

PROFESSIONAL DEVELOPMENT CENTRE

# PROFESSIONAL SKILLS



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Dear Partner,

Here at the Professional Development Centre (PDC) we continue to put our customers and clients at the heart of what we do to. We see ourselves as your trusted partner in communication skills for the evolving workplace. Let us help you develop your people!

For us training is all about the participant's experience. We believe that training should be interactive, practical, supportive, experiential and fun. All these elements go into creating a PDC workshop where people learn best by collaborating with others.

We know the learning trends that drive professional development and offer high-quality workshops designed to help you stay ahead. For 2020/ 2021 we are offering skills training in four core suites.

- Written Communication
- Interpersonal Communication
- Leadership Communication
- Personal Performance

Within our range of public workshops we are proud to offer **government funding opportunities**.

With the demand for flexible working on the rise, remote work and eLearning is fast becoming the norm. We are excited to introduce **Bitesize 90-minute virtual workshops**. They have been designed

to introduce a topic or as a refresher to previous training. Our face-to-face workshops can be delivered virtually, the activities are adapted by our facilitators to involve participants in a highly interactive and engaging way.

If you are looking for a more tailored approach to address the challenges in your organisation, you can arrange a meeting with one of our client managers.

We look forward to working with you.

We remain your trusted partner in professional communication skills.



*People learn best by  
collaborating with others.*



**MARVIN ANG**

*Director, Professional Development  
Professional Development Centre*



## OUR LEADERSHIP TEAM

### ALAN WILSON

*Assistant Director*

Alan Wilson is an accomplished executive leadership development professional. He has 28 years of expertise in leading and delivering on all aspects of training, mentoring, and fostering talent within high profile, global corporations.



#### SPECIALIST IN:

- Building presence
- Developmental coaching
- Developing positive workplace relationships

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MSc Psychological Assessment in Organisations, Goldsmiths, University of London, UK
- International Coach Federation
- FCIPD, The Chartered Institute of Personnel and Development

### KAREN DYAS

*Assistant Director*

Karen Dyas is a values-driven and experienced professional with a strong track record in organisation development and project management. She has worked successfully in both public and private sectors.



#### SPECIALIST IN:

- Organisational management
- Project management
- Stakeholder engagement

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MSc Management and Marketing, Management Development Institute of Singapore, Singapore
- PRINCE2 Foundation, The APM Group 2015
- Certified SCRUM Master<sup>®</sup>(CSM), KnowledgeHut 2019

### SEAN BOWHAY

*Assistant Director*

Sean Bowhay is an experienced leader with nearly 30 years in education and training. More than two decades have been spent in developing and delivering written communication essentials to clients all over Asia.



#### SPECIALIST IN:

- Communication in the public sector
- Curriculum and content design
- Editing media material

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- BScEcon (Hons) International Politics and Strategic Studies, University of Wales, UK
- Postgraduate Diploma, Communication in Professions and Organisations, Macquarie University, Australia
- TMS® Accredited Trainer, Team Management Systems, 2017
- DELTA (Diploma in Teaching English to Speakers of Other Languages), Cambridge English Language Assessment
- Certified DiSC trainer

### JAMES CHOLES

*Academic Manager*

James Choles is a senior manager, with over 15 years of experience in teaching, training and team management. He has a strong track record in product and materials development and business communication.



#### SPECIALIST IN:

- People management
- Instructional design
- Business writing

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MA English Literature, University of Sussex, UK
- Certified DiSC trainer
- Buzan Mind Mapping instructor, Buzan Asia Pte. Ltd. 2016
- DELTA (Diploma in Teaching English to Speakers of Other Languages), Cambridge English Language Assessment

### ANNIE BESANT

*Training Consultant*

Annie Besant is a learning and development professional and trainer with corporate experience in global organisations. She also has considerable experience as a media professional, educator, business communicator and digital evangelist.



#### SPECIALIST IN:

- Business and digital communication skills
- Interpersonal relationships
- Planning and strategy skills

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MA in Professional Writing, University of Southern California, USA
- MA Journalism and Communication, University of Madras, India
- Level 5 Certificate in Human Capital Investment Planning, ABDI Ltd.

#### CLIENTS

Boehringer Ingelheim, DBS, Land Transport Authority, National Library Board, OCBC

### JELENA KRSTAJIĆ

*Training Consultant*

Jelena Krstajić is a trainer and researcher with experience in science communication and corporate business strategies. Trained in international policy, Jelena has a flair for efficient and persuasive communication.



#### SPECIALIST IN:

- Academic and business communication
- Presentations and public speaking
- Stakeholder engagement and management

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- PhD in Plant Biology and Crop Production, The University of Milan, Italy
- Certified DiSC trainer

#### CLIENTS

OCBC, Reckitt Benckiser, Singapore Airlines, Singapore Polytechnic

### LISA PARTRIDGE

*Training Consultant*

Lisa Partridge is a positive influencer who engages, empowers and inspires her learners. She's adept at facilitating high-demand soft skills so that deeper connections, rapport and trust are developed with colleagues and customers.



#### SPECIALIST IN:

- Clear and effective written communication
- Interpersonal communication
- Presentations

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- BSc English Literature and Psychology, Keele University, Staffordshire, United Kingdom
- Technology of Participation, Professional Facilitators Alliance
- TMS® Accredited Trainer, Team Management Systems, 2017

#### CLIENTS

Marina Bay Sands, Singapore Airlines, Singapore Business Federation, Urban Redevelopment Authority

### MARK OLIVER

*Training Consultant*

Mark Oliver is highly experienced in education and corporate management. He is a born motivator, who enjoys creating a positive learning environment where learners can share experiences and learn from their peers.



