



INTERNATIONAL TRAINING CONSULTANTS

Develop Externally~Grow Internally



# Business Skills Seminars Global Communication



**GLOBALINX CORP**

International Training Consultants Since 1968

Developing High Potential People for Global Business



## Training Objectives

The objective of this seminar is to ensure that all participants understand their personal communication styles, and can express their ideas and opinions clearly in everyday business.

## Process, Techniques, and Benefits

The seminar introduces effective communication skills and techniques for both participation and facilitation of business meeting conducted in English.

Communication Styles	<ul style="list-style-type: none"><li>• Passive</li></ul>	Participants recognize the characteristics of passive communication and the effect passive communication has on other people.
	<ul style="list-style-type: none"><li>• Aggressive</li></ul>	Participants recognize the characteristics of aggressive communication and the effect aggressive communication has on other people.
	<ul style="list-style-type: none"><li>• Assertive</li></ul>	Participants understand the true meaning of assertive and the positive effect it has on other people. Participants learn to communicate self-respect whilst showing respect for other people.
Communication Difficulties	<ul style="list-style-type: none"><li>• Typical Difficulties</li></ul>	Participants learn to recognize and become aware of their communication difficulties and how they modify their communication and behavior to deal with difficult situations.
Communication Techniques	<ul style="list-style-type: none"><li>• Active Listening</li></ul>	Participants learn to express their understanding using appropriate listening techniques that promote better communication and understanding.
	<ul style="list-style-type: none"><li>• Asking Questions</li></ul>	Understanding the power of questions to promote better understanding and acquire information helps participants to ask the right questions at the right time.
	<ul style="list-style-type: none"><li>• Communicating Assertively</li></ul>	Participants are empowered to communicate their opinions in an appropriate and assertive manner that encourages others to do the same.



## Training Theory

This seminar introduces effective communication skills and techniques that help participants develop their active listening and assertive communication skills in English. These skills are practiced and developed through role-plays and critical analysis of participant's communication style and ability.

### Lecture One: Communication Style

- **PASSIVE:** Passive communication reduces self-esteem and can result in fear of conflict, perceiving other people as threatening, and failing to accept rights, etc.. Participants learn how to recognize passive behavior and passive language, and how to modify this communication style to a more assertive style.
- **AGGRESSIVE:** Aggressive communicators aim to win, if necessary at the expense of others. Aggressive communicators believe the only way to get results is to be aggressive. This can result in; failing to think rationally about your self, feelings of guilt or shame, and blaming other people, etc.. Participants learn how to recognize aggressive behavior and language, and how to modify this communication style to a more assertive style.
- **ASSERTIVE:** Assertive communicators express their needs, wants, feelings and beliefs in a direct, honest and appropriate way. Participants learn how to standing up for their rights in such a way that they don't violate the rights of other people.

### Lecture Two: Communication Difficulties

- **DIFFICULTIES:** Some typical communication difficulties are; speaking directly and persuasively, handling aggressive people, clearly expressing opinions, participating effectively in meetings, following the decision making process, negotiating effectively, thinking of alternative solutions to problems, understanding the counterpart's intention, understanding what is being said, etc.. Participants have often experienced some or all of these difficulties and learn how to deal with them using assertive communication techniques.

### Lecture Three: Communication Techniques

- **ACTIVE LISTENING:** Non-native speakers must understand both the actual English spoken and the content or intent of the message. Participants learn active listening techniques and useful phrases that are comfortable for native speakers and help avoid misunderstandings.
- **ASKING QUESTIONS:** The ability to ask appropriate questions in business meetings is very important. Participants learn to ask appropriate questions that help them to effectively participate in meetings, follow and understand meetings, clarify other member's opinions, direct and lead discussion, and appreciate points being made.
- **COMMUNICATING ASSERTIVELY.** Participants learn how to use assertive communication techniques to communicate their rights, needs, and opinions in a clear and direct manner, whilst respecting the rights, needs and opinions of others. This is a necessary communication skill for businesspeople working in multicultural environments.



