

# CONVERSE TO CONNECT



An Implementation Program Designed to Transform People Managers into People Connectors Using The C2C Communication Accelerator Framework

# OVERVIEW

According to Warren Bennis, people who have emotional intelligence, more than IQ or expertise, accounts for 85% to 95% of success at work.

With professional training and practice, participants can become a people connector, work more productively and make yourself visible to others. If you can't converse, you can't sell yourself.

**CONVERSE TO CONNECT** is designed to help participants to uncover their own strengths and weaknesses when relating to others, first by being self-aware, shifting their mindset to see opportunities; as well as exploring ways to communicate and engage with people in every possible situations.

It is also a course to boost participants' self-confidence and improve personal relationship and enhance social skills.

By going through the journey in **CONVERSE TO CONNECT**, this provides a solid foundation and indispensable skill for any person to become effective in making intellectual and socially pleasant conversations, specifically in a workplace environment. How you present yourself is the key to your professional success.



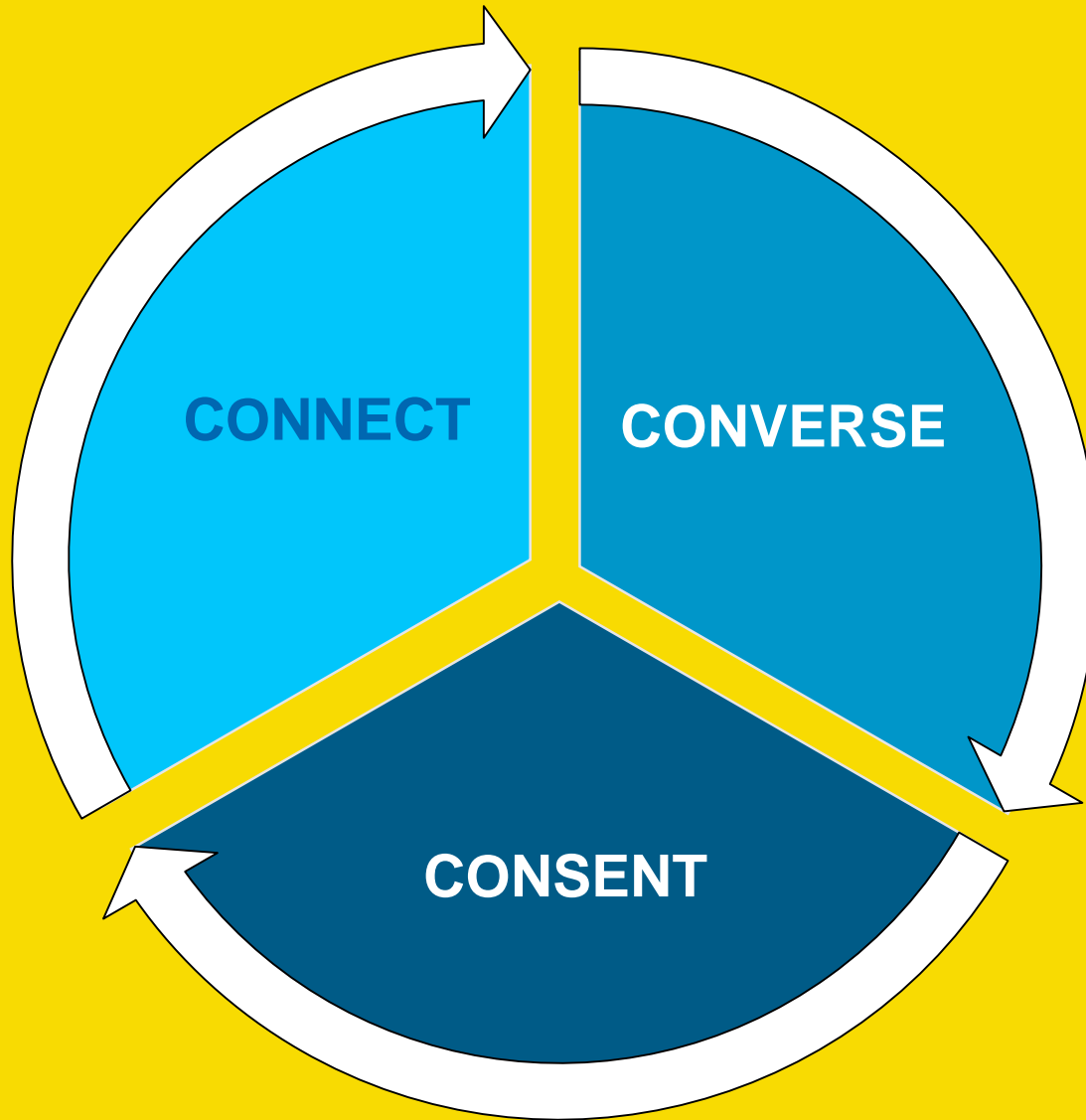




## **OBJECTIVES**

Upon completing this course, participants should be able to:

