

Workshop Title	Professional Image & Grooming Skills
Workshop Duration	1 Day
Workshop Description	<p>Personal image and projection has become increasingly more important in today's competitive environment. People worry about such things as "making a fool of myself" and "looking stupid". This workshop provides dozens of practical ideas, techniques, and principles that will enable you to harness the tremendous power of personal image and projection.</p>
Who Should Attend?	<ul style="list-style-type: none"> • Customer Service Executives/ Managers • Marketing Executives/ Managers
Workshop Learning Objectives	<ul style="list-style-type: none"> • To launch yourself to success with professional personal image and projection • To develop the belief that you can achieve success • To develop powerful first impressions and lasting impressions • To understand the importance of dressing and hairstyles • To leverage of on our physical appearance to enhance communication
Workshop Outline	<p>Module 1: Developing The Belief That You Are A Professional</p> <ul style="list-style-type: none"> • 3 Methods To Develop The Power Of Belief • Cure Yourself of Excusitis – The Failure Disease • Build Confidence And Destroy Fear <p>Module 2: Developing Professional Body Language</p> <ul style="list-style-type: none"> • Learning To Read Others' Thoughts By Their Gestures • Body Posture, Movement, Eye Contact, Facial Expression • Principles For Interpreting Body Language <p>Module 3: Creating an Image of Professionalism</p> <ul style="list-style-type: none"> • Creating The Positive First Impression • Developing Your Own Style And Personal Appearance • Understanding How Your Wardrobe, Hairstyles, Weight and Height Affect Your Communication

	<p>Module 4: Developing Vocal Cues and Paralanguage</p> <ul style="list-style-type: none"> • The Pitch, Rate, Volume, And Quality Of Your Voice In Determining The Meanings Of Your Message • 4 Methods in Enhancing Your Speech • Making Inferences From An Individual's Paralanguage Cues
<p>Training Methodology</p>	<p>The training methodology will include a mixture of short lectures, role plays, games, activities, presentations, discussions, video, case studies, ideas sharing with continuous evaluation and real time feedback.</p>