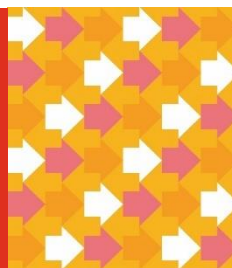




# Building Trust

## Virtual Learning Workshop



**Next Runs:**  
Coming Soon!

**Time:**  
Module 1 : 9.00am to 12.00pm  
Module 2 : 1.30pm to 4.30pm

**Venue:**  
Zoom

### Who should attend?

Open to finance professionals who want to have better online meetings and collaborations that are productive, efficient and drama-free.

Suitable for individual contributors, team leads, finance specialists, managers and above. Attending with at least two other colleagues enhances application and mutual support at work. This is ideal but not compulsory.

Non-finance professionals will also benefit significantly from this workshop.

### Objectives & Benefits of attending

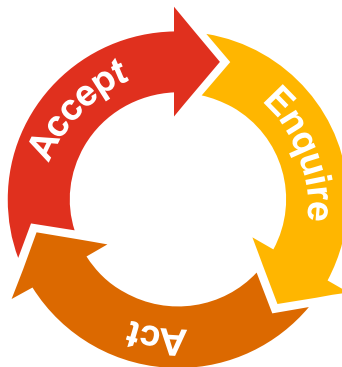
Is meeting online making it harder for you to build trust with your colleagues, direct reports or clients? Are you getting into drama at work because it's more challenging to know what the other person thinks or is doing, when we're all remote? Have you experienced conflict that occurred because you were working virtually?

Working online can be more taxing than working in-person. Research shows it's more exhausting for the brain and more challenging for our interpersonal communication.

One effective way to build trust remotely is to make thinking visible when we're online. When thinking is visible, you'll be aware of each other's agenda; understand what drives behaviour, and know what each person or project needs for success.

In this 2-module **virtual** workshop of 3 hours each, you will learn:

- How to get more accurate information before acting through a simple 3-step process of Accept ► Enquire ► Act
- How to make explicit everyone's agenda and what everyone needs, for productive and efficient collaborations
- How to think about, and give feedback that builds relationships
- How to ask questions to create psychological safety for divergent thinking



# Virtual Course Agenda

## Action Assignment

- Complete online self-assessment and reflection on trust

## Module 1 (180 mins)

- Opening & Introductions
- Introduction to Accept Enquire ► Act
- Clean Questions for Gathering Accurate Information (and Preventing Drama)
- Clean Setup for Making Agendas Explicit
- Problem, Remedy, Outcome Model

## Module 2 (180 mins)

- Attentive Listening
- Clean Feedback for Building Relationships
- Clean Questions for Encouraging Divergent Thinking
- Applications

◆ *This online workshop is designed for interaction and participation.*

## About the workshop facilitator



### Jacqueline Ann Surin

A communications expert with more than 25 years' experience, Jacqueline trains teams and companies to transform poor communication and conflict into clear communication and visible thinking that builds trust.

She has facilitated clients successfully in Thailand, Malaysia, Singapore, Indonesia, India, South Africa, Lebanon and the United Kingdom.

Based in Malaysia, Jacqueline is a specialist-partner at the Singapore-based consultancy BelnClarity, where she delivers solutions for effective conflict management and meeting facilitation, both in-person and online. She is also an associate of Clean Learning and Training Attention in the UK, and of Change 3.0 in Holland.

## What past participants say?

"I have seen considerable improvements in the way the team interacts with each other and with external stakeholders."

"The workshop was useful and provided straightforward examples for application."

"It had a great impact on our work and the way in which we communicate to achieve joint results."

"Informative, fun and interactive! Effective and recommended."

## How to register

For any further queries, please email [sg\\_academy\\_mailbox@pwc.com](mailto:sg_academy_mailbox@pwc.com)