1. Be an engaging conversationalist.
2. Build connection easily and instantly.
3. Increase your popularity and visibility.
4. Increase your influence and get things done more effectively and efficiently.
5. Handle conflicts, complaints, tricky situations professionally and pleasantly.
6. Develop confidence and overcome nervousness when speaking in front of others.
7. Appreciate your own strengths and weaknesses in how you present yourself.



**C2C COMMUNICATION ACCELERATOR Framework**  
**is your road map**

## **TARGET AUDIENCE**

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Executives & Managers

## **DURATION**

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20 Hours

## **METHODOLOGIES**

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Interactive learning and practice in two-way communication, infused with NLP and Coaching methodologies:

- + Proven High Impact Tools
- + Hands-on Practical Techniques

## **PARTICIPANT'S PREREQUISITE**

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**MUST COMMIT** to self-excellence

## **CAPACITY**

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Maximum 20 Pax Per Session



# COURSE MODULES

MODULES	KEY POINTS
Connect with People Instantly	<ul style="list-style-type: none"><li>• H.O.N. Framework to Understand Everyone Has Different Need, Including Yours</li><li>• Connect with Other Using the Languages of Appreciation</li><li>• 3 Key Success Factors to Jumpstart Your Connection</li><li>• Know Your Why &amp; Your Style of Communication with D.O.P.E.</li><li>• How Do You Know You Have Made a Successful Connection with others – 6-step Checklist</li></ul>
All Good Relationships are about Conversation	<ul style="list-style-type: none"><li>• Connection Starts with A Conversation</li><li>• How to Start A Relevant Conversation – 3T: 3W</li><li>• How to Read Between the Lines</li><li>• 3 Ways to Read Others Like a Master</li><li>• You Will Never Forget What to Say Next: 4-step Formula</li></ul>
The Art of Getting Agreement, Dealing with Questions and Feedback	<ul style="list-style-type: none"><li>• The Art of Asking Question to Promote Conversation</li><li>• Common Mistakes in Asking Questions</li><li>• The L.A.R.A.S Method to Answering Questions</li></ul>

**Action Plan: Practices + Coaching**

**Shin Tan** is a Transformational Communication Coach and Facilitator who consistently helps organizations and individuals to enable and achieve their objectives through sustainable benefits and value creation with team coaching skills through effective communication and gamification activities.

With more than 18 years in sales and coaching experience, Shin is passionate in helping individuals who face challenges in their work communication and to support their journey to quantum leap success.

Shin had led a motivated team to achieve nine-figure team sales milestone with a Malaysian property developer, i.e. Sunway Property. Her greatest joy was to see her peers grow and be successful under her mentoring and coaching on how to present themselves, help customers to make decisions and provide excellent customer service during-and-after sales.

Shin left her career to pursue her mission to uncover potentials in individuals and create more successful achievers in their respective fields. She believes every individual should always hone their people skills and be motivated to rise above the position of higher responsibility. The way to success starts by mastering communication and presentation skills.

Shin is a specialist to help business executives excel in the skilled areas of Interpersonal and Business Communication, Business Presentation, Selling, Coaching & Emotional Intelligence.

She is also a business coach to help individuals discover their strengths, uncover strategies and opportunities to empower them to excel in business and life, starting by working on their communication skills.

Since the 2020 pandemic and locked-down, she has been actively involved in Virtual training, virtual team facilitation, coaching and counselling for SMEs, MNCs and government agencies focusing on building their communication skills and team development.

A trilingual facilitator, she has conducted her programs in three languages, i.e. English, Malay and Mandarin.

