



## COMMUNICATE AND RELATE EFFECTIVELY AT THE WORKPLACE

**CRS-Q-0039852-ES**

(Eligible for SkillsFuture Mid-career Enhanced Subsidy,  
Workfare Training Support (WTS), SkillsFuture Credit)  
Eligible for Claim Period: 14 Oct 2019 - 26 Aug 2021  
Training Duration: 2 days (16.00 hours)  
Group size: up to 20 pax  
Mode of training: training room

**Connect with us**

**T: 8688 1833**

**E: [ana@jilllowe.com](mailto:ana@jilllowe.com)**

**W: [www.jilllowe.com/wsqa](http://www.jilllowe.com/wsqa)**

### Course Objectives

-  Define communication and describe ways that communication can happen.
-  Develop and reflect on own communication skills, including non-verbal, para-verbal and active listening.
-  State barriers to communication and describe how to overcome them.
-  Converse with others adeptly and mitigate precipitating factors.
-  Define conflict and conflict resolution.
-  Explain the conflict resolution process and techniques to process different types of conflicts.
-  Describe types of negotiations,

### Key To Your Professional Success!

Based on the assumption that building healthy working relationships is the real key to our professional success, this practical course lays out everything it takes to relate with every colleague or business partner for mutual benefit. During the course you will have a chance to develop your communication skills. Equip yourself with expertise to overcome communication barriers, resolve conflicts and negotiating to achieve win-win outcomes. Acquire the most efficient relationship-building strategies, convey nothing but the message of self-confidence and appreciation with your body language and build up a lasting network of supportive relations!



**SINGAPORE  
WORKFORCE SKILLS  
QUALIFICATIONS**

## Course Fees

Learner	Course fee and Funding	Company-sponsored		Self-sponsored
		SME	Non-SME	
Singapore Citizens and Permanent Residents	Full Course Fee Subsidy/Training support	430.00 -387.00	430.00 -272.00	430.00 -272.00
	Amount Payable	<b>43.00</b>	<b>158.00</b>	<b>158.00</b>
Singapore Citizens 40 years or older	Full Course Fee Subsidy/Training support	430.00 -387.00	430.00 -387.00	430.00 -387.00
	Amount Payable	<b>43.00</b>	<b>43.00</b>	<b>43.00</b>
Singapore Citizens 35 years or older and earning a monthly income of not more than SGD2,000	Full Course Fee Subsidy/Training support	430.00 -408.50	430.00 -408.50	430.00 -408.50
	Amount Payable	<b>21.50</b>	<b>21.50</b>	<b>21.50</b>
Non-Singapore Citizen/PR (Foreigner)	Full Course Fee Subsidy/Training support	430.00 NA	430.00 NA	430.00 NA
	Amount Payable	<b>430.00</b>	<b>430.00</b>	<b>430.00</b>

### What our clients say

Eye-opening, fascinating experience! I couldn't wait to attend another lesson with Jill.

She simply sees through you and advises on what could be done to achieve the results you are aiming for. Jill offers her help, her knowledge, her experience and expertise to help you conquer life's obstacles and reap its benefits. You could not expect anything less from someone with 34 years of experience?! It's not only about the colours and style and make up, it goes far beyond all of this. Our voice, social etiquette, body language. It all effects the way people at work or in our personal life perceive us.

Annabelle Tan  
Financial Advisor

### Team of Consultants

Jill Lowe Team is an inspirational group of award winning trainers with over 34 years of experience working with diverse industries to bring the best out of every potential. Since 1985, Jill Lowe has run this Singapore-based brand and image company with links to Washington, London and Shanghai.

### Jill Lowe Certification and Awards

- 1984 Confederation of United Kingdom Beauty Therapy
- 1984 International Therapy Examination Council of England Aestheticienne Diploma
- 1985 Color Me Beautiful Image Consultants
- 1985 Incorporated company Colorays Beauty Image Consultants
- 1986 Always in Style Image Consultants
- 1986 Hong Kong Film Academy Make up
- 1991 Incorporated Jill Lowe International Pte Ltd
- 1993 Launch a Make-Up and Skin Care range of Jill Lowe Cosmetic and Skin Care
- 1994 President of South East Asia Liaison AICI (Association of Image Consultants International)
- 1994-1996 Platinum Award for Outstanding Achievements and Best Performing Consultants
- 1997 Associate Lecturer National University of Singapore Dentistry Faculty to date
- 2003 Owner of Intellectual Trade Mark for JILL LOWE brand logo
- 2007 Won Gold Award for International Brand Summit
- 2009 Author of youth book Dressing Smart for Girls and Dressing Smart for Boys
- 2012 Publisher of Europe luxury fashion magazine L'Officiel
- 2014 Master Trainer for EU, Federation of Image Professional International
- 2014 Accredited Master trainer for Image Trainer, City and Guild UK, London
- 2014 Platform Speaker for AIA Malaysia Quarterly Life Planners Congress
- 2015 Approved Accredited Training Provider in Asia for City and Guild UK, London
- 2016 International Assessor for Masters in Image Consulting, City and Guild, FIPI, London
- 2017 Shanghai Insurance Congress, China

### Jill Lowe International worked with:

Government and Public Service Division  
 Attorney General Chambers  
 Ministry of Defence  
 Police Academy  
 Police Command  
 Ministry of Manpower  
 Ministry of Finance  
 Ministry of Education  
 Michael Page Executive Search  
 Defence Science and Technology Agency  
 Singapore Mass Rapid Transport  
 Spring Singapore  
 Public Utilities Board  
 Housing Development Board  
 Grassroot Women's Wing  
 Workforce Development Authority

Banking and Finance  
 ABN Amro  
 American Insurance Assurance  
 CitibankBloomberg  
 Development Bank of Singapore  
 Great Eastern Life Insurance  
 Hong Leong Assurance  
 HongKong Shanghai Bank Corporation  
 Manulife Insurance  
 KPMG  
 Mastercard International  
 NTUC Insurance  
 POSB Bank  
 Prudential Life Insurance  
 RHB Bank Kuala Lumpur - Singapore  
 Standard Chartered Bank Singapore  
 Tokyo Marine Insurance  
 Union Bank of Switzerland  
 Overseas Union Bank of Singapore  
 AIA Company Limited

Health Care  
 Alexandra Hospital  
 National University Hospital (NUH)  
 Singapore General Hospital (SGH)  
 Jurong Health Services Pte Ltd  
 Mundipharma Pte Ltd  
 Thomson Medical Pte Ltd

Universities and other Educational Institutions  
 National University of Singapore  
 Nanyang Technological University  
 Singapore Management University  
 Singapore Institute of Management University

International Companies  
 Abbott  
 Apple  
 Far East Organization  
 Hong Leong Group  
 Prudential Indonesia  
 Sabah Tourism Board  
 Tropicana Corporation Berhad  
 VISA International  
 Indonesia JPCC Women's Conference  
 Petronas Management Training Sdn Bhd  
 Petronas Leadership Centre  
 Zurich International Life  
 Fedex  
 Triumph