



EFFECTIVE COMMUNICATION SKILLS AT THE WORKPLACE

December 2 - 3, 2013 | 9.00am - 5.00pm | Concorde Hotel Shah Alam

SBL Scheme

INTRODUCTION

Communication skills are one of the most important skills in the modern workplace. Communication skills help us to interact more effectively with colleagues at all levels of the organization this requires a complex mix of skill and style and an ability to adapt to different personality types. To establish and promote a particular view or idea, or to communicate an unpopular message, requires confidence and empathy. To consistently achieve successful outcomes, it is necessary to have an in-depth understanding of what really happens during the process of communication. This course introduces participants to the fundamental dynamics of high impact communication. Effective communication is a critical element of successful supervision and leadership.

OBJECTIVES

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

- ◆ identify communication problems that may be holding you back
- ◆ develop skills in asking questions that give you information you need
- ◆ learn what your non-verbal messages are telling others
- ◆ develop skills in listening actively and empathetically to others
- ◆ enhance your ability to handle difficult situations without being manipulated
- ◆ identify behavioural style and its unique challenges
- ◆ organise information in a clear and concise manner
- ◆ implement techniques for varying your vocal tones and body language

WHO SHOULD ATTEND

All levels of employees.

ADMINISTRATIVE DETAILS

Dates : **December 2 - 3, 2013**

Time : 9.00 am – 5.00 pm

Venue : **Concorde Hotel Shah Alam**

3, Jalan Tengku Ampuan Zabedah C9/C
40100 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM1,100 per participant
Non Members – RM1,400 per participant

*RM285 per participant (after 70% Skills Upgrading Grant)

*RM950 per participant (before Skills Upgrading Grant)

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

FACILITATOR

Ms Nancy Ong holds a Masters in Business Administration from the University of Strathclyde, Scotland and TESOL from Teach International Australia. She is a PSMB certified trainer and has been conducting corporate training in the areas of business communication, business writing, presentation skills, customer service, letters of credit and trade financing since 2000. Nancy started her career in banking in OCBC Banking Corporation Ltd. in 1969 and her last position before retirement was Vice President and Head of Treasury Processing, Control and Payments. She developed courses and trained OCBC staff on banking operations. She joined EON Bank Berhad as an Internal Auditor, specialising in the audit of treasury operations. She served for three years in EON Bank before starting her own training and consultancy firm in 2004.

CONTENTS

- ◆ What is Professional Communication?
- ◆ What is a Skilled Communicator?
- ◆ Communication Barriers
- ◆ Remembering Names
- ◆ Developing the Appropriate Environment
- ◆ Scene Setting – Preparing the Ground
- ◆ Using Your Body Language for Impact
- ◆ Building High Impact Messages
- ◆ The Power of Positive Language
- ◆ Gaining the Confidence of Others
- ◆ Listening Skills
- ◆ From Impact to Actions
- ◆ Creating Positive Outcomes
- ◆ The Ten Commandments of Positive Relationships
- ◆ Self-Awareness
- ◆ The Johari Window
- ◆ Frame of Reference
- ◆ Five Approaches to Relationships
- ◆ Assertive Formula

***ELIGIBILITY FOR SME'S SKILL UPGRADING PROGRAMME**

- ◆ Manufacturing sector (including agricultural-based industries) and manufacturing-related services - annual sales value is not more than RM25 million or with less than 150 full-time employees
- ◆ Services sector (including ICT) - annual sales value is not more than RM5 million or with less than 50 full-time employees
- ◆ SMEs must be registered under the Companies Act 1965 (Private Limited Companies) or under the Registration of Business Act 1956 (Enterprise Companies) with majority Malaysian shareholders (minimum 60%)

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% group 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:

Pn. Nazihah / Pn. Shimah

FMM Institute, Selangor Branch

Tel: 03-55692950 Fax: 03-55694346

Email: siti_nazihah@fmm.org.my

Visit us at: www.fmm.edu.my / www.fmm.org.my

REGISTRATION FORM

EFFECTIVE COMMUNICATION SKILLS AT THE WORKPLACE

December 2– 3, 2013 (Monday - Tuesday)

Concorde Hotel, Shah Alam

The Manager

FMM Institute, Selangor Branch

Tel: 03-55692950

Fax: 03-55692576

Please tick (✓) accordingly:

PSMB Scheme: SBL Non Contributor

Required vegetarian meal: Yes No

Dear Sir/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.**

2. **Name** **Designation** **E-mail**

Nationality **IC No.**

3. **Name** **Designation** **E-mail**

Nationality **IC No.**

(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: _____

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

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