



THINK on Your FEET

A 2-days intensive course by
Akashdip Singh

... drawing from his vast experience in dealing with internal and external customers and managing customer relationships.

With more than 13 years corporate experience, combined with his international exposure, Akash brings valuable insights to the training room.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Executives
- ✓ Technical and Non-Technical Staff
- ✓ All who want to be able to think and communicate fast and intelligently under any circumstances.

The most creative and innovative idea wins the race.

Many people can't come up with a solution or an idea when they are put in a spot. In today's world, the corporate organization which has the most creative and innovative idea wins the race.

Today, a lot of deals are done when a product or service is presented to the client. The person who is not able to answer the question or handle objections from the clients will surely be not able to close the deal. This will have a affect the organization's profit.

In this course participants will understand how to be comfortable in communicating under any circumstances. Participants will learn how to organize their thoughts and ideas to get them across to their audience effectively. They will learn how to handle objections positively and find a middle ground to create a win-win situation.



For more information, please contact

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Trainer's Background

Akashdip Singh, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.

Topics to Be Covered

Session 1 - Ice Breaking and Overview

Session 2 – Think On Your Feet

Session 3 – Structuring Ideas and Thoughts In a Clear and Simple Manner

- ⇒ Getting The Point Across
- ⇒ Communicating Under Different Situations; Phone, E-Mail, Meeting

Session 4 – Presenting Your Thoughts and Ideas

- ⇒ Speaking Under Pressure
- ⇒ Having The Visual Impact

Session 5 – Your Audience

- ⇒ Understanding Your Audience
- ⇒ Understanding Body Language
- ⇒ Getting Your Audience To Listen To You

Session 6 – Handling Questions Effectively

- ⇒ How To Answer Questions Speedily
- ⇒ Going Step By Step
- ⇒ Doing Recap
- ⇒ Connecting The Question To The Answer
- ⇒ Handling Question and Objections Positively
- ⇒ What To Do When You Are Caught Off Guard

Session 7 – Finding The Middle Ground

- ⇒ Creating A Win-win Situation
- ⇒ Changing Perspective
- ⇒ Dealing With Sensitive Issues

Session 8 – Selling Your Idea

- ⇒ The Tagline
- ⇒ Speaking Dynamically

Session 9 – Importance of Story Telling

Session 10 – Thinking On Your Feet

By the end of this course, participants will be able to:

1. Structure their ideas and thoughts in a clear and simple manner.
2. Presents and handle questions and objections effectively without being loss for words.
3. Find the middle ground to create a win-win situation.
4. Avoid on reacting on their emotions.
5. Understand their audience better.
6. Get the point across effectively to the audience.