



@ASK Training
Attitude | Skills | Knowledge

Knowing Me, Knowing You - For Better Teamwork

Course Code:

ASKKMK

Course Duration:

1 day, 9.00am - 5.00pm

Course Fee:

\$600 (\$648 Inc. 8% GST) per participant

Course Venue:

Hotel

Course Dates:

<https://asktraining.com.sg/course-calendar/>



Course Synopsis

We know that it is essential to be able to communicate and bring our message across effectively to our team at all times. However, the message sent and received may often be different because we do not see ourselves objectively. If what we say is clear to us, we think it should be equally clear to others. Yet, why do others have a problem understanding us? In fact, why do we have a problem understanding others?

We also sometimes distort other people's feedback, actions, and decisions to fit our views, and we rarely seem to recognise when it is happening. This can result in distrust or dislike within the team, where people feel underestimated, undervalued, or even misjudged.

The truth is we affect our environment with our perceptions, actions, and reactions. The realisation of this helps us become aware that the way others perceive and act is influenced by our actions and communication. While we communicate with more awareness and focus on positive behaviours within each other, we will influence more of the same. Eventually, this will build an environment where everyone, in their uniqueness, can thrive. It increases the circle of tolerance with better understanding when we work with others. In turn, it also enhances team morale, cohesiveness, and productivity.

Course Objectives

- Uncover “psychological” obstacles to effective communication and how to address them
- Enhance your understanding of how your mindset affects an outcome and how it impacts others within the team
- Reflect on whether you are usually the “problem” or the “solution” and what you can do to enhance the part you play at work
- Recognise and use your ability to create an environment of success for yourself and your team

Course Outline

- How does your environment affect you and others?
- Understand the part you play at work – are you usually the Hero, Villain, or Observer?
- What are the underlying reasons people are mostly terrible at understanding each other, and what can you do to reduce these factors?
- Be aware of where is your “Internal Radar” taking you as it dictates your focus and decision-making.
- What are the 4 “Insanities” of Communication? How do they impact your tolerance level when communicating with others, and what can you do to avoid them?
- How can you be a part of creating an environment of success for yourself and your team?