



# EVERYONE COMMUNICATES, FEW CONNECT!

## 1-Day Training Workshop

Communication is a very important skill that most take for granted. Is it just a skill when someone talks and another listens? More than just sending and receiving messages with understanding, the process requires respect, develops friendship, and builds up mutual understanding and trust.

To connect requires patience, energy, planning and strategy with care to whom you talk to. It is a crafted skill that is learned every day.

As connectors you would want your listeners to receive the correct intended message so that the appropriate action can be taken. Connectors would take great care to craft the words of the message and keeping it short and simple.

Connectors will boost their communication with expressions that make the message much easier to understand. They are builders of relationship and creates experience that everyone enjoys, and in the process, inspire others. Learn how to be a connector and not just a communicator!

24<sup>th</sup> (Wed) January 2018

Holiday Inn Singapore  
Orchard City Centre

## DISCOVER YOUR ABILITY TO CONNECT!



with Ms Teresa Alberto

- ◆ Been training private and public sectors, including NGOs and colleges since 1986
- ◆ Over 25 years of work experience as a Secretary, Personal Assistant, Executive Officer, Administrative Manager and Office Manager to the CEO
- ◆ Awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer)

... read more on Teresa on the next page!

# Bonus Gift!



Free 32GB Dual USB  
FlashDrive for each  
participant for group  
registrations of three and  
above only.

New Course in  
2018!

Developed and  
organised by:



MAXIMUS  
CONNECTIONS  
*empowering people with knowledge*



## OUR EXECUTIVE TRAINER

Teresa has been training the public and private sectors, including NGOs and colleges since 1986. Her passion in training has brought her to all parts of the world. Her strong beliefs are built on personal development training and discovering skills in individuals by creating positive changes.

She has been working as a Secretary, Personal Assistant, Executive Officer, Administrative Manager and Office Manager to the CEO for the past 25 years in several companies, namely a trading company, timber company, Ministry of Finance, road construction, factory, resort and a printing company. Through her rank and file, she has climbed up the ladder of challenges in managing a company, gaining knowledge and valuable experiences that have equipped her to share and train the younger management staff.

She has been awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer). Having captured more than 500 hours of training, Teresa is qualified to conduct the Train the Trainers' course that features the 3 stages of learning (basic, designer, and presenter).

## HEAR WHAT OTHERS HAVE TO SAY ABOUT TERESA

*“Teresa Alberto is a dedicated hard working trainer and is always looking to add that little bit of additional information to help the people in the group. She is motivating and encouraging with all people whether it be in her training programs or in her day to day life. I’ve worked with Teresa as a co-trainer and she is a great coach and mentor for the young trainers. I can totally recommend Teresa Alberto to give you and your staff valuable skills and motivation.”*

**KAREN SMYTHE**  
**THE VIBRANT EDGE, AUSTRALIA**

*“Teresa is a very committed and caring trainer. She makes sure that she knows her subject very well and delivers it wholeheartedly with sheer confidence. Being creative, her training session never fails to captivate her audience.”*

**JANET BAYOU**  
**CUSTOM OFFICER, SABAH**

*“Teresa..... trains with passion.... A trainer who leaves an undying and unforgettable good memories with the participants....and a trainer well loved by everyone.”*

**FULBERT VOO**  
**SENIOR EXECUTIVE VICE PRESIDENT**  
**JCI PHILIPPINES**

## HEAR WHAT PAST COURSE DELEGATES HAVE TO SAY

*“Teresa is really an engaging trainer, love her presentation of the training and she really captivates the participants. Would love to attend other trainings that she conducts in the future!”*

*“Very good interactions between trainer and participants. It’s a joy to attend the course.”*

*“Trainer is awesome! She is willing to share her personal experiences with her participants. She delivered her subject very well and was well-liked by participants!”*

## HOW WILL THIS COURSE BENEFIT YOU?

### BY THE END OF THE COURSE YOU WILL BE ABLE TO:

- ✓ **Identify** the noise and disturbances that affects communication
- ✓ **Understand** the value of people and relationships
- ✓ **Learn** to connect with people at all levels
- ✓ **Display** the conviction and credibility that people need to see
- ✓ **Say** the right words and the right time, demonstrating passion, confidence & gratitude
- ✓ **Learn** how to create interest and get the required attention
- ✓ **Acquire** the ability to recharge and use energy to connect

## WHO SHOULD ATTEND

### ALL EMPLOYEES IN THE ORGANISATION WHO ARE INVOLVED IN OFFICE ADMINISTRATION, INCLUDING:

- Managers
- Office Executives
- Office / Personal / Executive Assistants

## PROGRAMME OUTLINE

08:30 Registration and Breakfast

09:00 **BRIEFING AND ICE BREAK**

09:15 **WHY CONNECT?**

Have you ever received a call that has a buzzing sound or a noisy background? That is disturbing and irritating right? You called or received a call because we want to deliver a message or received a message. A clear line would be a satisfying communication. The many disturbances could also be a waste of time.

