

**\*\*Delegates from Singapore companies can now pay as low as 1/3 of the course fees under the Productivity and Innovation Credit (PIC) Scheme!\*\*\* Please refer to terms and conditions below.**

# Advanced Communication Skills for Engineers & Technical Professionals

Laptops/  
Tablets  
required

## Course Facilitator:



**Monique Chelin**  
Director  
**MJC Sustainability**



### Author of:

- Switch it on! - activate your personal potential

### Partial List of Articles Written:

- Communicating Business Goals
- The 1-2-3 of Business Presentations E-book
- Making the Business Case for Sustainability
- Communicating Value for Technical Experts
- The Written Word for Busy Professionals
- Tell it like it is! - The Golden Rules of PowerPoint

### Awards / Achievements / Recognitions:

- Successfully started and maintained 3x consultancy services within GHD Engineering, Pricewaterhouse Coopers and now independently with MJC Sustainability
- Study Manager for multiple multi-million dollar studies for **BHP Billiton Mitsubishi Alliance** and **New Hope Coal** from concept through feasibility to execution phases (highest value ~\$600M)
- Invited to speak at numerous forums, radio interviews and conferences.
- Diploma of Merit, Graduate of Australian Institute of Company Directors

### FREE TAKEAWAY!!

The 1-2-3 of business presentations e-book for Super-Communicators

### Productivity and Innovation Credit (PIC) Scheme

- All business in Singapore can enjoy up to 400% tax deduction for external training\* provided by UNI Strategic Pte Ltd for up to \$ 400,000 for year of assessment 2013. You can enjoy up to 68% of tax savings from attending our trainings which means you only need to pay 1/3 of the course fees
- Alternatively, businesses can opt for a non-taxable cash payout option of 60% of up to \$100,000 for year of assessment 2013 meaning up to a maximum of \$60,000
  - \* This includes both trainings in Singapore and overseas
  - \* Both local and foreign employees are eligible
  - \* Course fees only

Practical and expert communication skills for technical professionals to guarantee your ideas, proposals and reports are accepted continuously

The Majestic Hotel Kuala Lumpur, Malaysia • 20th - 21st May 2013

### Testimonials:

*"I have known Monique professionally for some years now and she has always been helpful and extremely knowledgeable in the Sustainability arena. She has demonstrated commitment to providing excellent advice and service at all times. Monique has exceptional communication and negotiation skills and has provided me with strategic and operational advice and guidance regarding sustainability issues"*

- Manager Environment, Idemitsu Kosan Co. Ltd

*"Monique is one of the brightest and most talented people I've had the pleasure of working with. Her ability to drive improvements and communicate the business case is exceptional. I would highly recommend her to anyone anywhere in the world."*

- Business Excellence Manager, Palm Utilities LLC- Dubai World

*"I had the opportunity to work with Monique during her time at PricewaterhouseCoopers. Monique is a superb management consultant with excellent client relationship and presentation skills. She is extremely pragmatic and very informed about strategies and tactics to help organisations successfully respond to climate change. I do look forward to working with Monique in the future and highly recommend her without hesitation."*

- Senior Manager, Pricewaterhouse Coopers

*"Monique Chelin has provided expert advice to the Australian Sustainable Business Group on "Sustainable business" & "Sustainability strategy" as a guest presenter at Environment Practitioner's workshops. She is an inspirational speaker and a passionate advocate for sustainability, fair trade, green products and eco-efficiency."*

- Queensland Manager, Australian Sustainable Business Group

### Capitalise on the expert knowledge to gain maximum value on these vital issues:

- ❖ **ATTRACT** attention and keep your audience engaged
- ❖ **ADAPT** your writing and presentation style for different audiences and mediums
- ❖ **OPTIMIZE** writing time to be more efficient
- ❖ **PERFECT** the structure of your writing and presentations to be concise, professional and impactful
- ❖ **INFLUENCE** your audience to accept your recommendations
- ❖ **USE** flawless spelling, punctuation and grammar
- ❖ **MASTER** the art of persuasion
- ❖ **CAPITALIZE** on strategies and techniques in written communication and to develop great presentations

UNI training courses are thoroughly researched and carefully structured to provide practical and exclusive training applicable to your organisation.

Benefits include:

- Thorough and customised programmes to address current market concerns
- Illustrations of real life case studies
- Comprehensive course documentation
- Strictly limited numbers

Proudly Organised by:



## Workshop Overview

The 2-day workshop will be highly interactive with hands-on exercises to critique written communication and develop your own on a variety of case studies from your industry. In addition, you will learn the art of presentation and persuasion with practical exercises to put your new skills to the test.

Both days of the training are designed to help technical professionals attain a greater knowledge of their own level of communication skills and specific techniques to improve. It will cover the three areas of the communications process, planning, engaging/influencing and closing.

The ability to communicate effectively with people may be the difference between success and failure in our work and personal life. Effective communication starts with an accurate perception of one's own communication style and skill level. The online communication skills assessment report presents a qualitative assessment of the starting point for each individual and the specific areas of the course that the participant should focus on to achieve maximum benefit from the 2 days.

