



## Attitude

Peace Within  
Peace Between  
Peace Among

## Programme Description

A strong and healthy insurance agency operates with a strong culture. This is often achieved by the cultivation of consistently good attitudes and beliefs. (W.A.P) focuses on inspiring the agency force to discover and release their full potential through attitude and mindset training. Ultimately, by applying what is covered in this training, agents will learn to be positive, grateful and dedicated to the business. More importantly, this programme aims to inspire agents to fire up from within.

## Key Topics

Stage One

## Peace Within



## Programme Outline

### I Am Who I Imagined to Be

Many successful people share the same trait. They believe that they have unlimited potential to grow and be successful. To a large extent, they know at the back of their heads, their worth, and we call this having high self-worth. The key ingredient to achieving this is to continue developing oneself, growing in knowledge and enhancing the way they approach challenges in life and in business. In the first stage of this programme, we will lead agents through self-discovery, ways to build higher self-worth and realise their greatest potential in a systematic way.

To achieve "Peace Within", we will cover:

- Self-Worth Building: Self-Confidence, Self-Esteem, Self-Respect
- Change your HAT: Change Factors - Hope, Awareness, Threat
- Time of your Life : Past - Let go, Present - Live it, Future - Look forward to it
- The Wheel of Life : What do you want?
- The Power of Family : Who are you fighting for?
- The Insurance Truth : 'Golden Values' - be a true insurance person
- The Power of Belief : Remove limiting beliefs & cultivate the right attitudes

## Key Topics

## Programme Outline

### Stage Two

# Peace Between



### Give and You Shall Receive

The world has more than 7 billion people and it is inevitable that we need to connect with people in life. Our relationship with others is often a reflection of our inner self. We need to learn the skill of communication and this has an effect on the quality of our lives. In agency, people with good relationships will feel empowered, loved and full of confidence, thus resulting in having more self-worth - loving and respecting oneself more. On the opposite end, people who cannot handle relationships well will feel that the world is not treating them well, thus lowering their self-worth - hating themselves as well as others more.

To achieve "Peace Between", this programme will share about communication in the following areas:

- Congruent Model: Takes care of Self, Other and Context
- Survival Model: Placate, Blame, Be Super-Reasonable, Be Irrelevant
- Treasure Hunt Model: See, hear and feel the good side of people
- Gratitude Model: Respect, Harmony, Compassion

### Stage Three

# Peace Among



### Vision, Mission and Value

Only when you achieve peace within and between will you enjoy ecology/balance in life. With such balance, one can then move forwards to look at a bigger purpose. Since the beginning of cognition, human beings have pondered about the purpose of our existence beyond mere survival. We see in many cases that it is this spirit that drives us to achieve, at times, unimaginable things.

In order to achieve "Peace Among", this stage of the programme will focus on:

- The Rules of Goal Setting: VMG Goal Setting
- Life Mission Statement : Determine your life's most important value
- The Blueprint of Life: Set personal and career vision
- Action Plan: The actual daily execution plan

Details	Non-Residential Training	Residential Format
Duration	2 and a half days	3-days-2-nights
Time	Day 1 (10am - 10pm) Day 2 (10am - 10pm) Day 3 (10am - 4pm)	Day 1 (10am - 10pm) Day 2 (7am - 10pm) Day 3 (7am - 4pm)
Venue	Any training room, food and lodging not required	All food and lodging needs to be arranged by agency
Investment per Pax (Min. 20 pax/class)	\$ 380	
Trainers' Meal & Accommodation	Borne by Training company	To be borne and arranged by agency (total of 3 nights)

*Note: All payments must be made before the training date. Also, kindly note that refund is not an option and that all payments must be made by one party per class.*

# Reasons for Choosing W.A.P

## Common Language



A normal agency operates with people  
An effective agency operates with a system  
A world-class agency operates with culture

*W.A.P aims to instil mindset that is positive, proactive and effective. This is done consistently with every agent that attends the programme, where we aim to build similar thinking, belief, language and behaviours. When every agent is on-board and pursuing the same value, speaking the same language and having the same thinking, the aim to develop a desired culture can be achieved.*

*Culture is simply the collective attitudes of the whole agency towards products, agency building, customer service, career planning and all other matters within an insurance agency. Culture is something that cannot be touched or measured, only felt and observed through the huge impacts on the agency. Such impacts can range from the relationship between members and the overall success of the agency. It all begins with changing the attitude and belief of the people and continuously practicing them.*

*With this in mind, W.A.P encourages the whole agency to attend the programme together, with the aim to achieve this illusive yet crucial success factor - culture.*

## Post-Training Material



Spaced repetition is the first law of learning  
Motivation is short-lived  
Continuous learning is life-changing

*Motivation can excite agents for a short while but only continuous learning can truly change their beliefs and attitude to achieve behavioural change and desired results in life.*

*This programme is just the beginning. Agency culture building must rely on the actual daily actions of the agents. This needs monitoring and by doing so, results will begin to show. The internal training and a continuous reminder such as using "slogans" at every single event in the agency, can help the agency to become stronger and achieve better performance.*

*In order to achieve this objective, as professional training consultants, we will not only deliver the training and bring awareness to the agents, but also provide a set of post-training materials to support long-term change. These materials include, but not limited to:*

- Presentation Slides
- W.A.P Belief Chart
- All videos and songs used during training
- Followup Training Guide

## Long-Lasting Change



External Stimulus can change our emotion  
Internal Inspiration can change our very own definition of self

*Motivation is often seen as an art. This is essential in agency development. However, we often see that external stimulus only changes a person's emotion and it is often temporary. Through uncovering internal values, we believe that agents enjoy long-lasting motivation when knowing what they truly want and what they are fighting for. We call this Internal Inspiration.*

*The unique part of W.A.P is that it does not tell agents what to do but how to do it. Through self-discovery and experiential learning, agents are able to discover the important values in life and also their strengths and weaknesses. This will boost the agents' confidence and understand their vision better. More importantly, this would help agents set a target they desire and have full commitment towards realising their goal a step at a time.*

*We cannot change an agent's behaviour but we can inspire them to change their belief and allow them to change their behaviour voluntarily. When this happens, it is long-lasting and the results flow in naturally.*