

OCEG's Interpersonal Development Series

1. Meeting Management

It is well known that a large amount of time of an office worker is spent in meetings, a large portion of which is dealing with colleagues and customers. As a result it is quite critical for anyone to improve their customer management skills and be able to handle more senior customers as their skills are improved and get better results. In this course participants will be introduced to main aspects of managing customers in meetings. These include subjects such as establishing rapport, handling meetings, body language and so on.

2. Communication Strategies

We spend a lot of time and effort in communication with others in our social entities. Mastering the art of communication increases our chances of success in both professional and personal lives. Any performance improvement here will directly lead to benefits for your team, your job and your personal life. Communication skills can be learned and mastered through persistent practice. To master communication skills, interactive and hands-on exercises are provided during the training course which encourage learning and increase the delegates' confidence.

3. Interpersonal Communication

This workshop will help delegates work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

4. Making Small Talk – 1 Day, Anyone, (B) and (I)

Most people find it difficult to approach others, perhaps feeling shy, unsure of what to say, how to initiate or maintain a conversation or how to approach a group. This can have a negative effect on self-esteem leading to believe that one is simply not good enough in socialising. This course helps delegates learn the art of small talk and provides techniques of what works and what does not so delegates can clearly see what to do and say in a given situation.

5. Teamwork and Team Building

This course focuses on transforming a group of people to a team of motivated individuals who work smoothly towards a common goal. Delegates are introduced to the concept of Team Roles and explore different ways of recognising and establishing their roles within the team. This knowledge enables team workers to manage their roles and responsibilities in the team and avoid gaps or overlaps in roles.

6. Personality and Teamwork

What makes you who you are as a person? You probably have some idea of your own personality type — are you bubbly or reserved, sensitive or thick-skinned? This fun workshop will help you discover and identify individuals' personality types. You will also be able to identify and acknowledge the pros and cons of each personality type. From this outcome, delegates will further understand the elements of good teamwork.

7. Personality for Success

What makes someone successful? Is there a personality type that is more likely to be successful than others? What characteristics do successful people share? This course speaks more about the personality model which can help you and your team increase your self-knowledge on how you respond to conflict, what motivates you, what causes you stress and how you solve problems. It also facilitates better teamwork and minimise team conflict. The model can help you develop stronger sales skills by identifying and responding to customer styles effectively.