### DAY 1 | 20th May 2013

#### COMMUNICATION AND ITS ROLE

- Expectations of participants and facilitator
- Communication skills pre-course assessment
- Communication and its role in business
- Types of communication
- How great communication enhances business opportunities
- **Exercise:** Identify your communication strengths and weaknesses

#### PREPARING WRITTEN DOCUMENTS STRATEGICALLY

- Understanding the need to design and adjust written documents for different contexts
- How to present information for maximum impact
- Common flaws of written communication.
- **Case Study:** A situational case study will be provided based on course participants' backgrounds
- **Exercise:** Planning for success
- Participants will work in groups to plan their approach to written communication
  - ❖ Identify key messages
  - ❖ Identify activities and timeline to complete the written communication

#### PREPARE WRITTEN DOCUMENTS TO ENGAGE AND PERSUADE

- The art of persuasion
- Understanding and removing resistance (why people resist ideas and proposals)
- **Case Study:** A situational case study will be provided, describing a project that has fallen behind schedule and budget
- **Exercise:** Engage to persuade
- Participants will work in teams to document a written communication to:
  - ❖ Explain the situation, and
  - ❖ Convince your manager that you have a solution

#### THE ABC OF PERSUASIVE COMMUNICATION - FROM GO TO CLOSE

- Persuasive closing techniques to win people over
- An informational session on how to structure your communications for maximum impact and to gain "buy-in" from your readers and listeners

### DAY 2 | 21st May 2013

#### PRESENTATION PROWESS

- Know your audience - What to find out about your audience before you start planning your presentation
- Adapting your style to suit the audience and the topic
- The value of numbers
- The art of storytelling

#### TO POWERPOINT OR NOT TO POWERPOINT

- Tools for great presentations (there are so many options other than powerpoint)
- Presentation materials - Slides, handouts, whiteboards, post-its and pens - what to use when
- If you must use powerpoint - know the golden rules for engaging presentations
- Structure and timing
- Translate complex, technical concepts into easy to follow and engaging visuals

#### PRESENTATION PERSUASIVENESS

- Speaking to influence (using voice tones/speech, establishing leadership presence)
- **Case Study:** A situational case study will be provided, describing a new project or business strategy you need to convince your audience to support
- **Exercise:** Plan to persuade
- Participants will work in teams to prepare an outline presentation identifying data required and structure a compelling presentation

#### DELIVERY OF INDIVIDUAL PRESENTATIONS

- **Exercise:** Delegates to prepare a presentation with what they have learned throughout the course
- **Exercise:** Pop quiz on all TOP TIPS from the course
- Wrap up and advice on further learning, the dos/donts.
- Networking opportunities

## WHO SHOULD ATTEND

CEOs, MDs, VPs, Directors, Division Heads, Senior Managers, Engineers and Technical Professionals of:

- ✓ Engineering / Mechanical Engineering
- ✓ Production / Operations / Process Engineering / Design
- ✓ Project Management / Planning / Project Engineers
- ✓ Geologists / Metallurgists
- ✓ Technical Service
- ✓ Electrical & Electronics
- ✓ Business Development
- ✓ Quality Control
- ✓ Sales / Marketing
- ✓ Internal & External Consultants / Advisors
- ✓ Anyone who wants to improve on their communication and presentation skills

## WHY YOU SHOULD ATTEND

Many technical professionals in the oil and gas industry may be failing to get the best possible project outcomes despite their excellent technical abilities.

This is often because they do not have well-developed written and verbal communication skills. They also may never have had the opportunity to develop strong persuasive abilities.

As a technical expert herself, who has transitioned into training, professional speaking and workshop facilitation for significant projects and businesses, Monique Chelin will give you the skills that work in your environment.

This advanced, highly interactive 2 day course will equip attendees with the tools and techniques they will need to achieve greater success in their chosen field through improved communication skills. It will also provide resources for continued learning beyond the course itself.

## PRE-COURSE QUESTIONNAIRE

To ensure that you gain maximum value from this course, a detailed questionnaire will be forwarded to you upon registration to establish your exact training needs and issues of concern. Your completed questionnaire will be analysed by the course trainer prior to the event and addressed during the event. You will receive a comprehensive set of course documentation to enable you to digest the subject matter in your own time.

## In-House Training

Cost effective In-house courses, tailored specifically to your organisation's needs, can be arranged at your preferred location and time. If you would like to discuss further, please contact our In-house division at [ih@unistrategic.com](mailto:ih@unistrategic.com).

## ABOUT YOUR COURSE FACILITATOR

**Monique Chelin** has worked with a wide range of corporate and small business-focussed clients on a wide variety of topics, and always receives a string of accolades and positive comments from event attendees. Monique is an inspirational speaker and trainer with a proven track record on the Australian speaking circuit. Her focused energy and commitment to helping others in business by sharing her unique insights and experiences means that hearing Monique is an event full of surprises, truly "bringing business excellence skills to life" for the audience.

Monique has worked in oil and gas, mining and infrastructure. She has held senior management positions in Australia, South Africa and the United Arab Emirates. She has most recently been the lead advisor in progressing multi-million dollar projects through investment tollgates, requiring the highest level of negotiation, persuasion and business and technical acumen. Monique knows firsthand the challenges for technical professionals in communicating business and project goals to a wide range of stakeholders. Monique has often taken this role of communicating complex projects to community, government and business stakeholders. As a geologist, her background is technical - she understands your business.

Monique Chelin leads the delivery of all programs through the MJC Academy. The MJC Academy provides a much focused suite of training programs and/or keynote presentations, as well as bespoke business training services. Where necessary, MJC Sustainability draws on its very high calibre network of expert professionals to bring your organisation the highest possible level of training services.

Popular with business owners, business people, managers and executives, and women in business, MJC Sustainable Business Academy consistently delivers high quality content for a range of topics, tailored to any given situation. Companies that have benefited from Monique's expertise are **BHP Billiton Mitsubishi Alliance, Pricewaterhouse Coopers, New Hope Coal, GHD, Energex, Ergon Energy, AngloCoal, Downer EDI Mining, Arrow Energy, Nakheel (UAE).**

## Program Schedule

### (Day 1 & Day 2)

08:30	Registration
09:00	Morning Session Begins
10:40 - 11:00	Refreshments & Networking Break
12:45	Luncheon
14:00	Afternoon Session begins
15:30 - 15:50	Refreshments & Networking Break
17:00	Course Ends