



**COMMUNICATE YOUR
WAY TO SUCCESS!**

Persuasive Communication Skills!

*Just by improving your daily communication with others,
you will certainly have improved the quality of your life*

**This compelling, highly interactive &
engaging course is also available**

IN-HOUSE

Claimable under HRDF.

Call or email us today!

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LEARNING OBJECTIVES & OUTCOMES

- ☎ Evaluate your communication style & perception - explore differences to leverage on others
- ☎ Apply diplomacy & tact to be a credible & effective communicator
- ☎ Use actionable strategies & skills to address most business communications
- ☎ Communicate clearly, appropriately & with greater confidence
- ☎ Choose the “right” words, better assimilate verbal information & effectively interpret what you hear to reduce misunderstandings
- ☎ Control emotions, establish the right non verbal language to turn frustrating situations into productive outcomes & rewarding relationships
- ☎ Develop & demonstrate effective active listening skills
- ☎ Use upward & downward communication to gain support & commitment
- ☎ Master the critical art of buy-in by learning “Persuasion Cycle”

PEAK SUCCESS ABUNDANCE SDN BHD (1104937-T)

Unit 6, Tkt 3, Blk B, Pst Perdagangan Tmn Dagang, Jln Dagang Utama, 68000 Ampang, Sel

Tel: 03-42703064 H/P: 012-6170560/017-8739633/016-5488336

Email: info@peaksuccessabundance.com/success.abundance@hotmail.com

COURSE OUTLINE FOR 2 DAYS

1. ASSESS YOUR COMMUNICATION STYLE - STYLE DIFFERENCES

- 🧠 Undertake **COLORED BRAIN COMMUNICATION INVENTORY (CBCI)®**
- 🧠 Define your personal communication profile, strengths & limitations
- 🧠 Improving on the skills you already possess
- 🧠 Assessing your effectiveness & identifying improvement areas

Assessment: Evaluating & Applying CBCI Scores

Role Play: CB Cards - 'Building A House On The Moon'

Exercise: 'World of Communication Map'

2. NLP META PROGRAMS - IMPORTANCE OF PERCEPTION

- 🧠 Understanding how perception can impact on your image & performance
- 🧠 How you process thoughts - deletion, distortion & generalization
- 🧠 Why you do, communicate & make decisions the way you do
- 🧠 Controlling your mental filters in communication

Game: Map Out Yours & Others' Meta Programs - 'Map of the World'

Drama: Deletion, Distortion, Generalization

3. POWERFUL COMMUNICATION - KEEPING FOCUSED ON THE END GAME

- 🧠 Biggest mistakes in communication & communication breakdown
- 🧠 Roadmap for clean, clear & concise communication
- 🧠 Positively impact the visual, verbal, vocal & non-verbal components
- 🧠 Applying the Know-Feel-Do Model of communicating

Role Play: Choosing To Communicate Assertively

The Communication Challenge: How Clear Are You?

Video Clips & Quiz: Testing Your 7Cs in Clear Communication

4. INCREASING COGNITIVE SKILLS TO PROMOTE COMPREHENSION

- 🧠 Power of words & forbidden words in communication
- 🧠 Relating information productively to your own experiences
- 🧠 Creating mental cross-references between old & new information
- 🧠 Framing statements & discussions

Communication Game: Choudhury Maze

5. EQ & NON VERBAL COMMUNICATION

- 🧠 Validating your feelings & those of others
- 🧠 Interpreting & responding to body language signals
- 🧠 VAKs - Are you Visual, Auditory, Kinesthetic?
- 🧠 To create impact during conversations

Demonstration & Hands On Session: Eye Accessing Cues, Sensory Acuity & Calibration. Observation Assignment: Body Scan

6. PREPARE TO WALK YOUR TALK & TARGETING YOUR MESSAGE

- 🧠 Audience analysis: crafting messages to address listeners' needs, wants & priorities
- 🧠 Pick constructive dialogue & "Can Do" language to demonstrate support
- 🧠 Send nonverbal signals that invite & encourage constructive dialog
- 🧠 Use examples, analogies, metaphors & storytelling to increase impact
- 🧠 Practice targeted questions to engage & connect with others

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Group Activity: Storytelling with Imagery, Metaphors, Passion & Evocative Language (using a real work situation)

Challenge Activity: Crafting Messages That Speak To Listeners' Hearts & Minds - Adapting Messages To Others' Communication Style Preferences - Check For Understanding & Retention Of Message

7. DEVELOPING EFFECTIVE LISTENING COMPETENCIES

- 👂 Apply good, relational listening skills to listen with interest
- 👂 Overcome the barriers & prejudices to effective listening
- 👂 Empathize to defuse emotionally charged situations
- 👂 Respond effectively to nonverbal cues

Role Play: Coach vs Coachee - Active & Reflective Listening Skills

8. DIPLOMACY, TACT & CREDIBILITY

- 👂 Defining the 5 actions that make for credible communication
- 👂 Identifying & preparing yours & others' "hot buttons"
- 👂 Communicating up, down & across the organization
- 👂 Shaping others' responses using direct & indirect messages
- 👂 Strategies to ensure win-win communication

Role Play: Displaying Diplomacy, Tact & Credibility

Practicing Various Presentation Formats: To Communicate A Clear Plan Of Action, Motivate Others, Gain Recognition Or Build A Business Case

9. THE SECRET TO REACHING ANYONE: ART OF PERSUASION

- 👂 Exploring the Persuasion Cycle & buy-in as a part of the cycle
- 👂 9 core rules for getting through to anyone
- 👂 Master the techniques to make another person feel seen, understood & felt
- 👂 Defining the 2 paths of persuasion - conscious & subconscious

Determine The Appropriate Strategy For A Given Business Situation

Drama: To Achieve Buy-In & "Get Through"

Role Play: Rapport Building To Enhance Your Influence

10. CREATING A PERSONAL ACTION PLAN

Exercise: 'Completing World of Communication Map'

WHO SHOULD ATTEND - ALL SHOULD ATTEND!