#### SPECIALIST IN:

- Assertiveness and negotiation
- Business storytelling
- Presentation and public speaking

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MA TESOL (Teaching English to Speakers of Other Languages) (Distinction), Sheffield, Hallam University
- DELTA (Diploma in Teaching English to Speakers of Other Languages), Cambridge English Language Assessment

#### CLIENTS

A-Star, Gardens by the Bay, OCBC, Singapore Airlines, Singapore Exchange



### PRAKASH MATHUR

*Training Consultant*

Prakash Mathur is a corporate and educational professional with experience in senior management roles. He has worked with major corporate and government organisations globally over a career that spans 35 years.



#### SPECIALIST IN:

- Emotional Intelligence (EQ)
- Leadership and coachings
- Project management

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MBA-IT, Athabasca University, Canada
- Integral 360 Leadership Profile Accredited Trainer, 2018
- TMS® Accredited Trainer, Team Management Systems, 2018
- Advanced Certificate in Training and Assessment, 2015

#### CLIENTS

Aon, Monetary Authority of Singapore, Singapore Management University, Sony, Transamerica Life

### SHALINI SRINIVASAN

*Training Consultant*

Shalini Srinivasan is an accomplished trainer with more than 15 years of experience in Singapore. With an extensive background in education, management, and marketing, her strengths include customer communication and organisational behaviour.



#### SPECIALIST IN:

- Business communication
- Curriculum and content design
- Emotional Intelligence (EQ)

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- MBA, Loyola Institute of Business Administration, Chennai, India
- DELTA (Diploma in Teaching English to Speakers of Other Languages), Cambridge English
- Certified DiSC trainer
- SEI Assessors EQ Certification, Six Seconds, 2018

#### CLIENTS

Changi Airport Group, DBS, Ministry of Manpower, Ministry of Social and Family Development, Singapore Power, Bank, Thome Shipping

### SUSAN KING

*Training Consultant*

Susan King is a highly experienced adult educator with a significant number of years working in senior management roles. As a change management and leadership skills specialist, she has experienced multicultural work environments and trained globally.



#### SPECIALIST IN:

- Coaching and counselling
- Emotional Intelligence (EQ)
- Leadership and change management

#### QUALIFICATIONS AND PERSONAL CERTIFICATIONS:

- Certificate of Education, University of Leeds, Leeds, United Kingdom
- Integral 360 Leadership Profile Accredited Trainer, 2019
- Advanced Certificate in Training and Assessment, 2015
- TMS® Accredited Trainer, Team Management Systems, 2017

#### CLIENTS

International Baccalaureate Organisation, Marina Bay Sands, OCBC, Siemens, Singapore Institute of Management

# PYSCHOMETRIC TOOLS

At the Professional Development Centre, we have partnered with three organisations to bring you the very best in psychometric testing.

Each of the tools will help you to increase your self-awareness and perform more effectively at work.

Team Management Systems (TMS) began in Australia in 1984 when two researchers asked a question: *“Why do some individuals, teams and organisations perform, work effectively and achieve their objectives, while others fail?”* This led to the creation of simple, proven, research-based tools to align and accelerate your team.

## TEAM MANAGEMENT PROFILE (TMP)

The Team Management Profile (TMP) is one of the world's leading profiling tools for personal, team and leadership development.

## WHO IS THE TOOL FOR?

Line managers or team leaders who would like to know more about themselves and their team.

## WHAT ARE THE BENEFITS?

- Identify a person's strengths and work preferences
- Help people to understand why they work the way they do
- Successfully and confidently assign people to projects and tasks
- Deliver objective, constructive and work-focused insights

## WHERE CAN I FIND IT?

You can find the TMP in our **Essential Skills for Managers** public workshop.  
We would also be happy to customise a session for you or your team.

DiSC® has a long-standing history rooted in psychology and research. Everything DiSC® offers end-to-end learning experiences that have an immediate and lasting impact on the performance of people and the culture of organisations.

EVERYTHING DISC® WORKPLACE	EVERYTHING DISC® WORK OF LEADERS
The Workplace profile helps participants to understand themselves and others, while learning to appreciate the different priorities, preferences and values that each employee brings to the workplace.	The Work of Leaders profile helps leaders at all levels of an organisation to create real impact by following the Vision, Alignment and Execution process.
WHO IS THE TOOL FOR?	
Anyone who wants to strengthen their interpersonal interactions at work.	Anyone who manages or leads a team.
WHAT ARE THE BENEFITS?	
<ul style="list-style-type: none"> <li>• Discover your motivators and stressors</li> <li>• Appreciate differences in work styles</li> <li>• Learn strategies to solve problems, reduce tension and better connect with others</li> </ul>	<ul style="list-style-type: none"> <li>• Learn a simple, compelling model of leadership</li> <li>• Gain personalised insights to leverage your leadership strengths and overcome challenges</li> <li>• Develop a clear path for improvement</li> </ul>
WHERE CAN I FIND IT?	
You can find Everything DiSC® Workplace in our <b>Interpersonal Communication Skills with DiSC®</b> public workshop. We would also be happy to customise a session for you or your team.	You can find Everything DiSC® Work of Leaders in our <b>Learning to Lead</b> public workshop. We would also be happy to customise a session for you or your team.

Six Seconds is the emotional intelligence network. It was founded in 1997 as a non-profit organisation dedicated to supporting people to create positive change.

