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SPEAK ON THE SPOT™

Learn to speak with precision, passion and poise

OVERVIEW

It's 8:30am and you've leisurely rolled in the office, with your coffee in hand. Suddenly your boss pokes her head in your office and says, "Charlie called in sick today and he's supposed to give a customer presentation this morning in the briefing center. Can you cover it?" Are you ready?

AUDIENCE:

Employees who need to improve their basic communication skills by building an awareness of their own style, an understanding of others and learning some key tools and techniques to be more effective.

OBJECTIVES:

- Building rapport
- Deliver messages with clarity and impact
- Question, listen and summarize effectively
- Adjust communication style to suit unique situations

INTAKE INTERVIEW :

Designed to ascertain the participants level, and customize the session to meet the company's existing purpose/goals. Intake ideally includes brief informal interviews with a few key participants.

SESSION PRE-WORK

- Online Pre-Assessment (includes further needs assessment and optional Emergenetics thinking styles profiling)
- Online Briefing (serves to prepare the participants for training).

SOS ENABLES YOU TO...

- Strategies to provide more logic and flow in your communications
- Communication techniques to apply immediately to both your professional and personal life
- Organize and structure your thoughts
- Promote your ideals to persuade more successfully
- Gain greater comfort and confidence in impromptu conversations
- Clarify vague or emotional questions
- Express technical or complex ideas in a simply manner for everyone to comprehend
- Utilize the left brain logic with the right brain intuition to maximize the communications understanding and impact to your audience
- Communicate from the view of your listeners

LEARNING METHODOLOGY:

- Learning by doing
- Incorporate immediately to bring your verbal communications to the next level
- Engaging activities with coaching and feedback

COMMUNICATION FUNDAMENTALS

- Identify the basic rules of human relationships to help us build trust and rapport
- Acknowledge the power of non-verbal that we may be unintentionally communicating to our clients and colleagues
- Question, listen and summarize
- Identify a range of questioning styles to be applied to different situations, understand the needs of your clients
- Appreciate the value of empathic listening to gain full understanding and build rapport
- Explore questioning models to quickly clarify understanding

TRAINING INCLUDES:

Online pre-work, follow up post-training online assessment (optional face-to-face), video feedback with DVD, participant workbooks, extensive instruction and practice and a supervisor's guide to help keep participants on track and improving after the session completes.



What is the LAM difference?

Discover why many companies are turning to LAM Institute for solutions

LAM INSTITUTE PROFILE

We provide goal-specific and action oriented corporate coaching to key executives, senior leaders, sales directors and high-potential candidates for companies across Asia.

The members of the Leadership and Advanced Management Institute and its alliance partners have extensive experience in corporate management, training and consulting in major commercial centers of Asia, USA and Europe. With a multi-cultural background, we bring a seasoned perspective and an in-depth understanding of the vital business issues being faced by business leaders in Asia.

OUR SERVICES

The Leadership and Advanced Management Institute offers a range of corporate coaching and training services that are modular in its conception. Based on our experience of clients' needs we have focused on the following areas:

- Executive Coaching
- Presentation Coaching
- 360o Feedback Coaching

THE WAY WE WORK

RESULTS

Our focus is on sustainable results and the pathway there. We are not in it for the quick fix. We intend to instill a lasting impact on the people we coach and the business they conduct. Your success and your bottom line is what drive us. We want to share in your success.

PARTNERSHIP

We are methodological in getting to know your organization and your people at the on set -- we need to fully understand your vision, your strategic direction, the present situation, the people who are charged with the mission, and the challenges you confront in order to be effective. We will be passionate about you business and act as your partner in mastering the challenges.

CUSTOMIZATION

Every organization faces a situation unique to itself with its very specific set of needs. Our recommendations and means of resolution will be designed to address those specific needs. We will be drawing upon our field experience as well as tapping into your hands-on knowledge. We intend

to apply state of the art tools, technology, systems and processes; and integrate into your system those that are most beneficial.

RESPECT

We respect your rights and needs as the decision maker. Our role is to guide, inspire and to challenge ... the final decision will always rest with you.



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