Shin has worked with partners from diverse backgrounds including **Coca-Cola, Dell Technologies, Lazada, Intel, Danone, Tokio Marine, Shiseido, Hitachi, Prudential, Prudence Foundation, Public Bank, Alliance Bank, CIMB Bank, Agro Bank, Symphony Life Berhad, SunSuria Berhad, Iproperty Malaysia, Carsem, Gibraltar BSN, Pusat Perhubungan Sarawak-Kuala Lumpur, Jabatan Kehakiman Syariah Malaysia, Khazanah, MARA, One Stop Collection Centre (KWKPK Sarawak), MRCB, SEGi University, NGC Energy, Sapura Fabrication, Plus Solar, MyTukar, IIB Ventures, Hanson Group, GE Healthcare, Sepang International Circuit** and many others.



**SHIN TAN**

**MBA, CPT, ACSTH, ABNLP**

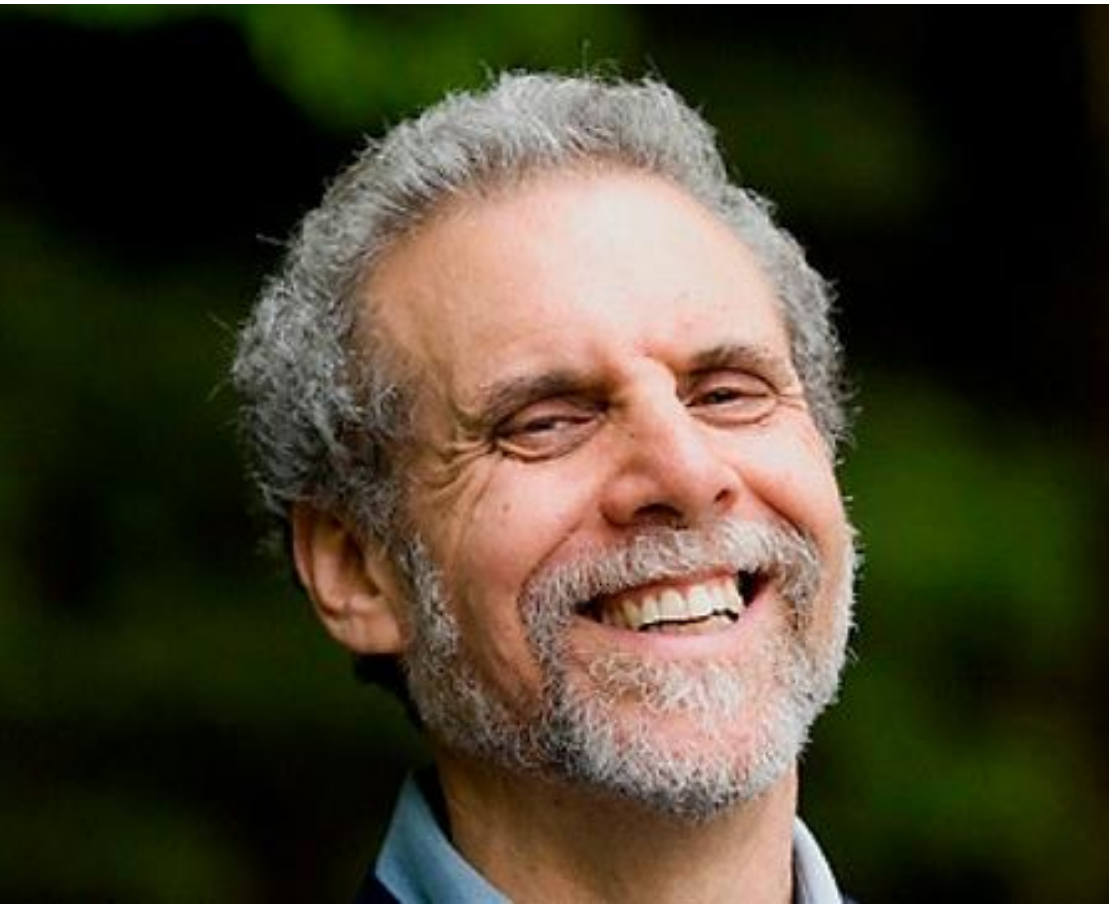


# DANIEL GOLEMAN

AUTHOR AND SCIENCE JOURNALIST



IQ and technical skills are important,  
but Emotional Intelligence is the Sine  
Qua Non of Leadership.



# THANK YOU



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