SIX SECONDS EMOTIONAL INTELLIGENCE ASSESSMENT (SEI®) – DEVELOPMENT REPORT	SIX SECONDS EMOTIONAL INTELLIGENCE ASSESSMENT (SEI®) – LEADERSHIP REPORT
The SEI Development Report gives in-depth feedback on Emotional Intelligence (EQ) competencies and their impact on life success, plus specific methods to grow your EQ.	The SEI Leadership Report delivers clear feedback and a path for using EQ to improve the people side of leadership.
WHO IS THE TOOL FOR?	
General audiences and includes insights on EQ in the workplace and outside of work.	Anyone who manages or leads a team.
WHAT ARE THE BENEFITS?	
<ul style="list-style-type: none"> <li>• Understand how EQ affects 4 key performance areas: Effectiveness, Well-being, Quality of Life and Relationships</li> <li>• Get in-depth feedback on current levels of EQ</li> <li>• Learn specific strategies to grow each EQ competency</li> </ul>	<ul style="list-style-type: none"> <li>• Understand EQ as a resource in 4 key performance areas: Effectiveness, Well-being, Quality of Life and Relationships</li> <li>• Use your EQ to improve results with and through people</li> <li>• Learn how each EQ competency appears in typical leadership situations</li> <li>• Gain ideas for next steps and strategies based on current EQ levels</li> </ul>
WHERE CAN I FIND IT?	
You can find the SEI Development Report in our <b>Working with EQ</b> public workshop. We would also be happy to customise a session for you or your team.	You can find the SEI Leadership Report in our <b>Leading with EQ</b> public workshop. We would also be happy to customise a session for you or your team.

## WHY PARTNER WITH US?

### Interactive



*We believe that people learn best by collaborating with others.*

Our workshops use the latest training and facilitation methods to help groups work together effectively. This means that your staff will be engaged, challenged and stimulated to learn more and do more. They will also benefit from their trainer's extensive subject knowledge and corporate experience.

### Flexible delivery



*We believe that people should have flexibility in how and when they learn.*

With the option for face-to-face or online delivery, choose what works best for your organisation. Participants have flexibility to join a workshop from any location. The modularised sessions allow choice on timings and pace of the learning to suit your teams.

### Practical results



*We believe that our workshops should help you to solve real world problems.*

Our workshops are designed to help your staff get real results. They will be introduced to leading edge tools, strategies and techniques that can be immediately applied when they get back to work.

### Personalised support



*We believe that people learn best in a safe and supportive learning environment.*

We understand adult learning principles and make every effort to ensure that the learner experience is supported. We also engage multiple learning styles to encourage retention. Post-programme support reinforces learning, encourages continued development and ensures accountability, positively impacting individuals, teams and organisations.

### How we deliver online



*Fully interactive sessions with a variety of learner-centred activities to engage your teams.*

- Video-conferencing tools facilitate discussion and collaboration through breakout rooms, whiteboards, polls and more
- High levels of trainer feedback on competency levels and advice on how to improve these
- Small class sizes allow for maximum participation

PROFESSIONAL DEVELOPMENT CENTRE

# WRITTEN COMMUNICATION

PDC-Enquiry@britishcouncil.org.sg  
[www.britishcouncil.sg/ProfessionalSkills](http://www.britishcouncil.sg/ProfessionalSkills)







*It wasn't a normal boring workshop as there are many activities to stimulate interest and enhance the learning experience.*



Are you a confident business communication writer? Would you like to enhance your credibility and effectiveness at work by taking your writing skills to the next level?

Looking at a range of document types, this workshop will show you how to build lasting relationships, get things done and handle difficult messages in writing. There are practical activities after each section of the course where you can immediately put your new skills into practise.



#### **THIS WORKSHOP IS FOR YOU IF...**

you are already comfortable with the basics of modern business writing and would like to take your skills to the next level.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- adapt your personal writing style to connect better with internal and external stakeholders
- influence others to engage with you and take action
- write diplomatically in a range of challenging situations



*It was a great  
workshop that will  
benefit everyone.*



Is your inbox overflowing? Is there a sensitive email that you are putting off sending? Are you still waiting for important information that you asked for last week?

This workshop will help you to improve the quality and effectiveness of your emails so that you can achieve your goals at work. You will use the **POWER** writing process and the **5Cs** to write emails and receive feedback from your fellow participants and trainer.

**THIS WORKSHOP IS FOR YOU IF...**

you want to write emails that are clear, concise, correct, complete and courteous.

**LENGTH**

14 hours

**CAN BE DELIVERED AS AN ONLINE  
WORKSHOP****OUTCOMES**

After taking this workshop you will be able to:

- plan, structure, write and edit emails that are clear, concise and result in the action you need
- adapt your emails to different audiences and contexts to build good relationships
- manage email threads to make them easier to follow



*Excellent and well prepared. We met our objectives.*



This workshop provides you with a thorough understanding of modern business writing. This will help you write a range of documents at work more professionally.

Through analysis and hands-on activities, you will learn the essential requirements for a variety of business documents. You will also write a case study text and use the 5Cs to progressively refine this throughout the workshop.



#### THIS WORKSHOP IS FOR YOU IF...

you would like to learn the fundamentals of modern business writing.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- plan, write and edit documents, following the conventions of modern business writing
- produce complete, clear, concise and coherent documents that avoid miscommunication
- write using reader-friendly language and appropriate levels of formality to build good relationships with your audience



*Content was easy to digest and made fun through many activities.*



Do you need to sell a product, service, event or idea in writing? If so, this workshop will show you how to write compelling copy that engages your readers and gets them to take action.

