



Patra Office Tower 17th Floor,
Suite 1718
Jl. Gatot Subroto Kav.32-34
Jakarta 12950

Tel: +6221-5201627, 021-7073-3816
Fax: +6221-5207195

Email1:
careertrack.indonesia@gmail.com

Tentang CareerTrack-Training

CareerTrack Training dan BeProfessionalTheClub adalah divisi pelatihan manajemen dari PT.Proesdeem Indonesia—lembaga konsultan manajemen yang sejak tahun 1995 memfokuskan kegiatannya pada penyelenggaraan pelatihan profesional. Pelatihan yang diselenggarakan oleh CareerTrack Training dan BeProfessionalTheClub senantiasa memadukan aktualitas dan kualitas kurikulum (modul) pelatihan, pelayanan yang prima, dan kapabilitas instrukturinya.

Pelatihan yang diselenggarakan oleh CareerTrack dan BePRO senantiasa mengacu pada perkembangan mutakhir dalam pengelolaan perusahaan yang saat ini berorientasi kepada terciptanya *good corporate governance*.

CareerTrack dan BePRO sejak berdiri tahun 1995 senantiasa berusaha mempertahankan kualitas professional training yang tinggi dengan menerapkan adanya check dan control, sehingga professional training yang diselenggarakan dapat

- menjawab kebutuhan para peserta secara komprehensif dan dengan pendekatan aplikatif
- memfokuskan terhadap solusi yang spesifik dan relevan terhadap perkembangan terkini
- memberikan aspek teknik dan aplikatif yang dibawakan oleh para instruktur yang mumpuni
- memfasilitasi kebutuhan soft skill dalam pengembangan karir dan bisnis

Melalui professional training, CareerTrack dan BePRO dapat membantu perusahaan yang ingin berkembang ataupun memperkuat posisi strategisnya dengan memberikan expertis yang dapat meningkatkan kemampuan dalam

- Mengelola prioritas secara efektif
- Membangun budaya kerja yang produktif
- Meningkatkan job value
- Menyelaraskan kemampuan dengan perkembangan serta kebutuhan terkini
- Menciptakan proses, dan profesional terbaik bagi perusahaan.

Web Service Links:

www.BePRO-seminar.com
www.LPAuditorInternal.org
www.theITMP.com
www.PROESDEEM.com

Advanced Communication Skills Workshop

You will learn how to: Achieve results in your communications with others; Build collaborative relationships that emphasize trust and respect; Communicate effectively using simple, concise and direct language; Enhance your active listening skills; Foster cross-cultural understanding in your workplace; Eliminate the roadblocks that undermine your ability to communicate effectively.

You will learn how to

- Achieve results in your communications with others
- Build collaborative relationships that emphasize trust and respect
- Communicate effectively using simple, concise and direct language
- Enhance your active listening skills
- Foster cross-cultural understanding in your workplace
- Eliminate the roadblocks that undermine your ability to communicate effectively

Course benefits

Communication skills are an essential element every employee and manager must have as part of their standard tool set. No matter the job or the role in an organization, professionals must be able to speak clearly and listen well to establish effective collaborative relationships and to align personal and organizational goals to get the job done.

Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to communications with a flexible, authentic and self-confident approach. You also gain the skills to collaborate with others and hone your communications toolkit.

Who should attend

This course is valuable for those who want to strengthen their communication skills and enhance their ability to interact confidently with others. Activities throughout this course immerse you in an ongoing simulation including a media-rich experiential learning environment that allows you to practice the communication techniques, tools and strategies presented. Activities include:

- Experiencing the difference between one-way and two-way communication
- Defining your communication style
- Demonstrating active listening skills
- Dealing with challenging emotions through video scenarios
- Revealing personal filters with simulation games
- Overcoming cross-cultural barriers through case studies and role plays
- Generating checklists and job aids to enhance your performance back on the job



Course content

1. BUILDING A FOUNDATION
2. SETTING CLEAR GOALS FOR YOUR COMMUNICATION
 - Determining outcomes and results
 - Initiating communications
3. AVOIDING COMMUNICATION BREAKDOWNS
 - Increasing the value of your communications
 - Taking personal responsibility
4. TRANSLATING ACROSS COMMUNICATION STYLES
 - Identifying your communication styles
 - Bridging communication styles
 - Compromising your identity
5. LISTENING FOR IMPROVED UNDERSTANDING
 - Tools for active listening
 - Interpreting nonverbal cues
6. ACHIEVING AUTHENTIC COMMUNICATION
 - Creating openness
 - Working with the three dimensions of behavior
 - Matching your body language to your message
7. CROSS-CULTURAL COMMUNICATION
 - Navigating beyond cultural boundaries
 - Working with filters and assumptions
8. WORKING CONSTRUCTIVELY WITH EMOTIONS
 - Dealing with anger
 - Managing emotionally charged situations

Jadwal Anda		IDR (000)
February	21-22, 2012	Bandung 2.950
April	25-26, 2012	Jakarta 2.950
June	05-06, 2012	Jakarta 2.950
August	27-28, 2012	Bandung 2.950
October	17-18, 2012	Jakarta 2.950
December	11-12, 2012	Jakarta 2.950

• Biaya tidak termasuk pajak (PPN & PPh), akomodasi dan transportasi

Ketentuan Lokasi & Pelaksanaan

Jakarta: Patra Office Tower#1710 atau Hotel Puri Denpasar/Peninsula/Ibis Sliipi/Century/ atau hotel lainnya yang akan dikonfirmasi melalui undangan seminar.

Bandung: Hotel Golden Flower, Grand Seriti, atau hotel lainnya yang akan dikonfirmasi melalui undangan seminar.

Jumlah peserta minimal untuk pelaksanaan di Bali 8(delapan) orang, Bandung 5(lima) orang, Jakarta 3(tiga) orang sesuai konfirmasi yang kami terima seminggu sebelum pelaksanaan. Dalam hal jumlah peserta kurang dari ketentuan minimal tersebut maka keputusan pelaksanaannya dapat dibicarakan kedua belah pihak untuk mendapatkan solusi terbaik.

Bila Anda menginginkan jadwal dan lokasi yang berbeda dengan yang telah ditentukan di atas silahkan hubungi Customer Service kami melalui telepon 021-520-1627, 021-7073-3816 atau email: careertrack.indonesia@gmail.com