

# 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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