You will learn about the 3Ps of successful copy and develop the skills that you need to create attention, interest, desire and action in your readers. A project runs throughout the course to help immediately put your new skills into action.



## THIS WORKSHOP IS FOR YOU IF...

you would like to learn the fundamentals of effective copywriting.



## LENGTH

14 hours



## CAN BE DELIVERED AS AN ONLINE WORKSHOP



## OUTCOMES

After taking this workshop you will be able to:

- better understand your audience and how to appeal to them
- structure your copy effectively
- write effective copy that achieves your desired outcome



*The course outcomes  
were fully met and I'm  
excited to apply what  
I've learnt at work.*



Content is on the rise. More organisations are turning to quality digital content to attract and engage their target audiences. This means that more professionals are being called upon to write articles, blog posts and case studies.

This workshop helps you get started by taking you through the process of content creation – from generating ideas to crafting and polishing your writing.



#### THIS WORKSHOP IS FOR YOU IF...

you have been tasked with writing online content for your organisation.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- understand why online content is one of the most powerful ways to help your organisation achieve its goals
- generate ideas for your articles, blog posts, case studies and papers
- turn your ideas into engaging and impactful content



*Excellent trainer, and materials provided for the course.*



Editors are crucial to great writing. This workshop introduces easy-to-use tools and techniques to help you take ordinary writing to the next level. It will help you write professionally and get text publishing ready.

You will take part in discussions and interactive exercises. You will also edit texts and receive feedback from your trainer and other participants on your strengths and areas for development.



## THIS WORKSHOP IS FOR YOU IF...

you need to edit company documents or publications.



## LENGTH

14 hours



## CAN BE DELIVERED AS AN ONLINE WORKSHOP



## OUTCOMES

After taking this workshop you will be able to:

- use step-by-step a process to edit more confidently and efficiently
- produce higher quality writing
- understand what you need to get text ready for publication



*Training is interactive  
and professional.*



Do you 'vet' documents or need to give your team feedback on their writing? Does your own writing need fine-tuning? If so, this workshop is for you.

Through discussions and group work, you will explore the conventions of modern business writing. You will practise vetting documents for clarity, conciseness, tone and grammar. You will also learn best practise for giving constructive feedback on writing to your team.



### THIS WORKSHOP IS FOR YOU IF...

you need to 'vet' documents at work or would like to fine-tune your own writing skills.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- be better equipped to vet your staff's writing
- improve the efficiency and effectiveness of your organisation's vetting process
- become a trusted mentor for team members and colleagues



*Carefully planned  
course designed to  
meet the learning needs  
of the participants.*



*'Request' or 'request for'? 'Jargon' or 'jargons'? 'Went' or 'have been'? This workshop reviews the basics of English grammar with a focus on areas where Singaporean English differs from Standard (British) English.*

Your trainer will take you through a series of interactive, hands-on activities to help you avoid grammatical errors. As a result your writing should become more accurate and you will gain confidence in your everyday use of grammar.

**THIS WORKSHOP IS FOR YOU IF...**

you would like to gain more confidence in your use of Standard English grammar.

**LENGTH**

14 hours

**CAN BE DELIVERED AS AN ONLINE WORKSHOP****OUTCOMES**

After taking this workshop you will be able to:

- demonstrate improved knowledge of the basics of English grammar
- avoid common grammatical mistakes when communicating in common workplace scenarios
- edit your and others' writing to make it more accurate





*We learnt and enjoyed ourselves. What else can we ask for?*



Do your minutes take hours? This workshop will help you to become a more effective and confident note-taker and minute-writer.

As well as discussions and games, you will watch videos of meetings and take real minutes. There will also be a role-play meeting and you will receive feedback from your trainer on what you need to do to improve your minute-writing.



#### **THIS WORKSHOP IS FOR YOU IF...**

you need to write minutes or take notes in meetings or discussions.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- follow the three-step minutes of meetings process
- write different types of minutes for different meetings
- clearly report the key points of discussion and actions using correct grammar and tone



*It was a great course  
with an excellent trainer  
and taught me lots.*



Everyone makes mistakes. But these can reflect badly on your organisation's image as well as its products or services. In this workshop, you will learn the key proofreading skills needed to consistently remove surface errors and improve writing quality.

You will take part in a variety of accuracy-based exercises designed to build your confidence and effectiveness as a proofreader.



#### THIS WORKSHOP IS FOR YOU IF...

you need to improve the accuracy of your and others' written communication.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- spot common errors in your organisation's documents
- use a proven proofreading process to improve accuracy
- act as an essential resource for your team or department



*The knowledge learnt  
can be applied in  
my work.*



Good decisions come from good reports. The best reports earn the writer respect and achieve an appropriate, positive response.

This workshop guides you through the essential skills for planning, structuring, writing and checking your reports at work. Throughout the course you will work on a case study, putting the skills you pick up into practise immediately.



**THIS WORKSHOP IS FOR YOU IF...**  
you need to write reports at work.



**LENGTH**  
14 hours



**CAN BE DELIVERED AS AN ONLINE  
WORKSHOP**



**OUTCOMES**

After taking this workshop you will be able to:

- write a variety of common reports which are clear, well structured and convincing
- edit your own reports and save yourself time
- project a more professional image through your report writing



*The best grammar course I've ever attended.*



This workshop looks at a range of challenging areas of grammar. Mastering these will enhance both your written and spoken communication at work.

Your trainer will guide you through practical activities such as speed meetings, mini presentations and group writing tasks. You will also analyse a selection of workplace documents and evaluate their use of grammar.