ALL business professionals & corporate staff from all the different departments who want to master the skills to communicate in a positive, professional manner no matter what the situation.

COMPREHENSIVE MANUAL & WORKBOOK - WE GO THE EXTRA MILE!

A practical, easy to read yet thorough set of notes for the participants. It is wonderfully & carefully written with relevant & humorous pictures. It is **content-rich** but **summarized** for easy reading & follow through. **This Is Rachel Khor's Special Gift To The Participants As A Fantastic Takeaway After The Training.**

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ACCELERATED TRAINING METHODOLOGY

To make the training effective & thought provoking yet lively & entertaining, the trainer utilizes a combination of various training methodologies including a combination of expert input plus practical sessions:

- 👉 Group Discussions, Presentations, Video Clips
- 👉 Brainstorming Sessions, Practical Hands On Sessions
- 👉 Group & Individual Exercises
- 👉 Demonstrations, Role Plays, Games & Activities
- 👉 Notes & Hand Outs

COURSE TRAINER - Rachel Khor



- Certified Master Performance Coach (ICF Approved)
- From DC Psychology International & American Institute of Business Psychology
 - Certification in Colored Brain Communication
 - Certification in Human Drivers & Motivation
 - Certification in Dynamic Speaking
 - Certification in Curriculum Development
- Certified Trainer in Emotional Quotient
- Trained with Master Cheng Hung Yeh in Truth of Emotions Through Movements, Energy Dance (Body, Mind & Soul), Language Communication
- Certified Trainer PSMB (Ministry of Human Resources Malaysia)
- Certification in Neuro Linguistic Programming (NLP)
- Certification in Hypnotherapy from London College of Clinical Hypnosis (LCCH)
- Studied & Attended Courses on Communication, Interpersonal Skills, Mind Mapping, Creative Thinking, Problem Solving, Mind Mastery, Visualization

Rachel Khor is currently the **Principal Trainer & Chief Learning Strategist** with Peak Success Abundance Sdn Bhd as well as an experienced entrepreneur & businesswoman. She is a **Master Trainer** in Communication, Negotiation, People Skills, Interpersonal Relationships, Creativity & Thinking Outside The Box, Problem Solving Skills, Master Your Mind, Emotional Intelligence & Emotional Drivers, Success Tools & Colored Brain, Peak Performance, Goal Setting, Positive Work Attitude, Leadership & Sales Warriors.

She has undertaken training, consultancy & facilitation projects with various companies, both private & public sectors. She is a sought after Learning & Development Strategist, People Developer, Trainer, Coach & Mentor. Her training incorporate effective evaluation methods, powerful techniques of varied disciplines & practical tools for all her learning solutions.

Driven by a passion for delivering awesomeness, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical

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& up to date information, deliver time tested methodologies & conduct interactive sessions - all are formulated to achieve results like never before. Her **determination & speed in producing training solutions** is one of the key reasons her clients keep coming back to her over & over again. Her research, knowledge & experience made Rachel Khor in the front line within her profession.

She loves people development - during her high impact training sessions she is committed, dynamic & outcome driven. **She utilizes Accelerated Training methodologies to inspire change & fast results.** She trains with her personal brand of positivity, charisma & focus which greatly motivates her participants to achieve greater heights of achievement.

Participants have described her sessions as inspiring, thought provoking, energetic & easy to understand. During her sessions, her ability to be **neutral, non-judgmental, supporting the group & upholding its wisdom has allowed her to effectively extract participation in a magical way.**

Based on the belief that every individual has a core genius & the ability to soar given the right opportunity; Rachel's training methodology breaks limiting beliefs, overcomes obstacles & cultivates trust across cultures.

Rachel receives rave reviews/excellent ratings due to her dynamism, knowledge & fantastic rapport with her participants. She achieves this by ensuring her training is **relevant & solution based - always updated with new ideas, strategies & techniques.**



RACHEL'S CLIENTS INCLUDE... Petronas, Shell, BNM, Kementerian Kewangan, Ambank, UOB, HSBC, Exim Bank, Maybank, Danajamin, Pan Malaysia Pools, Msian Reinsurance, Tokio Marine, ACE, Aneka Insurance, MII, Agilent, Ansell, Bristol, Sime Tyre, Dell, Emhart Glass, Kotak, Infineon, IJM Plantations, Impressive Edge, Kanzen, KKIP, Merck, Mimos, MRCB, Naza, Selangor Industrial Corporation, Samsung, M Mode, Msian Mosaic, Munchys, Scenic Moulding, Kossan Rubber, LG Aluminium, Royal Selangor, SIRIM, Tencate, Takeuzi, Totokiki, Toshiba, Niro Ceramic, White Horse Ceramic, MAS, Msian Airport, KLAS Airport Services, PTP, Westport, Johor Port, TNB, Telekom, Maxis, Sunrise, SP Setia, Selangor Dredging, Worldwide Holdings, IOI, Genting, Hotel Equatorial, Eastin Hotel, Saujana Resort, Subang Medical Centre, Msian Export Academy, FMM, UEM, Open University, UKM, UM, DBKL, PNB, MOH, Jabatan Perancangan Perbandaran etc

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