

BREAKING THE BARRIER TO CHANGE

Helping Individual to Cope with Change



Decide with Confidence

Breaking the Mental Barrier to Change is the study and application of knowledge about how people – as individuals and as groups – act within organizations in the current wake of change. It strives to identify ways in which people can act more effectively.

Today, virtually every organizations faces massive change. Unfortunately, change is extraordinarily difficult and most attempts to initiate and implement change fail. The core problem is changing the 'mental maps' inside each of our heads. To change organizations, you must break through the brain barrier.

One objective of this program is to understand why people behave as they do. Breaking the Mental Barrier to Change shows how to make the most important change of all: 'redrawing' individuals' mental maps with new destinations and paths.

COURSE OUTLINE

The Crux of Change

- Why Change Happens
- Impact of Change affecting Individual
- Why we do what we do

Barrier #1: Failure to See

- Blinded by the Light
- Denial produces comfort
- The Keys to Seeing: Understanding their strong existing mental maps and creating a new mental maps

Barrier #2: Failure to Move

- People do not like to be bad at the things they do

- The Keys to Moving: Destinations, Resources, and Rewards

Barrier #3: Failure to Finish

- Tired of continuous change
- Getting 'lost' in the change process
- The Key to Finishing: Creating Champions and Charting a New Course

Change Toolkit

- Opportunities in the mist of change
- Staying in tune with new challenges
- Keep learning how to live
- Principles of Self-Motivation in the Changing Economy.

About the Trainer – Mr Peter Ng

Peter Ng is a business consultant, seminar speaker, workshop leader, and a life coach. He delivers over 100 programs a year in Singapore and the Asia region. He has been invited to speak and train in the USA, Mexico, The Bahamas, Australia, Indonesia, Laos, Myanmar, Vietnam, Malaysia, and many other countries. His reputation as an inspiring, exciting, and change-producing speaker, trainer and coach gives him global acclaim. Peter inspires his audiences to greater levels of achievement by stimulating the human potential and using powerful delivery and new insights to teach and motivate.

Peter has been appointed the customer service trainer for Raffles International Limited since 1999, and has developed 2 proprietary programs titled 'Raffles Difference' and 'Raffles GuestXperience' which is used across all properties worldwide. He has also trained for Raffles International & Resorts in the 'RafflesSense' – building powerful branding through touch, taste, smell, sight, and sound.

Peter, who is a Founding Member of the **Asia Professional Speakers - Singapore** (APS), an affiliate to National Speakers Association (NSA) USA, graduated from Walt Disney's University with a major in Customers' Psychology and holds a Master of Arts degree in Tertiary, Adult and Continuing Education, University of Hull, UK. **Service Quality Institute, USA**, has appointed him as their Asia Pacific Representative. He is also the co-Founder and former Academic Dean of **Professional Speaking and Training Institute** (PSTI), an institute which helps individuals grow in their career and as professional speaker and trainer.

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Date: 1 December 2008, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$420 for D&B Subscriber [] S\$520 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 3 Nov to receive a 10% off usual fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6318 7832

Participant Profile

Name 1: _____ **Designation:** _____

Email: _____ **(DID):** _____

Name 2: _____ **Designation:** _____

Email: _____ **(DID):** _____

Name 3: _____ **Designation:** _____

Email: _____ **(DID):** _____

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