

21st Century Communication Skills



"... how to... cooperate, listen carefully, think critically and resolve conflicts through reason. Those are the most important skills in the working world."

Michael Bloomberg

former mayor of New York City and founder of Bloomberg LP

Many workplaces are unrecognisable from just 10 years ago. Virtual teams, hot desking, analytics and inter-cultural issues -- people are changing the way they communicate and work with other people. This workshop is designed to sharpen your existing communication skills, while helping you acquire new ones.

CONTENT OUTLINE:

New work trends and its implications on communications

Timeless communication secrets:

- active listening
- body language
- clarity of thought and speech

Essential new skills:

- international English
- infographics and visualisation
- inter-cultural effectiveness
- social media and online best practices

Who should attend:

This workshop is for you if you want to communicate more effectively and build better relationships with different people in the 21st century workplace.

DURATION:

8 hours in 2 days (4 hours + 4 hours)

FEES:

\$820 per person;
a 10% discount applies for bookings made at least 30 days in advance.

* maximum student to facilitator ratio of 1:6



YAP Miow Sen

Communication Professional

Miow Sen has served as a communication advisor for senior executives from the Asia-Pacific region and beyond. Stints at GE, Barclays and AMCHAM followed from a career in the newsroom of a Malaysian TV station, where she worked on international and business projects for prime time news.

In a career spanning more than 15 years, Miow Sen has built-up detailed knowledge on how to craft and deliver messages to different audience segments. She has coached executives to be thought leaders at public events such as conferences, dinners and signing ceremonies.

Miow Sen has also prepped executives for press conferences and media interviews, and coached tertiary students and executives in writing, public presentation, inter-personal communication and inter-cultural understanding.

During tough economic times, Miow Sen managed communication strategies and messages for restructuring exercises – for internal as well as external audiences. She has managed crisis communication for once-off as well as protracted issues.

Today, Miow Sen is a communication and language coach based in Singapore. She helps executives as well as young adults raise the standard of their inter-personal and business communication. In her free time, Miow Sen volunteers at local schools, helping children acquire skills to develop a more balanced view of life.

Areas of specialisation:

- Crisis communications
- Employee engagement
- Executive presence
- Media skills
- Marketing communications
- Public relations
- Public presentations
- Writing

Relevant qualifications:

- CELTA (Certificate in Teaching English to Speakers of Other Languages)
- Licensed NLP Practitioner
- Certificate in Investor Relations
- BSc ECONS (London School of Economics)