



## Encouraging skill communcation

The key to achieving good results is open and honest communication between parties. Whether it's a quality issue, delays in supplying product, customer satisfaction & relationships or equipment concerns, we encourage our people to be forthright with their opinions and proactive with solutions.

Since we realized that whenever we're not getting the results we're looking for, it's likely that a crucial conversation is keeping us stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship - whatever the issue - if we can't talk honestly with our people about almost anything, we can expect poor results.

On the other hand, if we make Crucial Conversations skills our best practice, everything gets better. To break the barriers of these challenges, we held a seminar under 'Crucial Conversations' workshop on Sep 09. Over 100 employees included manager of every section

attended. The result was very satisfied. The workshop got rated 9/10 satisfaction score in average from employees and most of them said it can be adapted practically.