#### THIS WORKSHOP IS FOR YOU IF...

you have already attended our Grammar Foundations workshop or have a good grasp of the fundamentals of English grammar.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- better understand advanced English grammar and its use
- present a more polished professional image when writing
- communicate more effectively in the workplace



*Well prepared and  
very educated course  
instructor.*



This workshop helps you with typical technical writing problems: getting your thoughts onto paper; explaining complex information in laypersons' terms; and writing simple and effective processes and instructions.

You will learn how to structure your test and lab reports using the tried and tested IMRaD formula. You will also take part in a fun experiment using ordinary materials, which will form a project running through the workshop.



#### THIS WORKSHOP IS FOR YOU IF...

you need to make your technical documents easier to understand and more usable.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- translate complex ideas into clear, logical and technically accurate documents
- produce technical information for non-specialist audiences
- help your readers to take action or make decisions more effectively



*It enlightened me on how I should write better to my readers. Without this course, I might still wonder if the problem lies with the reader instead of me.*



Writing to customers in a style that focuses on them is vital to your organisation's reputation and success.

Focusing on challenging correspondence – such as refusing requests and dealing with complaints, this workshop provides you with an in-depth understanding of how to write in a customer-focused way. You will write two case study emails related to your workplace and receive feedback from your trainer and other participants on your strengths and areas to improve.



#### THIS WORKSHOP IS FOR YOU IF...

you need to deal with challenging correspondence or would like to make your writing more customer-focused.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- plan, structure and write replies to challenging emails that balance your and your reader's needs
- write empathetic, sincere and diplomatic replies which build and maintain relationships
- reply with confidence to people who persistently complain or challenge decisions



*It is an enjoyable course  
with an excellent trainer!*



This workshop shows you how to write compelling and highly readable content for a range of social media platforms.

You will take part in a learning activities designed to help you deepen your understanding of writing for social sharing. You will examine four popular social media platforms in detail and practise adapting your writing for each.



#### **THIS WORKSHOP IS FOR YOU IF...**

you want to write more effective social media posts for your organisation.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- connect with your audience across different social media platforms
- create impact through language, layout and structure
- write more engaging social posts



*Everything is excellent!*



Do you need to persuade others or sell your ideas in writing? This workshop will show you how to produce proposals that address your readers' needs, flow logically and use language to convince key decision-makers.

You will write a case study proposal, and receive feedback from your trainer and other participants on your strengths and areas to improve.



## THIS WORKSHOP IS FOR YOU IF...

you are a manager or executive and want to get your ideas accepted.



## LENGTH

14 hours



## CAN BE DELIVERED AS AN ONLINE WORKSHOP



## OUTCOMES

After taking this workshop you will be able to:

- plan targeted proposals that meet your readers' needs
- write well-structured, persuasive proposals that are easy to read
- edit and review your proposals to ensure they are clear, complete and convincing





*Course was in-depth and gave us the opportunity to be hands-on in drafting SOPs.*



A well-written Standard Operating Procedure (SOP) ensures a quality and consistent result for your end-users. This highly-practical workshop takes you through the POWER writing process for developing effective SOPs.

You will use a work-based case study to write an SOP and then receive peer and trainer feedback on your text.



#### THIS WORKSHOP IS FOR YOU IF...

you need to write guidelines or instructions for the completion of routine tasks.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- provide clear information to help users perform a job properly
- generate buy-in from peers and management for your procedures
- facilitate consistency in the quality and integrity of an end result

PROFESSIONAL DEVELOPMENT CENTRE

# INTERPERSONAL COMMUNICATION



[PDC-Enquiry@britishcouncil.org.sg](mailto:PDC-Enquiry@britishcouncil.org.sg)  
[www.britishcouncil.sg/ProfessionalSkills](http://www.britishcouncil.sg/ProfessionalSkills)



*Well tailored to a range of participants from diverse backgrounds, work cultures and experience. It was fun!*



Have you mastered the basics of presenting? Would you like to increase your influence and impact at work by taking your presentation skills to the next level?

This workshop will show you how to take your presentations from good to great. You will learn how to engage your audience, persuade key decision-makers and develop your personal presence as a presenter. There is a case study running through the workshop where you can immediately apply your new skills.



#### THIS WORKSHOP IS FOR YOU IF...

you are comfortable with the essentials of presenting or have already attended our Success with Presentations workshop.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- engage a range of diverse audiences in your presentations
- present with credibility and impact
- respond to a variety of challenging situations during your presentations



*Extremely helpful in  
self evaluation and  
confidence building.*



Assertiveness is about standing up for yourself in a way that is respectful to others. It's about feeling confident, building rapport and working together to achieve win-win solutions.

This workshop is designed to help you be more assertive in challenging interpersonal situations. Through quizzes, discussions and role plays, you will learn how to apply the powerful 'WIN' process to all of your interactions at work.

**THIS WORKSHOP IS FOR YOU IF...**

you want to communicate with more confidence and build strong and lasting relationships.

**LENGTH**

7 hours

**CAN BE DELIVERED AS AN ONLINE  
WORKSHOP****OUTCOMES**

After taking this workshop you will be able to:

- recognise the differences between aggressive, passive and assertive behaviour and know when to choose an assertive response
- communicate using assertive language, body language and tone to influence others
- say 'no' assertively and deal with criticism more effectively



*I liked the different mediums that gave us information — videos, group activities, games.*



We negotiate all the time. Whether it's winning resources for our teams, asking our managers for time off or getting the best deal with a supplier, negotiation can help us to get the outcomes we want.

