LDI TRAINING
"Leading Edge Courses for Professionals" ™

An LDI Training Course

Business Communication Skills

by
Ir. Hendrik Silitonga, CITD

Training Description

This course focuses on techniques of successful communication in the business world. It introduces strategies for various business situations including memos, letters, meetings, presentations, and negotiation skills. The course also examines methods of organizing and presenting information and of developing a professional communication style. In this class, students will learn how to communicate clearly and persuasively, and to connect with their audience, in a way that inspires action

Training Objectives

- Inspire action through compelling written communication and high-impact presentations
- Generate insight, with meaningful conclusions and recommendation
- Understand and apply the principles of logical reasoning to lead your audience to action
- Develop your unique leadership style and use it to authentically to connect with your audience
- Present information simply and clearly, in power point, full -text memos and email, and other formats
- Develop effective verbal and nonverbal communication skills
- Improve the ability to present confidently and persuasively
- Develop effective negotiation strategies to achieve goals
- Apply communication, presentation, and negotiation skills in a professional context

Training Materials

Effective Communication

• Definition and principles of effective communication
• Verbal and nonverbal communication skills
• Overcoming communication barriers

Effective Presentation

- Principles of effective presentations
- Clear and persuasive presentation structure
- Using visual aids Effective

Effective Negotiation

- Definition and Principles of Effective Negotiation
- Effective Negotiation Strategies
- Resolving Conflict and Reaching Agreement

Team Communication

- Communication Skills in Teams
- Managing Conflict in Teams
- Improving Teamwork

Presentation and Negotiation in a Professional Context

- Applying Communication, Presentation, and Negotiation Skills in a Professional Context
- Facing Different Situations in Presentations and Negotiations

Training Methods:

Class session will be highly interactive, since best practices in communication, presentation and negotiations skills are most are most effectively learned through practice rather than lecture.

Who Should Attend

This course is designed for anyone who wants to be able to present his or her ideas or information in front of an audience. Besides learning the theories, all participants will have plenty of opportunities to practice their presentation skills in front of an audience with videotaping.

About Instructor

Ir. Hendrik Silitonga, CITD is a dynamic and high-impact speaker who has extensive training experience in the oil industry, manufacturing, telecommunication, banking sector and many more.

He received Certificate in Training and Development (CITD) from Institute of Personnel and Development (IPD) of London, UK and he is also an Instructor's License of Dale Carnegie.

Such matter above supported by 20 years good job experience, following many courses and seminars in Indonesia and another country and his last profession as General Manager at some of big company of the Bank

Hendrik is currently holding the position of a Senior Trainer of **LDI Training** and he certified to conduct its courses.



Ir. Hendrik Silitonga, CITD
Senior HR Trainer and Coach
Instructor's License of Dale Carnegie

WORKING EXPERIENCED

PT BerechtanIndotama	: Asisten Perencana	(1985-1987)
PT PrajayadiTrimuda	: Manager Perencanaan	(1987-1990)
PT Dasindo Media	: Managing Direct Sales, Marketing.	(1990-1993)
Bank Bali	: General Manager	(1993-2001)
PT Bima Nusa	: Senior Konsultan Perencanaandan Pengembangan	(2008-2010)
PT RancangDinamikaPotensia	: Chief Executive	(2002-now)
PT. Loka Datamas Indah (LDI Training)	: Senior Tainer	(2002 – now)

KOMPETENSI :

- LEADERRSHIP SKILL
- MANAGERIAL SKILL
- AS CONSULTANT
- AS COACH
- AS TRAINER
- AS ADVISOR

TRAINER OF PROGRAM :

- Assertiveness VS Aggressive
- Building Character Ethic
- Change Management
- Continues Improvement
- Corporate Culture
- Creative Problem Solving
- Creative Thinking And Decision Making
- Delivering Service Excellent
- Dynamic Interpersonal & Communication Skills.
- Effective Speaking and Confidence Building.
- Effective Working Habits
- How to Make Interesting Presentation
- Leadership
- Managing Conflict at Work
- Negotiation to Win-win
- Project Management
- Supervisory Skills
- Team Building
- The art of Delegation, Coaching & Counseling Skills
- Time Management

Leadership Training 2

Training Confirmation

LDI Training will provide a Confirmation Letter after we receive registration according to the required quota (Minimum **5 Persons**).

This course is presented by LDITraining.

For information about LDI Training please visit www.lditraining.com
If you have any question about our courses, please email your enquiry to lditrain@indo.net.id or contact to: 021- 6326911 / 0811 812857

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