

The Legal Support Excellence Series

The Bitesize Programme has been designed to enable learning and development in 90 minute chunks.

Projecting a Professional Image

Objectives

After taking this module, you will be able to:

- Analysis the three different areas that make up your professional image
- Identify what you do to create an executive presence
- Describe five core values and how you use them in the workplace

Course Outline

Define

- Identify a person you admire
- Brainstorm the qualities, skills and attributes of that person

Inform

- Study the definitions given of the three areas of executive presence
- Learn a few tips on how to make yourself heard

Connect

- Complete the chart on how you cultivate executive presence
- Brainstorm the core values you already use and how you can continue to use them in the workplace

Resolve

- Write down the changes you would like to make to your presence and how you think this will affect your work performance

Duration

- 9.00am to 10.30am

Minimum Number Per Class

- 20

Jointly organised by



Overcoming Communication Barriers

Objectives

After taking this module, you will be able to:

- Name twenty common communication barriers
- Suggest ways to overcome your and your team's barriers
- Communicate more effectively at work

Course Outline

Define

- Consider what barriers to communication you may have

Inform

- Comprehend common barriers to communication

Connect

- Brainstorm solutions to your own barriers to communication

Resolve

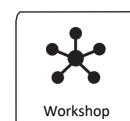
- Remove barriers to communication with your colleagues

Duration

- 10.45am to 12.15pm

Minimum Number Per Class

- 20



LIFTED KEY	
Legal Support	Communication & Teamwork
Workshop	Training Level: General

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Managing Conflict In Your Team

Objectives

After taking this module, you will be able to:

- Recognise eight common causes of conflict in the workplace
- List five ways of dealing with conflict
- Apply this knowledge to specific conflicts at work

Course Outline

Define

- Collate ideas on why conflict might arise in a project team

Inform

- Distinguish eight common causes of conflict in the workplace
- Examine five ways of dealing with conflict

Connect

- Complete an activity to assist in depersonalising conflict

Resolve

- Decide on changes you could make in relation to managing conflict

Duration

- 1.15pm to 2.45pm

Minimum Number Per Class

- 20

Planning Tools

Objectives

After taking this module, you will be able to:

- Identify what SMART planning is
- Use Gantt Charts to aid in the management of projects
- Create a project plan using the learned tools

Course Outline

Define

- Explain what you find challenging about planning projects
- Describe what tools you currently use when planning projects

Inform

- Explore the steps of SMART planning
- Examine the Critical Path Analysis and Gantt Charts

Connect

- Design a SMART plan for a project your are planning
- Follow this up with a Critical Analysis or Gantt Chart

Resolve

- Reflect on how the planning tools can help you to plan and roll out your projects more effectively

Duration

- 9.00am to 10.30am

Minimum Number Per Class

- 20

Jointly organised by



LIFTED KEY	
Legal Support	Communication & Teamwork
Workshop	Training Level: General

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Problem Solving - Unlocking the Problem

Objectives

After taking this module, you will be able to:

- Identify the cause of a problem using hard and soft data
- Name two methods to break a problem down
- Use a ‘fault tree’ to analyse a problem at work

Course Outline

Define

- Discuss your specific challenges, problems and obstacles to identifying and analysing workplace problems effectively
- Explain a current problem at work that you could work on

Inform

- Identify the symptoms to the problem using hard and soft data
- Understand two methods for breaking down the problem
- Investigate the cause and effect of the problem

Connect

- Create a fault tree for the problem you identified at the start of the session

Resolve

- Discuss the advantages and disadvantages of the methods
- Reflect on how you could use these methods at your work

Duration

- 10.45am to 12.15pm

Minimum Number Per Class

- 20

Managing Your Time

Objectives

After taking this module, you will be able to:

- Identify your strengths and weaknesses as a time manager
- Describe how to write an effective ‘to-do’ list
- Explain how to prioritise tasks and organise your workplace

Course Outline

Define

- Discover what kind of manager you are through a self-assessment
- Discover your strengths and weaknesses

Inform

- Learn tips on how to make an effective to-do list
- Apply your own example from your to-do lists to each Category
- Gain ideas on how to organise your workspace and top tips for “Working Smart”

Connect

- Complete a quiz to test your body clock

Resolve

- Reflect on techniques for better managing your time

Duration

- 1.15pm to 2.45pm

Minimum Number Per Class

- 20

Jointly organised by



LIFTED KEY	
Legal Support	Communication & Teamwork
Workshop	Training Level: General

The Legal Support Excellence Series

Better Emails (Flexible)

This innovative workshop is a combination of online and face-to-face learning, contextualized for legal support roles. Learn how to develop the writing skills you need to improve your communication with your colleagues and clients.