This workshop will show you how to negotiate in a way that builds relationships and leaves both sides happy with the final result. You will watch video clips, discuss real-life case studies and take part in a variety of role plays to immediately put your new skills into practise.



#### THIS WORKSHOP IS FOR YOU IF...

you need to negotiate with colleagues, customers or suppliers.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- apply a systematic approach to preparing for and participating in negotiations
- build relationships with and earn the trust of negotiating partners early in the process
- overcome common challenges faced in negotiations



*Excellent course  
and trainer. Valuable  
learning experience.*



This hands-on workshop will help you to build your confidence and skills in giving speeches at work. You will explore techniques for planning and delivering talks, as well as ways to engage your audience in a range of public speaking situations.

During the workshop you will develop and deliver a speech on a topic of your choice. You will receive detailed feedback on your performance from the other course participants and your trainer.



#### THIS WORKSHOP IS FOR YOU IF...

you would like to be better at planning and delivering speeches at work.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- plan, structure and deliver short speeches to meet your audience needs
- use your speeches to engage, motivate and inspire others
- give credible impromptu speeches at work when needed



*The trainer and course are very engaging.*



Would you like your team to collaborate more effectively? Would you like them to think creatively, solve their own problems and take ownership of decisions? If so, facilitation skills could be the answer.

This brand-new workshop will introduce you to the fundamentals of facilitation and help you to run more effective meetings and discussions at work. You will have the chance to facilitate a short session and receive feedback on your performance from your trainer and fellow participants.



#### **THIS WORKSHOP IS FOR YOU IF...**

you need to plan or facilitate meetings and other discussions at work.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- better understand group dynamics
- plan facilitated sessions that get results
- facilitate with confidence



*Course is conducted  
in an engaging way.*



This workshop will help you handle difficult interactions at work in a more assertive, confident and constructive way.

As well as learning about the nature of conflict and why it arises, you will gain a better understanding of how you react in stressful situations. You will also be given a set of tools and techniques to help you manage challenging real-life interactions with your colleagues and customers.



#### **THIS WORKSHOP IS FOR YOU IF...**

you would like to deal with conflict at work more effectively.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- better manage your own reactions in difficult situations
- deal confidently with conflict at work
- communicate more effectively with your colleagues and customers





*Very practical, not just for situations at work but personal life as well.*



Would you like to build stronger relationships at work? Do you want to communicate in a more professional and effective way?

This will help you to strengthen your interpersonal interactions at work. You will receive a personalised Everything DiSC Workplace® profile, which will help you to better understand yourself and others.



### THIS WORKSHOP IS FOR YOU IF...

you would like to understand yourself and others more deeply and communicate more effectively at work.



### LENGTH

21 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- understand your preferred way of communicating and be able to adapt it when necessary
- build rapport with colleagues, clients and more senior stakeholders to help get things done
- align your verbal and non-verbal communication



*Very interactive and insightful. Catered accordingly to our needs.*



Would you like to build stronger relationships at work? Do you want to communicate in a more professional and effective way?

This workshop will help you strengthen your interpersonal interactions at work. You will learn about communication styles and discover easy-to-use tools and techniques to help you build relationships and achieve your professional goals.



### THIS WORKSHOP IS FOR YOU IF...

you would like to communicate more effectively at work.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- identify your preferred way of communicating
- build rapport with colleagues, clients and senior stakeholders to help get things done
- improve a key relationship at work



*Professional trainers  
with good knowledge  
and excellent delivery.*



Networking is the best way to create long-term relationships with mutual benefits. This workshop will help you to network with anyone, anywhere and at any time!

You will be introduced to tips and techniques to increase your confidence so that you can enjoy networking and do it more successfully. You will take part in interactive tasks and role plays to immediately apply your new skills.



#### **THIS WORKSHOP IS FOR YOU IF...**

you would like to feel more confident when making new contacts and be better at building relationships.



#### **LENGTH**

7 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- plan and approach a variety of networking situations more confidently
- build rapport in business and social situations
- create a mutually beneficial network of contacts



*The workshop was well planned. Has loads of activities to apply your understanding.*



### THIS WORKSHOP IS FOR YOU IF...

you need to influence your colleagues, managers or other stakeholders at work.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP

The ability to influence is a critical success factor in today's workplace. Only by winning the hearts and minds of others will you be able to sell your ideas, secure resources or get the action that you want.

This workshop shows you how to positively influence others in a range of situations at work. You will learn more about your influencing style, analyse case studies and practise simple but effective techniques to get buy-in from others.



### OUTCOMES

After taking this workshop you will be able to:

- use a variety of techniques to positively influence others
- build trust and rapport with your colleagues and clients
- influence across organisational levels even without authority



*Exceeded my expectations.*



Is your speech ever misunderstood by your colleagues or clients? Do you find it difficult to pronounce certain words? Would you like to speak more clearly and fluently?

This workshop looks at all aspects of Standard English pronunciation, with a particular focus on problem areas for Singaporean speakers. You will take part in a variety of pronunciation activities, such as using the British Council's interactive phonemic chart and analysing recordings of your voice.



### THIS WORKSHOP IS FOR YOU IF...

you would like to speak more clearly and be easily understood by others.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- pronounce commonly mispronounced words correctly
- speak with improved clarity and fluency
- communicate more effectively with others



*Fun. Useful. Interactive.*



People love stories. They engage audiences and drive them to take a desired action.

This workshop demonstrates the profound impact of storytelling on others as well as the uses and benefits of storytelling in a corporate environment. You will discover how to plan and structure a business story and practise delivering it to a group. You will also explore ways in which storytelling can help promote your brand, products or services.



