



Business Class Series – Effectiveness At the Table

Facilitated by Ms Elaine Goh and Ms Kay Nalla



Programme Synopsis

In today's competitive business environment, striking up and maintaining a positive first impression is critical to your success. A key ingredient of making that impression is possessing good verbal communication skills and sharpening your social and dining etiquette skills. This will better equip you for career success when facing the challenges in the work environment.

Learning Objectives

By the end of the workshop, you will be able to:

- Learn the essential elements of effective personal image
- Develop good verbal communication skills
- Develop credibility, confidence and charisma



***2019 Class Dates:**

**Tentatively
in August 2019**

Programme Outline

❖ Social and Dining Etiquette Skills (Day 1)

- Knowing the appropriate dress code
- Tips on make-up and hairstyle
- Projecting a positive self-image
- Developing personal grace and elegance
- Conversation starter and mannerism at the table
- Learn appropriate body language such as gestures, eye contact, handshakes and personal space, seating and smiles.

❖ Communication and Verbal Skills (Day 2)

- Meaning of business communication
- Active Listening
- Speak articulately and clearly with conviction using appropriate breathing and spoken techniques
- Learn the appropriate use of word and sentence stress, the use of tone, pause, pitch and enunciation of words

Main Highlights of Workshop

- ✓ Mini role plays to emphasise the key areas taught
- ✓ Quick Tips on how to Interact with people at the table comfortably, courteously and graciously
- ✓ Learn the use of appropriate English vs. Singlish

Target Audience

This workshop is highly relevant for Executives, Frontline Customer Service Staff, Managers or Sales Representatives.

Programme Fee

S\$480 nett per participant. Tea-breaks and lunch will be provided.

A hardcopy of the course materials will be given to all participants.

**Venue : Village Hotel Bugis, Singapore
390 Victoria Street, Singapore 188061**



Registration Procedure

Please visit

<http://www.skillexp.com/courses/communication/effectiveness-at-the-table/>

For further enquiries, please call 98311020 or email mej_ling@skillexp.com to find out more.

***Disclaimer: The organizer will conduct the workshop only when the minimum number of participants is met for each class.**

Workshop Leaders



Ms Elaine Goh
Communications Trainer



Ms Kay Nalla
Social Etiquette Trainer