

A good communicator could build good relationships and get more success at work and in life.

- ❖ Do you mistakenly think being good at your specialty is more important than communication skill? And you have to “talk” more and be sociable to be a good communicator?
 - ❖ Do you want to exploit the keys to persuasive and influential communication and own effective communication methods?
 - ❖ Do you want to solve the conflict and build good relationships with supervisor, coworker and subordinate with persuasive and influential communication?
- Anyone can communicate well when they know the basics of communication and practice continuously. This course will help you acknowledge power of communication, gets the keys to effective communication, and understand other people. Then you can build better relationships, and get more success at work and in life.

COMMUNICATING WITH PERSUASION AND INFLUENCE (2 Days)

~ Communicate confidently, persuade effectively & have positive influence ~

Training time - Venue

- Ho Chi Minh** ★ 9-10/7/2024 (Tue - Wed)
- Time: 8:30 ~ 16:30
 - Venue: T Floor, Nam Giao 1 Building, 261-263 Phan Xich Long, Ward 2, Phu Nhuan Dist.
- Ha Noi** ★ 16-17/7/2024 (Tue - Wed)
- Time: 8:30 ~ 16:30
 - Venue: 12F, Indochina Plaza Tower, 241 Xuan Thuy, Dich Vong Ward, Cau Giay District.

Objective

- Understand the definition and basics of communication in order to be able communicate confidently.
- Present your message clearly, to the point and easy to understand. Know how to make suitable questions, listen thoughtfully and give effective feedback to others.
- Apply communication skills effectively to negotiation and handle conflicts at workplace.

Target

Staff, leaders and middle managers

Contents

Part 1. Definition and basics of communication

- 1.1 Definition and power of communication
- 1.2 Basics of effective communication
- 1.3 4 communication rules to connect with others

Part 2. Foundational skills for effective communication

2.1 Be confident and make strong first impression

- Clothes – Greetings – Speech – Attitude
- The Three V's of communication

2.2 Questioning skill

- Purpose of questioning
- Types of questions (open and closed question)
- Points of questioning

2.3 Listening skill

- Levels of listening
- LACE technique (Listen, Acknowledge, Check, Enquire)
- Points of listening

2.4 Presentating and feedback skill

- Whole-part rule
- THINK technique
- Points of giving feedback

Part 3. Communication with persuasion and influence at work

- Forms of self-expression
- Other-oriented communication
- The P-S-B Formula to
 - Persuade superior, subordinate and colleague
 - Negotiate with partner and supplier
 - Motivate subordinate

Part 4: Action Plan

※The above content is subject to change without prior notices.

Training course

- [Language]** Vietnamese
- [Fee]** 5,400,000 VND/ person (Lunch for 2 days incl., VAT excl.)
- ※For companies with 2-4 participants, training fee is discounted 5%; with 5 or more participants, discounted 10%. (Applied separately for training in HCM city and in Ha Noi).
- [Method]** We apply **offline training**.
In case offline training can't be carried out, we apply **online training** instead.
- [Participant]** HCM: 28 people – Ha Noi: 30 people (first-come, first-served basic)
- [Registration]** Fill in the attached 「Application form」 and send to AIMNEXT via Email.

Trainer – Ms. T. D. Chau

- Bachelor in English (Ho Chi Minh University of Social Sciences and Humanities). Certified trainer training in international training projects, such as: Better Work Vietnam, Business Edge and PPP-GIZ.
- 23-year working experience in marketing, sales, retails and manufacturing. For more than 10 years of those, holding executive position in chains of management, sales, marketing and customer service. 14 years holding position as manager of Training and Development Department, and professional trainer.
- Expertise areas: Management and Leadership skills, Customer Service and Sales skills, Self-Developing Skills, Emotion management, Positive thinking, etc.

** For further information, please kindly contact us via:

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