

溝通技巧 - 提升說話影響力

Verbal Communication Skills

Date : 12 July 2023 (Wednesday)

Time : 4:00pm – 6:00pm

This course will be delivered in Cantonese.

Course Outline:

How would you rate your verbal communication skills? In a meeting, an interview, a presentation, an appraisal, a social gathering? Under different contexts, we need to use different strategies to get the message across. In this seminar, participants will learn the following:

- essential skills in speaking - pronunciation, word choice, tone, persuasive devices, facial expression and body language
- insights from recent case studies
- practical tips on setting the scene
- exercises to test and train one's own voice
- using effective language to relay our message

Speaker:

Ms. Cindy Yu

Cindy possesses more than 30 years work experience with over 15 years in training and consulting to deliver different corporate training programs in the region of Greater China, Taiwan Macau & Hong Kong. Cindy focused on the customers' business challenges and provided strategically developed learning solutions that impact employees' performance in organizations.

Cindy graduated from the University of Perugia in Italy and MBA awarded by University of Dubuque. She has been accredited as Certified International Services Quality Management Practitioner(ISQMP), Trainer, Internal Quality Auditor and Mystery Shopper of Qualicert®, ISO10002 by SGS Limited. Besides, she has been also certified as Professional Corporate Trainer (Level 1) by Ministry of Human Resources and Social Security of the People's Republic of China, Practitioner of the Myers-Briggs Type Indicator(MBTI) Step I & II and certified Six Sigma Green Belt , Professional Diploma for Chief Brand Officer and Facet5 Accreditations Practitioner.