

The Psychology of Powerful Report Management

Applying Directive Communication™ to Create Influential & Timely Reporting & Presentation Habits

By: Nick NG

Course Description

The Psychology of Powerful Report Management is a 2-day activity- & workshop-based course that helps people understand the different individual processes involved when reviewing, writing & delivering reports. This course reveals what motivates people in their work environment & how to utilize this knowledge to influence individuals to enhance their reporting habits for greater impact.

Benefits of Course

Using the innovative Directive Communication™ concepts & popular tools, The Psychology of Powerful Report Management puts our actions, reactions & interactions in the work environment in perspective to our genetic brain processing power & emotional drivers & applies this powerful knowledge to inspire individuals to peak performance.

Who Should Attend

General Managers, Senior Managers, Sales Managers, Business Unit Managers, Business Development Managers, Product Line Managers, Account Managers, department heads, team leaders, sales representatives.

How Much

RM 800.00 per person includes Directive Communication™ manual & interactive tools, plus lunch & 2 snack breaks for 2 days.

Nick's Biography



Nick's experience stretches across various disciplines of influence and management with Technical and Non-technical Training, Sales, and Business Processes. His background in major chemical manufacturing organisations, including Buckman Laboratories, BetzDearborn and Hercules has equipped him with a unique set of talents to move people to serve their organizations in the best way. Nick is a Directive Communication™ accredited Practitioner and

has a total of 17 years experience in management, persuasion and influence. His experience includes leading & training teams from Malaysia, Singapore, Thailand, China, Taiwan, Hong Kong, the Philippines and Indonesia. His experience with these nationalities gives him a good insight into each culture and their working habits. The time spent in business process improvement gave Nick the opportunity to be involved in Six Sigma projects and lead projects teams. Nick is well-versed in DMAIC methodology. Improving business practices in U.S companies also gave him knowledge of Sarbanes-Oxley legislation and the processes required for compliance to SOX. His professional consulting experience came about as a result of being a Miller Heiman Client Associate. Nick was trained and accredited to internally deliver Miller Heiman sales performance programs within his company. Since that time, he has facilitated programs for clients from industries including semiconductors, IT, food service, shipping, gaming, medical and chemicals. Nick has facilitated programs in China, Taiwan, Korea, Singapore, Malaysia and Indonesia.



Day 1

- ↳ Using Directive Communication™ CBC cards
- ↳ Rules of Engagement
Explores the various attitudes towards writing reports, submitting reports in a timely manner, presenting reports, reactions towards receiving late reports
- ↳ Circle of Tolerance and Circle of Influence
Explains why people act & react the way they do as a result of their Rules of Engagement
- ↳ Emotional Drivers
Explores the basic motivations that cause individuals to carry out their tasks at work (which includes reporting)
- ↳ Need sucking
Describes certain emotional drivers that tend to drain away energy & resources
- ↳ Human Drivers Mirrored Assessment analysis
Individual analysis. The evaluation sheet is handed out to each participant a week before the course & needs to be completed before attending the class. Each participant will be able to identify the emotional drivers that influence their zeal (or lack of it) in various reporting environments
- ↳ Postures
Understanding the different stances people adopt when they act, react & interact with others, & how to use appropriate postures within the reporting environment
- ↳ Human Driver challenge
group activity that links together the different concepts learnt & helps participants understand how these are impacting their work

Day 2

- ↳ Colour Brain Communication Inventory
Individual assessment to help the participant to understand his/her intrinsic brain processing power
- ↳ The Colour Brain
Understanding the different brain colours & how the different brain colours affect report writing & how other brain colours understand those reports
- ↳ Coloured Brain exercises
Developing brain flexibility to write influential reports that communicate to all brain colours
- ↳ World of Work
Designing the ideal work environment for the individual to achieve & maintain peak reporting performance
- ↳ Writing to Influence