Overview

The pre-course online element provides 5 hours of learning, which you can complete in your own time. You will learn the basics of email writing through quizzes and video-based activities as well as improve your own writing through practice exercises.

During the one-day face-to-face workshop, our experienced trainer will answer your questions. You will participate in a range of games and learning activities to practise the techniques introduced.

You will write sample emails based on scenarios commonly encountered in legal departments and law practices, and receive feedback from your trainer and other course participants on how to improve.

You will also complete a post-course assignment, giving you further opportunity to practise the skills covered. You will receive feedback on this from your trainer.

Date:

Who Should Attend?

- Anyone who wants to write emails more effectively and efficiently. This blended learning course also provides those with limited time the flexibility to learn at their own pace.

Duration

- 2 Days- 9.00am to 12.00pm for each day

Minimum Number Per Class

- 16

Jointly organised by



Pre-course Outline

Getting Started

- Having a clear purpose
- Adapting your writing to your audience
- Knowing what you want to achieve

Choosing a Structure

- Deciding on BLADE or ODAC
- Aligning structure to purpose and audience
- Writing effective headings

Face-to-face Outline

Making Initial Contact

- Using appropriate levels of formality

Writing Replies/Follow-up Emails

- Getting the tone right
- Managing email threads
- Summarizing information

Getting the Action You Want

- Writing Persuasively
- Knowing the power of positive language

Editing

- Applying the 5Cs of email writing



LIFTED KEY	
Legal Support	Communication
Workshop	

Training Level: Intermediate

The Legal Support Excellence Series

Drafting Meeting Minutes

This excellent workshop is designed to take the stress out of note-taking and minute-writing by introducing approaches to write clearer and more accurate minutes. You will also receive developmental peer feedback and coaching from your trainer to further improve your minutes.

Overview

Your experienced trainer will take you through an interactive programme consisting of discussions and games, as well as a session where you will take notes from a video of an actual meeting in order to gain confidence in taking better notes; be able to report discussions and actions accurately as well as to select the right content for different types of minutes.

You will:

- Identify objectives of meetings based on the different types and modes of meetings in order to facilitate preparation
- Provide evidence of the discussion in written / typed format
- Create the appropriate template for use for the scenario provided
- Review and improve minutes
- Explain the process flow for dissemination of minutes

Course Outline

Openers

- What competencies do minute-takers need?
- What is the purpose of minutes?
- How can minute-takers overcome difficulties

Preparing to Take Minutes

- The rights and obligations of the minute-taker
- Note-taking formats and skills
- Styles of minutes
- Video meeting

Summarising

- Reporting the outcome of meetings
- Using diplomatic language

Just do it!

- Writing the minutes
- Disseminating the minutes for endorsement

Who Should Attend?

- Staff who take notes in briefings, or who writes the minutes of a meeting.

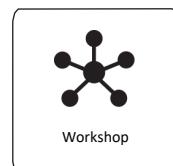
Duration

- 2 Days - 9.00am to 12.00pm for each day

Minimum Number Per Class

- 16

Jointly organised by



LIFTED KEY	
Legal Practitioner	Others
In-House Counsel	Others
Training Level: General	

The Legal Support Excellence Series

Excel, Word and PowerPoint

Overview

ICDL Presentation

The ability to create and deliver an engaging presentation is a vital component of your work, particularly if you are expected to communicate information and ideas to others. With ICDL Presentation you will learn how to comfortably utilise presentation software and will be provided with the tools to develop your presentation skills.

