



Effective Communication Skills at the Workplace

Apr 15 - 16 , 2013
Cititel Hotel Mid Valley, Kuala Lumpur

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 organisation 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.

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

OBJECTIVES

- ◆ 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 and
- ◆ Implement techniques for varying your vocal tones and body language

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.

WHO SHOULD ATTEND

All levels of employees.

ADMINISTRATIVE DETAILS

Dates : **April 15 – 16 , 2013**

Time : 9.00 am – 5.00 pm

Venue : Hotel Cititel Mid Valley,
Mid Valley City, Lingkaran Syed Putra,
59200 Kuala Lumpur

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

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

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

SBI Scheme

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 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 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.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programmes and all efforts will be taken to inform participants of the changes. Should the event be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

For further enquiries, please contact:



Fatahiyah / Josephine / Saziahyati

FMM Institute

Tel: 03-62867200

Fax: 03-62776712

Visit us at www.fmm.edu.my

REGISTRATION FORM

Effective Communication Skills at the Workplace

April 15 - 16, 2013 (Monday - Tuesday)

Cititel Hotel Mid Valley, Kuala Lumpur

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712

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
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Nationality	IC No.	
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2. Name	Designation	E-mail
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Nationality	IC No.	
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3. Name	Designation	E-mail
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Nationality	IC No.	
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(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.: _____