



PLAN COMMUNICATIONS IN A CREATIVE ENVIRONMENT

TRAINER: RICHARD LIM

Richard Lim is a Consultant Psychotherapist in private practice and a Training Consultant since 2001. In the initial stages of his career in the early 1990s, Richard was involved in training government officials in strategic thinking and sociopolitical competence. Subsequently in the mid 1990s, he was actively engaged in community welfare projects and services. Currently, beside therapeutic consultation, Richard provides leadership training and consultancy to groups within public and private sector organizations. Most of these training and consultancy focus on enhancing knowledge and skills in relationship, communication, group facilitation, counselling and conflict management.

Richard has worked with groups of staff from multi-national companies like Microsoft, PricewaterhouseCooper, Shell, Lucent Technologies, Motorola, Barclays Capital, National Panasonic, Fujitsu, Courts; International agencies like The Salvation Army, YMCA, Outward Bounds and World Vision; local government organizations and community institutions such as Ministry of Community, Youth & Sports, NIE, Ministry of Health, Ministry of Trade & Industry, National Environment Agency, National Council of Social Services, Singapore Sports Council, People's Association, National Centre for Leadership Institute; and academic institutions like National University of Singapore, Nanyang Technological University, Singapore Management University, and National Institute of Education. He also trains regularly at Nanyang Technological University (NTU) and Civil Service College on management, leadership and psychological wellness.

Richard is the Principal Consultant & Trainer for the School Family Education (SFE) project for the Ministry of Community, Youths & Sports of Singapore. In this capacity, he conducts a number of group facilitation works on a weekly basis with about 120 participants. He runs supervision groups for counsellors in community agencies regularly and train adult students in counselling and psychology programmes with various academic institutions in Singapore and in the region.

OVERVIEW

- This unit covers managing communications within the creative and technical teams as well as contractors/sub contractors and general public.
- It involves understanding that people have different communication styles and adapting communication style to be more readily understood.



- It involves understanding how to negotiate, how to communicate with tact and reach agreements which are acceptable to the work.
- The unit also covers issues of confidentiality, treating others courteously and being self aware. It is expected that a communication level at least equivalent to the WSQ level 7 has already been attained.

LEARNING OUTCOMES

- Manage communications in the production team, wider colleagues, contractors, and
- members of the public to maximise effective performance
- Identify accurately preferred communication styles in others
- Use appropriate communication styles to meet the needs of others
- Conduct negotiations to achieve agreement