Key: Communication is a skill made simple!

Learning points:

- A workshop session on situations that could be frustrating and disturbing – what would you feel and do?
- How do you know if you are connected to the person you are talking to?

10:30 Morning Refreshment

10:45 **CONNECTING – CREATING RELATIONSHIP & INSPIRE**

To speak with another is to build trust, confidence and develop friendship.

Key : We are in the people business

Learning points:

- Understanding the value of people
- Connect with people at all levels
- What people need to see (conviction, credibility)
- What people need to feel passion, confidence & gratitude
- Say the right words at the right time
- Give an action plan

12:30 Networking Luncheon

13:30 **CONNECTORS – LISTENERS**

Communicating needs a listening heart. You will be wasting your time and energy if you communicate with someone who has no interest in what you are saying.

Key : Listen with your heart

Learning points:

- How to create interest
- How to get their attention
- How to be responsible for your listeners
- Expressions/emphasis/body language

14:45 Afternoon Refreshment

15:00 **CONNECTING – ENERGY**

To connect with another, you will need energy emotionally and relationally. You will need energy as to how to begin, to continue or to convince another!

Key : Connection always begin with a commitment to someone else

Learning points:

- How to recharge
- 5 proactive ways to use energy for connecting
- Energising requires patience and selflessness

16:45 Wrap up

17:00 End of Workshop

### Methodology

*Theory, Workshop, Discussions, Hands on activities, Role plays*

***New Course for 2018!***

## REGISTRATION CONTRACT

Please complete this form immediately and fax to  
(65) 6234 2106 or scan and e-mail it to  
[register@maximusconnections.com](mailto:register@maximusconnections.com)

### A. Delegate's details

1) Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

2) Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

3) Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Nature of Business: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

### B. The Invoice should be directed to (Dept)

Name: \_\_\_\_\_

Dept: \_\_\_\_\_

Tel: \_\_\_\_\_

E-mail: \_\_\_\_\_

### C. Authorising Officer's details

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Tel: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**This booking is invalid without an authorised signature.**

### 1-Day Workshop Fee:

S\$ 452 nett per delegate  
(Early Bird Rate, by 11<sup>th</sup> December 2018)

S\$ 494 nett per delegate  
(for registrations after 11<sup>th</sup> December 2018)

Group Registration (three and above in one application):  
each participant entitled to a free USB 32GB FlashDrive

[Fee includes documentation, refreshment, lunch & all relevant taxes (we do not charge GST)]

*A certificate of recognition will be given upon course completion.*

### TERMS & METHOD OF PAYMENT

An official invoice will be sent to you after receiving the registration contract. Placement is only confirmed when full payment is received within **twenty-one (21) days** from invoice date. We reserve the right to impose late payment charges. For late registrations, payment must be received prior to the course date.

1) **Cheque** : Made payable to  
**Maximus Connections**

Send it to:

Maximus Connections (Payment 181),  
9 Bishan Street 15 #31-18 Singapore 573909

2) **Bank** : DBS Bank, Singapore  
Current Account Number: **070-900872-0**  
(Quoting your Company Name and "P181" as reference)

### CANCELLATIONS & SUBSTITUTIONS

All cancellations of registration must be notified in writing. If cancellation by 3<sup>rd</sup> January 2018, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 3<sup>rd</sup> January 2018. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 17<sup>th</sup> January 2018 with formal notification in writing.

### NOTE

It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. Maximus Connections will not be held liable for any costs arising from this change.

### HOTEL ACCOMMODATION

Accommodation is not included in the fees. If you need accommodation at the workshop venue, kindly contact Holiday Inn Singapore Orchard City Centre, 11 Cavenagh Road, Singapore 229616, Tel (65) 6733 8333. Or visit [www.holidayinn.com/sin-orchard](http://www.holidayinn.com/sin-orchard)

### REGISTER NOW

Contact **Mr Ryan Loh**

Tel: (65) 6451 7698, Fax: (65) 6234 2106

Email: [register@maximusconnections.com](mailto:register@maximusconnections.com)

[www.maximusconnections.com](http://www.maximusconnections.com) (Regn No: 53113082K)