ICDL Spreadsheets

Having the skills to operate and get the most from a spreadsheet application directly enhances your ability to manage numerical data and will positively impact on your job performance. This ICDL Spreadsheets module provides you with the tools to understand the concept of spreadsheets, and to demonstrate an ability to use a spreadsheet to produce accurate work outputs.

ICDL Word Processing

Word Processing applications continue to play a prominent role in people's professional and personal lives. This ICDL Word Processing module provides you with the practical components to begin working with word processors. Having the skills to create, format and finish word processing documents will improve your productivity and will allow you to produce a professional, polished document.

Who Should Attend?

- Staff who wants to use Excel, Word and PowerPoint more effectively and efficiently.

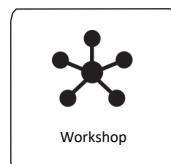
Duration

- 1 Day - 9.00am to 5.00pm

Minimum Number Per Class

- 16

Jointly organised by



LIFTED KEY	
Legal Practitioner	Others
In-House Counsel	Others
Training Level: General	

No.	Course Title	Date(s)	Price
1	Projecting a Professional Image	24 August 2020	Bundled fee of \$481.50 for Day 1
2	Overcoming Communication Barriers	24 August 2020	
3	Managing Conflict in Your Team	24 August 2020 1.15pm — 2.45pm	
4	Planning Tools	25 August 2020 9.00am — 10.30am	Bundled fee of \$481.50 for Day 2
5	Problem Solving - Unlocking the Problem	25 August 2020 10.45am — 12.15pm	
6	Managing Your Time	25 August 2020 1.15pm — 2.45pm	
7	Better Emails (Blended)	14 & 15 July 2020 9.00am — 12.00pm	\$674.10
8	Drafting Meeting Minutes	28 & 29 July 2020 9.00am — 12.00pm	\$631.30
9	Excel, Word and PowerPoint	2 July 2020 9.00am — 5.00pm	\$342.40

- For enquiries, please email saltraining@sal.org.sg

- For terms and conditions, please refer to the next page

TERMS & CONDITIONS

- a. **To register**, please visit www.sal-e.org.sg.
- b. **Confirmation:** Submitted registrations are subject to written confirmation by SAL. Confirmation email will be sent at least 5 calendar days before commencement of the session.
- c. **Payment:** Cheque payments must be received by SAL within 5 calendar days of the email confirmation in order for the registration to be completed. SAL reserves the right to deny admission if payment is not received before the commencement of the session.
- d. **Refunds:** No refund of fees is available except for withdrawals made prior to the confirmation email; or withdrawals made after the confirmation email but more than 30 calendar days from the commencement of the session ('permitted refunds'). Permitted refunds will be of the full course fee net of the SAL admin fee (see below). There will be no refund for no-shows, who shall be required to make payment in full.
- e. **Replacements:** A learner who is unable to attend a session which has not commenced may be replaced with another learner provided that details of the new learner together with a request for replacement is received via email by email at least 5 calendar days prior to the commencement of the session. A learner cannot replace the registered course with another course, or replace the registered session of a course with another session of the same course.
- f. **Admin fee:** SAL will levy an administrative charge of S\$21.40 (incl GST) on approved refunds and replacements.
- g. **Closing date:** Registrations close 7 calendar days before commencement of the session or when the session is full, whichever is sooner.
- h. **Changes.** SAL reserves the right to cancel any course (including any session thereof), or change the venue, speakers and dates, or revise the programme or fees should circumstances so warrant.
- i. **Intellectual Property:** The contents of and materials provided in as part of a course are the intellectual property of SAL and/or its partners, consultants, trainers and guest speakers; may not be disseminated or reproduced in any format; and are for participants' personal, educational and non-commercial use only.
- j. **Photography:** SAL may take photographs during the session(s) for use in SAL's marketing collaterals and other publicity purposes.
- k. **Other T&Cs.** Subject to the above which shall take precedence, SAL's standard terms and conditions at <https://www.sal.org.sg/Events/Events-Terms-Conditions> shall also apply

Please refer to SAL-e's and SAL's Terms & Conditions.

* SAL Group refers to SAL, its affiliates, subsidiaries and related corporations.

** Such as LawNet services, conferences, Academy Publishing titles.