



FMM Institute

Centre for Professional Development

PRESENTATION AND COMMUNICATION SKILLS

SBL
SCHEME
100%

In-House Training Available

INTRODUCTION

This is the Age of Communication. From “objectives” and “bottom lines” to “body language” and “arts of humour”, the amazing channels of communication unveil the opportunities of better understanding and cooperation amongst mankind. More meaningfully, the arts of effective communication skills enable us to find a common ground and a middle path, to turn enemies into friends, competitors into partners, hence reach the destiny of win-win situation, without any losers but only winners and brighter future!

CONTENTS

Is Communication Really that Important?

Communication is the Main Ingredient in Service Culture

Presentation Skills

- Pre-presentation planning
- Know your audience
- Regarding activities and games
- Presentation planning sheet
- Psychological preparation
- The 3 presentation essentials
- Effective presentation skills
- Case study
- Improve your handouts
- PowerPoint made perfect
- Involve audience
- Ending with a splash!
- Learning from Steve Jobs

Group Presentation Project

Communication Skills

- Obstacles in communication
- Psychologies in communication
- Communication in the office
- Communicate effectively as a leader
- How to shine in the workplace?
- Be a good listener
- Nonverbal cues speak volumes

- Obama vs Bush
- Improve your non-verbal skills
- The amazing power of human relations
- Arts of criticism
- The magical power of smiles
- Increase your competitive edge
- Communication is the way to teamwork
- Open the window to your heart

OBJECTIVES

At the end of the programme, participants will be able to:

- improve presentation abilities
- build greater interpersonal relationships
- enhance job performance
- become a better communicator

WHO SHOULD ATTEND

Managers, Executives, Supervisors, Manufacturing/Service staff and those who want to enhance their presentation and communicative skills as well as to further improve interpersonal relationships.

FACILITATOR

Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldrige Award.

Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills.

Amy is certified and licensed by 6 Seconds (USA) to conduct their EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators. An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

ADMINISTRATIVE DETAILS

Dates : **June 13-14, November 9-10, 2011**
Time : 9.00 am – 5.00 pm
Venue : FMM Institute
Wisma FMM, 2nd Floor
No. 3, Persiaran Dagang
PJU 9 Bandar Sri Damansara
52200 Kuala Lumpur
Fees : FMM Members – RM750 per participant
Non Members – RM950 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

Registration is on a first-come-first-served basis. Cheques made in favour of the “**FMM Institute**” should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 5 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

10% discount is applicable for registration of three (3) or more participants from the same organisation and of the same billing source.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

For further enquiries, please contact:

Ms Ravathi/Pn Hafifah

FMM Institute

Tel: 03-62867200 Fax: 03-62756064/62776712

* Visit us at www.fmm.edu.my

REGISTRATION FORM

PRESENTATION AND COMMUNICATION SKILLS

FMM Institute

Kuala Lumpur

The Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712 / 62756064

Please tick () accordingly:

PSMB Scheme

PERLA PROLUS

Non-Contributor

Require vegetarian meal

Yes

No

June 13-14, 2011

November 9-10, 2011

Dear Madam,

Please register the following participant(s) for the above programme.
(To be completed in BLOCK LETTERS)

1	Name	Designation	E-mail
	Nationality	IC No.	
<hr/>			
2	Name	Designation	E-mail
	Nationality	IC No.	
<hr/>			

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the **"FMM Institute"**.

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____

Address: _____

FMM Membership No.: _____ My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____ Date: _____