## Training & Study Flow

<b>Before</b>	Prepare	<ul style="list-style-type: none"> <li>• Pre-study material is provided for each participant.</li> <li>• Each learner studies at a time, place, and pace suitable for them, using bilingual workbooks.</li> </ul>
	Pre-Assignment	<ul style="list-style-type: none"> <li>• Learners e-mail their assignment directly to the instructor for preliminary assessment and immediate feedback.</li> </ul>
<b>Classroom</b>	Interactive Lecture	<ul style="list-style-type: none"> <li>• Learners receive multimedia classroom instruction, delivered at a pace that is comfortable, yet challenging, for them.</li> <li>• Questions are answered immediately by qualified trainers.</li> </ul>
	Exercises	<ul style="list-style-type: none"> <li>• Topics are broken down into manageable learning points which are made familiar through short practice exercises.</li> </ul>
	Feedback	<ul style="list-style-type: none"> <li>• Learners get instant feedback from instructors and fellow students.</li> </ul>
	Workshops	<ul style="list-style-type: none"> <li>• Learners assemble skill sets in preparation for role-playing various business meeting scenarios.</li> </ul>
	Communication Role-Plays	<ul style="list-style-type: none"> <li>• Learners practice their communication skills through realistic role-plays with their peers and instructor.</li> <li>• Role-plays are recorded on video.</li> </ul>
	Observation	<ul style="list-style-type: none"> <li>• Learners observe and learn from each other.</li> <li>• Student Observers are given evaluation checklists to assess and guide their feedback for each role-player.</li> </ul>
	Feedback	<ul style="list-style-type: none"> <li>• Student Observers provide immediate feedback.</li> <li>• Instructors facilitate a group de-briefing and feedback session.</li> <li>• Instructor feedback is recorded on video for action planning.</li> </ul>
	Video Review & Self Evaluation	<ul style="list-style-type: none"> <li>• Learners watch their role-plays and evaluate them against a checklist of targets.</li> </ul>
	Repeat Process	<ul style="list-style-type: none"> <li>• The seminar contains 3 short interactive lectures, focussing on key learning areas.</li> </ul>
	<b>After</b>	Action Plans
Follow-up		<ul style="list-style-type: none"> <li>• Follow-up study and review materials are provided.</li> <li>• An online graduates forum is available for peer consultation.</li> <li>• Performance improvements are measured using peer review, and instructors critique.</li> <li>• Recommendations are made for further study and practice.</li> </ul>



# Schedule

Day 1	
AM	<p><b>Seminar Introduction and Overview</b></p> <p><b>Lecture 1: Communication Styles</b></p> <ul style="list-style-type: none"><li>• Aggressive - Passive - Assertive</li><li>• Identify Communication Styles</li></ul> <p><b>Lecture 2: Communication Difficulties</b></p> <ul style="list-style-type: none"><li>• Common difficulties and frustrations</li></ul> <p><b>Workshop</b></p> <ul style="list-style-type: none"><li>• Identify Communication Styles</li></ul>
PM	<p><b>Lecture 3 - Communication Techniques</b></p> <ul style="list-style-type: none"><li>• Active Listening</li><li>• Assertive Communication Techniques</li><li>• Avoiding Dangerous Words</li></ul> <p><b>Role-Play</b></p> <ul style="list-style-type: none"><li>• Practice Communication Skills</li><li>• Video Recording</li></ul> <p><b>Workshop</b></p> <ul style="list-style-type: none"><li>• Self-Evaluation and Review</li></ul>
Day 2	
AM	<p><b>Role-Play</b></p> <ul style="list-style-type: none"><li>• Practice Communication Skills</li><li>• Video Recording</li></ul> <p><b>Workshop</b></p> <ul style="list-style-type: none"><li>• Self-Evaluation and Review</li></ul>
PM	<p><b>Role-Play</b></p> <ul style="list-style-type: none"><li>• Practice Communication Skills</li><li>• Video Recording</li></ul> <p><b>Workshop</b></p> <ul style="list-style-type: none"><li>• Self-Evaluation and Review</li></ul> <p><b>Seminar Review: Lessons Learned</b></p>



## Target Participants

This seminar is designed to be beneficial for any employees working in multi-cultural environments , and is especially useful for overseas assignees.

Since the training is designed for people working in international business environments, the classroom training and presentations will be conducted in English. As a result, a minimum TOEIC score of 500 is recommended.

The optimum class size is 6 - 10 people.

## Classroom Materials

All of GLOBALINX training material is developed 100% in-house. We adapt the latest, most up-to-date technology, research, and theories to suit our clients specific business needs and training objectives. Participants are encouraged to use presentations that are directly related to their business or workplace.

GLOBALINX workbooks are written in both English and Japanese and use graphics wherever possible to illustrate techniques, methods, or procedures. Lectures are accompanied by Powerpoint presentations.

## Trainers

GLOBALINX business communication skill seminars are designed and facilitated by experienced international business professionals.

## Cost

Trainer:            ¥ 300,000/Trainer/Day, plus travel and accommodations

Material:          ¥12,500/Person

## Contact

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GLOBALINX CORP has been providing corporate training services for global businesses and government agencies since 1968.

Training programs and seminars are designed to develop and improve communication and management skills for people working in international environments.

We aim to fully prepare employees to effectively work in global organizations anywhere in the world.

Our training services are continually developed and improved to ensure the highest possible standards of training and support materials.

