clients, leading to one of them winning the prestigious Malaysian National Productivity Award presented by the previous Malaysian Prime Minister, Tun Dr. Mahathir.

Andrew has also been invited to speak in events such as International Conference on Best Practices, which was graced by senior officials from the Ministry of International Trade and Industry (MITI), sharing the stage with Professor Michael Gregory of the University of Cambridge, Mr Dieter Heyl (2007 Vice President of Mercedes Benz Malaysia), and Dr Marcus Chao, President of Lean China Enterprise Inc.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. At the professional level, Andrew has a certificate in Blue Ocean Leadership Masterclass, as well as Leading Dimensions Profiling Trainer Certification (LDP certified). In addition to being a qualified ISO9000 assessor, his experience in international consultancy has also earned him a membership with the Association of Productivity Specialist in New York.

Testimonials

"Andrew shared very clear and practical examples. I've picked up new, and have been reminded of some known methods, to the key of bringing my team to a higher level."

- Thomas Koh, Senior Manager, ASM Assembly Systems Singapore Pte Ltd

"Andrew is a very effective trainer with a lot of great examples to explain concepts. The training class was very engaging and fun"

- Catherine Mendez, SAS

"Mr Cheah is knowledgeable in his delivery and is able to explain contents well. His amiable personality is very welcoming and keeps the class entertained."

- Nuraishah Nahat, MHA

"Andrew is able to bring concepts to the simple minds. The concepts are easy to apply. There were no boring moments at all! Totally worth my time!"

- Armida Diano, Qualcomm Global Trading Pte Ltd