

HOU-REN-SOU SKILL

~Communication with superiors and colleagues effectively!~

Do you usually meet some situations listed below?

- ★ Your superior becomes angry with you because you, sometimes, do not report those you suppose unnecessary. Then, you wonder what we need to report and what we need not.
- ★ After hearing you report, your superior usually cannot grasp it and question you again "In short, what do you want to say?" You want to know how to present a report clearly and sufficiently!
- ★ Information exchange in your company after running through many levels is commonly not precise anymore.
- ★ Your superior does not trust in what you present and always questions "Why?", "Are you sure?" etc. You want to know how to persuade your superior!

Almost all of failures at work can be avoided when you equip yourself with Hou-Ren-Sou skill, (Report – Contact – Discuss). With this course, you will find a chance to assess Hou-ren-sou skill of yourself, become aware of what is lacking and practice your Hou-Ren-Sou through games, group discussion and case study ect.

CONTENT

Part 1: Are you confident in your ability to communicate with your superior?

~ Self examination and self assessment of communication skill ~

Part 2: Practice the Hou-Ren-Sou skill and execute business efficiently!

- ◆ When and how to present a report briefly, clearly and sufficiently.
- ◆ When and how to contact clearly, smoothly and to the right audience.
- ◆ When and how to discuss quickly and with good result.
- ◆ How to receive orders from your superior effectively.

Part 3: Present your ideas to the superior persuasively!

- ◆ 5W2H Rule
- ◆ Whole-part Rule (Whole-part-Whole)
- ◆ PREP Rule (Point - Reason – Example – Point)

Part 4: Summary and Action Plan

※The above content is subject to change without prior notices



OBJECTIVES



- ➔ Self assessment of Hou-ren-sou skill and awareness of one's weaknesses.
- ➔ Understanding the importance, implementation process and application of Hou-Ren-Sou to the reality of work.
- ➔ Improve the ability to present the problem efficiently "easy to grasp, persuasive and stick to the point".

TARGET



- ☒ Staff ☒ Middle-Management
- ☒ First-line Management ☐ Top-Management

METHOD



30% theory, 70% practice through group discussions, presentations, case studies, role-playing, games, etc.



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