#### THIS WORKSHOP IS FOR YOU IF...

you would like to communicate your messages more effectively and inspire and influence others.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- plan, structure and deliver an effective business story
- match a suitable storytelling technique to your purpose
- better engage your audience and inspire them to act



*Wonderful experience.  
The class was both  
informative and fun.*



Strong presentation skills are an essential part of any professional's toolkit. In this highly practical workshop you will learn how to prepare, structure and deliver successful presentations.

You will develop your own case study presentation and then deliver this on day three of the workshop. This will be recorded, so that you can identify your strengths and areas for improvement when you get back to work.



#### THIS WORKSHOP IS FOR YOU IF...

you would like to build your confidence and skills as a presenter.



#### LENGTH

21 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- plan your presentation to meet audience needs and expectations
- communicate your ideas in a clear, concise and coherent way
- use body language, words and your voice to present a professional, confident image



*The techniques taught  
were very relevant and  
could be applied easily.*



Do you need to create or deliver training sessions? Would you like to incorporate training into your meetings or other team events? If so, let us share our decades of corporate training experience in Singapore with you!

In this workshop you will learn how to plan and deliver training sessions that meet the needs of your participants and engage them from start to finish. On day three you will work in teams to deliver a training session to the rest of the group.



#### **THIS WORKSHOP IS FOR YOU IF...**

you need to plan or deliver effective training sessions at work.



#### **LENGTH**

21 hours



#### **OUTCOMES**

After taking this workshop you will be able to:

- select the best methods and activities for your group
- deliver well-structured training sessions that achieve their aims
- know how to engage participants and keep them focused





*Everyone should do this course to help understand themselves and others better.*



Emotional Intelligence (EQ) is the ability to identify and manage our emotions, as well as those of others. It is sometimes said that IQ gets you the job, but EQ is how you keep it!

In this workshop you will receive a personal SEI® Development Report from our partners Six Seconds. This will help you learn more about EQ and how to grow your emotional intelligence. You will also explore techniques to gain greater control over how you respond to challenges at work.



### THIS WORKSHOP IS FOR YOU IF...

you would like to be able to identify and better manage the emotions you feel in the workplace.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- build better relationships with people at work
- better recognise how pressure affects you, and have some techniques to manage challenging situations
- blend thinking and feeling to make optimal decisions

PROFESSIONAL DEVELOPMENT CENTRE

# LEADERSHIP COMMUNICATION

PDC-Enquiry@britishcouncil.org.sg  
[www.britishcouncil.sg/ProfessionalSkills](http://www.britishcouncil.sg/ProfessionalSkills)





*Great facilitation  
from trainer.*



Coaching is an essential part of any manager's toolkit. It helps to develop relationships with your team, promotes an action-based approach to dealing with issues and encourages reflection and growth.

This workshop aims to build confidence in coaching through tips, techniques and feedback on practical coaching sessions.



#### **THIS WORKSHOP IS FOR YOU IF...**

you want to support your team and help them unlock their potential.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- select the right framework for your coaching conversations
- use active listening, powerful questions and empathy to encourage deeper insights from your coachees
- help your team to grow and maximise their performance



*Taught me how to  
handle things in all  
areas of life differently.*



Coaching, counselling and mentoring are all about helping others. They are three of the most effective skills a manager needs to improve team effectiveness, boost morale and increase productivity. This workshop explores the skills and attitudes you will need to coach, counsel or mentor your direct reports.

This is a hands-on course which uses role plays, case studies, discussions and interactive tasks to introduce the three core skills.



#### THIS WORKSHOP IS FOR YOU IF...

you would like to help your team solve problems and develop professionally.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- coach your team with greater confidence and purpose
- use basic counselling techniques to help colleagues overcome emotion-based problems affecting their work
- understand the role of mentor and the skills and knowledge needed



*It was great and exceeded  
my expectations.*



When a leader with executive presence speaks, people pay attention, feel inspired and are moved to act. But can executive presence be learned? The good news is yes!

This workshop will help you to develop the 3Cs of executive presence: confidence, credibility and connection. You will receive a personalised Executive Presence report from our Emotional Intelligence (EQ) partners Six Seconds, giving you a framework for developing these crucial skills.



#### THIS WORKSHOP IS FOR YOU IF...

you are a leader who would like to enhance your reputation and level of influence at work.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- develop a leadership brand that enhances your credibility
- be more confident in pressure situations
- connect with your team more effectively



*The trainer was superb!*



This workshop gives you in-depth insights into your work preferences, strengths and areas for development as a manager. It will also help you to better understand, communicate with and manage your team.

You will receive a personalised Team Management Profile (TMP) highlighting how you prefer to relate to others, how you use information and make decisions and how you organise yourself and others. You will reflect on these preferences and take part in a series of case studies, discussions and experiential activities designed to maximise your strengths as a manager.



#### **THIS WORKSHOP IS FOR YOU IF...**

you are a first line manager, team leader or someone who aspires to a management position.



#### **LENGTH**

21 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- state your preferences, strengths and areas for development as a manager
- better manage individuals, tasks and your team
- communicate with your people more effectively



*It helped me to think  
how to approach  
difficult situations in  
future.*



Do you need to give some critical feedback or deal with underperformance? Is there a sensitive issue at work that you've been avoiding? Do you need to give someone some bad news?

This workshop will help you to manage your difficult conversations at work. You will be introduced to a framework for structuring your conversations and discover what is at stake for both parties. You will also learn how to analyse, prepare for and begin your conversation, as well as staying on track and agreeing actions.



