



# Keys to Instant Rapport – Effective Communication for Better Working Relationships Workshop

## Registration Form

### About the Workshop

We are in the business of building relationships! People are not necessarily difficult to deal with. They only seem difficult because we lack the skills of an appropriate communication style. In this workshop, you will learn the appropriate communication styles that will help you avoid ineffective communication and improve work relationships. Do not let negative experiences affect your willingness to try and be assertive with anyone!

### Key Topics

- Fundamentals of assertive behaviour
- Assertiveness vs aggressive communication
- Your right to be assertive
- Roadblocks to assertiveness
- The 4 types of communication styles
- Understanding body language and assertiveness
- Language patterns for increased rapport and influence
- Watching your tone in language
- Putting assertiveness to work

### The Speaker – Caroline Josephine Dawson

Caroline has more than 17 years of experience as an editor of lifestyle and technical publications and 15 years teaching business management, environmental and soft skills communication. Her pragmatic real-world approach ensures that she understands and responds to the real pressures and issues faced by adult learners. She has maintained that experiential, innovative teaching methods and highly interactive curriculum are key motivational factors that enhance one's communication and personal development skills.

**Who Should Attend** Anyone who wants to develop their assertive skills as well as hone their communication skills to achieve better working relationships

<b>Date:</b> 15 May 2024, Wednesday	<b>Course Fees:</b> \$398 per participant (Includes Handouts, Lunch & Refreshments)
<b>Time:</b> 9.00am to 5.00pm (Registration starts at 8.45am)	<b>To register:</b> Email your registration forms to us or register online.
<b>Workshop Venue:</b> Carlton Hotel 76 Bras Basah Road Singapore 189558	960 Dunearn Road, #06-25, Singapore 589486 Tel: 6293 9068 Email: info@kcacademy.com.sg Website: www.kcacademy.com.sg
	<b>Payment Details:</b> Payment by bank transfer or PayNow Corporate (UEN no. 201100115H) before commencement of workshop

Participant 1:

Participant 2:

Contact Person: (If different from above)

Company Name:

Company Address:

UEN No:  Tel:  Fax:

Upon receipt of registration, any cancellation must be confirmed in writing, and will be subject to a 10% administrative charge. If notice of cancellation is received less than 5 working days before the course date, or if participant fails to show, participants will be invoiced for the full fee. However, substitutes will be allowed. KC Academy Pte Ltd reserves the right to cancel/postpone the event or change the venue/date/time of the workshop in view of unforeseen circumstances.