

TESTIMONIALS

"Lusi, I have a good news to share! This morning I received a trophy - HR promotion letter! I am promoted to Assistant Principal Engineer. This had happened because I applied what you taught in the IBCT class. Thank you so much!"

Ng Zhenxian
Assistant Principal Engineer, ST Kinetics

"Hello Lusi, I landed a permanent position with an Australian company. I believe I got the job because I applied what you taught me in IBCT class. Thank you very much!"

Gladys Siew
Retiree

"Hi Lap Pong, I just had a meeting with a referral who had a high defence level. If it was me before learning IBCT, I would have given up. However after applying the 3Cs, the meeting went well, I earned the trust and secured a follow up appointment."

Kimmy Lei
Financial Consultant, Prudential

"Hi Lee Hing! Words cannot describe my gratitude to you, all I can say is soft skills definitely rock! They have helped me win over the heart of a lady, I am attached now!"

Kea Jin Suan
Sales Executive / Golden Watch & Jewellery

"Good morning Mac! Please help give Lusi a big hug on my behalf. Without IBCT, I wouldn't have managed to collect a 90 days overdue project worth US\$100K which my headquarters had given up and prepared to go with a legal settlement."

Christine Guo
Regional Sales Manager, Avigilon Corporation

"I now have the blueprint for paying compliments, asking for favours and convincing anyone to make changes. This has transformed both my life and the people around me! Thank you so much!"

Tea Eng Peng
Director, Financial Alliance

"Hello Lee Hing, you know all along that I am weak in asking the right questions but ever since I attended IBCT, John and I have been practicing. We finally use it so naturally as if we had an epiphany!"

Eileen Chia
Financial Advisor, Manulife

"Frankly I used to scream at my kids so that they can comply to a certain behaviour but after applying what you taught me, they complied better and the relationships were much better - without the screams!"

Evelyn Yong
Senior Analysis, FedEx Express

"Hey Lusi, I did it!! I managed to convince management with my alternative proposal! Your 8 steps worked! Thanks for gruelling me during class."

Jasmine Lye Mei Ling
Project Development Manager, ExxonMobil

"I had an appraisal session with my helper. I used the skill sets learnt in class, i.e. constructive feedback, trust and empowerment. By the end of the session, she actually teared and said thank you very much!"

Angie Wu
Financial Consultant, Prudential

Individual Behavioural Competency Technology (IBCT)

Soft Skills That Propel Your Relationships With People



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inspiring people. building business.



Dear Aspiring High Achievers,

Communication between people has always been regarded as the most important element in building and winning relationships – whether at home or at work, or in social or business settings.

In many of the job frustrations people experience today – be it not being appreciated by bosses, not getting the due recognition and promotion you deserve, dealing with difficult colleagues and work tension in office, or even handling challenges brought over from strained family relationships – have been credited to communication, or the lack of it.

I would attribute my personal success to my ability to connect with people, to be able to communicate my intended message to them, to create buy-in and win them over. My communication techniques and styles have been honed over my years as a junior sales consultant, right up to being a Chief Operating Officer in my career. My skill sets have provided me the ability to deal with thousands of clients from all walks of life. They have helped me to better manage my bosses, communicate my

expectation to my subordinates and inspire them to a higher level of performance, resolve many conflicts between staff, and manage what most people would dread – office politics. And it is the same skill sets that enabled me to retire at a young age of 35!

I hope my story can inspire you to learn the fun art of communication, specifically soft skills, that have brought me success at every level and won many friends. I would urge you to find out more about this program which I have personally crafted and developed based on my years of life experiences, to empower people with the communication ability to express themselves and shine more in their lives, be it at home or at the workplace, so that they can do more, achieve more, and become more.

Lusi
CEO | Life Coach
Lusi Group



INDIVIDUAL BEHAVIOURAL COMPETENCY TECHNOLOGY

DIAGNOSTIC

Do you know your strengths and weaknesses? Yes? Great!
But do you know your blind spots?

Most people would have their blind spots but are unaware of them and as a result, are faced with objections and rejections in the workplace and family, and yet, they wonder why.

First of its kind in the local training arena, this diagnostic session will help you uncover your blind spots, along with your strengths and weaknesses – and even your hidden talents, so that you can be aware of and deal with them.

Conducted prior to the commencement of class, it will enable us to personalise the training based on the challenges of each participant.

MODULE 1

Understand yourself and others. Make people receptive and comfortable with you.

Know how people prefer to be communicated to. Understand what they think and what they want, even before they say it. Get ahead of others by being able to anticipate their behaviour/preference based on their personality and “hot buttons”.

- Checklist to know whether your communication is successful!
- Learn to build genuine relationships through appreciation and acknowledgement of others.
- Personality profiling that allows you to understand human behaviour

MODULE 2

Overcome your own blind spots and manage other personalities

Learn in-depth about the DISC personality

- Learn how to communicate, impress and not to irritate respective DISC profiles.
- Choice of words, body language, pace and tonality that appeals to the different profiles.
- Critical blind spots of each DISC personalities and how to overcome them

MODULE 3

Get things done through effective communication

The art of persuasion is one of the highest paid communication skill sets.

Also, make your life a breeze by learning how to expand your influence and get things done through people. Overcome this daily challenge that we face in our life.

- Uncover the “hot buttons” that directly influence a person’s decision, and what motivates them into action
- The famous “8 steps” of Effective Communication
- How to obtain favours from colleagues/clients – to help you beyond their work scope

MODULE 4

Be a Person of Influence

Uncover the real reasons why some people seem to be given all the opportunities and have things their way all the time. Even those who constantly get promoted do not do it by accident, or by luck.

- What it takes to be a Person of Influence
- How to manage and motivate your subordinates
- Understand the psychology of promotion

MODULE 5

Handle human conflicts and create win-win relationships

Getting to the top requires creating buy-in and working with people with unusual personalities. Facing situations of disagreement, you need a skill set to turn differences into win-win situation and to foster agreement.

- Respond positively to critics
- Deal with different situations of human conflicts (office politics)
- Proven ways to prevent office politics
- Technique of Agree to Disagree