#### THIS WORKSHOP IS FOR YOU IF...

you need to have challenging or courageous conversations with your staff.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- say what is at stake during difficult conversations
- draw on a range of tools and techniques to manage your conversations more effectively
- use difficult conversations to develop relationships with your team



*Everyone needs EQ!*



For leaders, being emotionally intelligent is essential for success. This workshop will provide you with a deeper understanding of your Emotional Intelligence (EQ) and its relation to your leadership role.

You will receive a personal SEI® Leadership Report from our EQ partners Six Seconds. Your accredited trainer will use this to give you clear feedback and a path for using EQ to improve the people-side of leadership.



### THIS WORKSHOP IS FOR YOU IF...

you are a leader who would like to improve your effectiveness, wellbeing and relationships at work.



### LENGTH

14 hours



### CAN BE DELIVERED AS AN ONLINE WORKSHOP



### OUTCOMES

After taking this workshop you will be able to:

- understand how your EQ affects four key performance areas
- lead with greater empathy, self-awareness and choice
- use your capabilities to improve results with and through people





*Very enriching course.*



Leaders aren't born, they are made. This workshop equips leaders at all levels of an organisation with the self-awareness and skills to lead their teams and deliver powerful results.

Each course participant will receive a personal Everything DiSC® Work of Leaders profile. This provides a simple, three-step process to help you reflect on how you approach the most fundamental work of leaders: creating a vision, building alignment and championing execution. There is a project running through the workshop where you can immediately put your insights into action.



#### **THIS WORKSHOP IS FOR YOU IF...**

you would like to better understand your style of leadership and improve your effectiveness in specific leadership situations.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- describe your personal style of leadership
- understand the vision, alignment and execution process and say how it relates to your current role
- lead more effectively and deliver better results



*It's great to remind others of the essence of project management - working together with people effectively.*



A successful project needs good organisation, detailed planning and strong controls. But these skills alone won't ensure success, as ultimately projects are all about people.

This workshop looks at each stage of the project life-cycle in detail. It provides you with tips and techniques to build team cohesion, overcome people-related obstacles and deliver better outcomes for your stakeholders.



#### **THIS WORKSHOP IS FOR YOU IF...**

you would like to improve the success rate of your projects.



#### **LENGTH**

14 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- gain and maintain support for your projects
- help your project team to work together more effectively
- better manage communication with your project's stakeholders



*Good introduction with ample opportunities to practise the skills.*



This workshop introduces the core mentoring skills and attitudes needed by managers to help their staff grow and achieve their full potential.

You will explore the structures needed to build an effective mentoring relationship as well as the issues that can arise during the process. You will also practise key mentoring discussions through role plays, case studies and simulations.



#### **THIS WORKSHOP IS FOR YOU IF...**

you would like to become a mentor to others in your organisation.



#### **LENGTH**

7 hours



#### **CAN BE DELIVERED AS AN ONLINE WORKSHOP**



#### **OUTCOMES**

After taking this workshop you will be able to:

- use the skill of mentoring to enhance team performance
- recognise mentoring boundaries and pitfalls
- develop others through the mentoring process

PROFESSIONAL DEVELOPMENT CENTRE

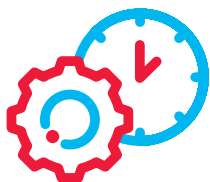
# PERSONAL PERFORMANCE

PDC-Enquiry@britishcouncil.org.sg  
[www.britishcouncil.sg/ProfessionalSkills](http://www.britishcouncil.sg/ProfessionalSkills)



# MANAGE YOUR TIME AND YOUR STRESS

Personal Performance



*Great energy, materials  
and facilities.*



Do you have a 'to-do' list that never seems to get any shorter? Do you sometimes feel overwhelmed at work and don't know where to begin? Do you wish you could be more productive?

In this workshop you will learn strategies to better manage your time and your stress levels at work. You will be introduced to a range of techniques for managing your tasks, yourself and others.



## THIS WORKSHOP IS FOR YOU IF...

you would like to get more done and feel less stressed at work.



## LENGTH

7 hours



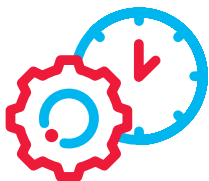
## CAN BE DELIVERED AS AN ONLINE WORKSHOP



## OUTCOMES

After taking this workshop you will be able to:

- explain how to plan and prioritise your tasks to meet short and long-term goals
- describe techniques to fine tune your work patterns so you work smarter and more efficiently with other people
- manage your stress levels so you can concentrate on work tasks and get things done



*Hands on training.  
Practical examples.*



The ability to identify, analyse and solve problems is a key workplace skill. Expert problem-solvers are an essential part of any high-performing team and are often first in line when it comes to a promotion.

This workshop introduces you to a range of tools to solve problems more effectively and make better decisions. You will discover your problem-solving style and how to work more successfully with colleagues who have a different style to you.

Throughout the workshop you will work on a case study from your workplace where you can immediately put your new skills into practise.



#### THIS WORKSHOP IS FOR YOU IF...

you want to improve the way you identify problems, generate solutions and make decisions.



#### LENGTH

14 hours



#### CAN BE DELIVERED AS AN ONLINE WORKSHOP



#### OUTCOMES

After taking this workshop you will be able to:

- anticipate and identify problems more effectively
- use a range of tools to help solve problems
- make the right decisions and take responsibility for them



Schedule

[www.britishcouncil.sg/pdc/schedule](http://www.britishcouncil.sg/pdc/schedule)



Workshops

[www.britishcouncil.sg/pdc/workshops](http://www.britishcouncil.sg/pdc/workshops)



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