

“Communication is not an Optional”



Communications and Relationship Management (CRM)

Synopsis

The purpose of this training module is to direct the development of competence of supervisor in working with a team of subordinates in the area of communication and relationship management. A supervisor must serve as a role model to lead the way to develop the team members and to instill the correct attitude towards effective communication among the team members. This program will enhance the communication skills and influencing ability of each participant through the understanding of human behavior and enable individuals at the supervisory levels to build rapport and relationships among colleagues, stakeholders and customers. Supervisors are the best position to support the team's efforts in achieving team synergy in pursuit of the departmental and organizational goals through effective delegation and empowerment.



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Target Audience:

- Supervisors who want to be an effective communicator and a team-builder in the workplace
- Sponsored Company
- Trainers who wish to train in communication and relationship management arena
- Age range : 25 to 55

Course Aim (for Supervisory level) :

1. Promote effective communication at the workplace
2. Facilitate effective work team
3. Develop and Implement conflict resolution strategies

Duration : 16 hours (Two-full-day weekend course)

When : May 8 & 9, 15 & 16, 22 & 23 (Sat & Sun)

**Where : Singapore Chinese Chamber of Commerce & Industry
47 Hill Street, SCCC Building, Singapore 179365**

▪ **Investment Cost : \$899/- per pax**

▪ **Sign up during preview dates on 16/4, 30/4, 6/5 : \$699 per pax**

▪ **Enjoy discounts on other in-house training programs!**

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What I will benefit

Knowledge with Applications:

Improve your ability to

- **Promote effective communication at the workplace**
- **Facilitate effective communication at the workplace**
- **Communicate effectively at the workplace**

Enhance your ability to

- **Delegate work and support work team**
- **Monitor and review team performance**

Develop your ability to

- **Assess conflict situation & develop conflict solution strategies**
- **Resolve conflict**



Trainer's Profile

Anndelle Lee is a Full ACTA certified trainer and developer for communication training modules. Her soft skills training include public speaking, leaderships, team-building and presentation skills. She holds a 2nd class honours B.A. degree for International Business Management from University of Northumbria, United Kingdom (Newcastle Business School).



Her long and distinguished career had taken her to almost every corner of the China market, including leadership role in different business units and as an expatriate executive posted in Beijing, China for three years (2000 to 2003).

Moreover, her sales & marketing experience for strategic planning of marketing program activities, brand identity development, customer relationship building, channel business development and sales product training given in the workshops/seminars in different cities of China had brought her to greater height. Her extensive experience, proven leadership and in-depth knowledge of the business process planning in corporate environment including 6 years experience in program management and business operations responsible for the cost effectiveness of project launches and on time delivery of the product meeting customer satisfaction within targeted timeframe had built on several milestones of her success. She was officially certified by Motorola in 2008 on Six Sigma Green Belt for DMAIC methodology to assist department to achieve substantial annual net cost-savings and improve the efficiency level. Due to her vibrant character, she was once a Team leader, Facilitator & Emcee for two team building events in Motorola (2005 – 2008).

Anndelle is currently an Area Governor coaching for 4 Toastmasters (English) clubs and Immediate Past President of Radin Mas Toastmasters English club (2008/2009). She is a certified “Advanced Communicator Gold” and “Competent Leader” in Toastmasters International.

