

## **Bridging The Communication Gap In Construction Companies**

Bridging The Gap In Communication Between Senior Managers, Middle Managers  
And The Workforce Within The Construction Industry

### INTRODUCTION

Effective communication between senior, middle and junior management is key to the successful and profitable operation of a construction business. This course is therefore suitable for any grade of worker within the construction industry who wishes to develop the skills to deliver effective communication. The course will use realistic construction industry situations to illustrate and develop skills attendees can use in their daily working life.

### OBJECTIVES

1. The course will allow individuals to explore in a safe environment the issues and problems associated and experienced by each level of management in order to deliver understanding, profitable outcomes and effective team working
2. Attendees at the end of the course will have a greater knowledge and expertise in written, spoken and non verbal communication
3. Understanding and acquiring the knowledge and skills connected with receiving and interpreting feedback in a positive manner
4. Gain an understanding of how to overcome the problems of communication in a multi cultural workplace environment and strategies to overcome these issues

### TARGET AUDIENCE

This comprehensive two-day course in Communication Skills is designed and targeted at all levels of staff with minimal knowledge on applying effective communication skills or those who need to interact daily at their workplace. In a nutshell the target audience could be :

- Senior Management
- Mid-Level Management
- Executive

### INVESTMENT

Green Card: **RM530.00** per person incl. GST

Non– Green Card: **RM636.00** per person incl. GST

(Fee inclusive of Course Material, Attendance Certificate, and Meals)



### PROGRAM OUTLINE

#### **DAY 1**

09.00-09.15am	Introduction & Domestic
09.15-09.30am	Ice Breaker
09.30-10.00am	Purpose of the day - What participants want from the day
10.00-10.45am	<b>UNDERSTANDING EFFECTIVE COMMUNICATION</b> The basic concepts and strategies required to achieve effective communication in the construction workplace
10.45-11.00am	Coffee Break
11.00-12.45am	<b>UNDERSTANDING THE CHALLENGES OF COMMUNICATION BETWEEN DIFFERING MANAGEMENT AND SKILL LEVELS IN A MULTI CULTURAL WORKPLACE ENVIRONMENT</b> The focus will be on identifying and overcoming misunderstanding and conflict in the construction workplace
12.45-02.00pm	Lunch Break
02.00-03.00pm	<b>PRACTICAL EXERCISES IN COMMUNICATION</b> Building a portfolio of solutions to everyday communication issues in the construction workplace
03.00-03.15pm	Coffee Break
03.15-04.45pm	<b>TYPES OF COMMUNICATION AND THEIR APPROPRIATE USE</b> A tool box approach to overcoming communication issues
04.45-05.00pm	Review of the day and Close

#### **DAY 2**

09.00-09.30am	Review of day 1
09.30-11.00am	<b>UNDERSTANDING WHY COMMUNICATION DOESN'T ACHIEVE ITS RESULTS</b> The breakdown of communication and how use skills to overcome misunderstanding
11.00-11.15am	Coffee Break
11.15-12.45m	<b>UNDERSTANDING THE CUSTOMERS COMMUNICATION REQUIREMENTS</b> A customer approach system that is suitable for the smallest to the largest construction company
12.45-02.00pm	Lunch Break
02.00-03.00pm	<b>OBTAINING AND RECEIVING FEEDBACK (PART 1)</b> Understanding of how to create a culture of two way communication
03.00-03.15pm	Coffee Break
03.15-04.30pm	<b>OBTAINING AND RECEIVING FEEDBACK (PART 2)</b> Practical guidance on how to deliver solutions
04.30-04.50pm	<b>LESSONS LEARNT ABOUT COMMUNICATION</b>
04.50-05.00pm	Course Review and Close

Customized In-House Training Program is available in the following areas:

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### WHAT YOU WILL LEARN

This is a 2-day course in which participants will undergo training on the basic application of communication skills at workplace. Upon completion of this program, the participants will be able to:

- Demonstrate ability to apply communication concepts and theories to address everyday dilemmas within organization
- Demonstrate oral communication skills expected of a professional in the organization
- Demonstrate written communication skills expected of a professional in the organization.
- Demonstrate understanding of ethical values central to the communication discipline.
- Demonstrate the ability to integrate communication and business ethics for application in work settings.

### COURSE DURATION

2 days (9am—5pm).  
Tea Breaks: 10:30am & 3:30pm.  
Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details

### LOCATION

Mindset Discovery Center™, ZOHL, Bandar Sri Damansara, Kuala Lumpur

### REGISTRATION METHOD

1. Online: www.zohlgroupp.com
2. Download this brochure and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

### METHODOLOGY

This program will be conducted with:

- Interactive Lecturers
- PowerPoint presentation
- Discussions
- Practical Exercise
- Role Play



### CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a prerequisite.



### REGISTRATION FORM

Participant: \_\_\_\_\_ Position: \_\_\_\_\_

IC No: \_\_\_\_\_ Green Card No: \_\_\_\_\_

Organization: \_\_\_\_\_ CIDB Grade: G\_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Payment: RM \_\_\_\_\_ Cheque No: \_\_\_\_\_

Signature & Company Stamp

\*Please make your cheque payable to **ZOHL Consultancy Sdn Bhd**  
**Maybank Account No: 51439230373**

#### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

### FACILITATOR

**Edward Allen** - he has more than 30 years of experience; latest as a lecturer at MSU lecturing to the MBA Entrepreneur Graduates and completes work regularly on behalf of MARA. Maintaining his consultancy links throughout Asia, USA, UK and Europe. Offers a unique expertise gained by combining work within the Consultancy, Entrepreneur and Organizational Transformation fields.

#### Education :

- Educated Liverpool University—Specialised in History (Medical Science)

#### Experience :

- Lecturer at MSU in MBA Entrepreneur Graduates.
- Employed in the field of Science at Liverpool and Salford University (Manchester)
- Employed by a number of Companies.
- Employed by the British Post Office in various senior management roles.
- Involved in various consultancy engagements at ZOHL Consulting Group as Senior & Lead Consultant.

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