

PERSONAL LEADERSHIP

Communication and Interpersonal Skills

Communication dates back to thousands of years; proving it as an essential life skill and vital for trades. Yet, communication skills can still be a challenge particularly in a diversified work/personal setting with various verbal and non-verbal signals.

This program helps participants to communicate more confidently and assertively by establishing communication skills sets including utilising and analysing body language.

Coupled with effective listening, participants will be able to build rapport and establish stronger work/personal networks.

Learning outcomes:

This one-day workshop aims to build a foundation of effective communication skill sets and behaviours. It will help participants build confidence, establish better working relationships and become more influential in the business environment, as well as their personal life. Through this workshop, participants will increase their awareness in power of communications and practical application of proven communications concepts and principles.



RM700/pax
(inclusive 6% SST)



Executives & Emerging Leaders



1 Day (7 hours)



[View program calendar here](#)

Training methodology:



Live Virtual Instructor



Role play and social learning



Case studies and group discussions



Interactive learning activities



PROGRAMME **OUTLINE**

Module 1: Understand the communication process

- 1.1 What makes a good communicator?
- 1.2 Communication framework
- 1.3 Multi channel communication
- 1.4 Barriers to communication

5.1 Back to Basics – Smile, relax, remember names

5.2 Developing Trust

5.3 Find common ground, create shared experiences

5.4 Mirror & Match

Module 2: Are you listening

- 2.1 5 keys to active listening
- 2.2 It's what you don't say – non verbal communication
- 2.3 Understand Tones and Sounds
- 2.4 The art of asking questions

Action Plan / Putting into practice

Module 3: Assertiveness

3.1 Passive

3.2 Aggressive

3.3 Passive-Aggressive

3.4 Assertive

Module 4: Making an Impact in Communications

- 4.1 Giving and receiving feedback – SBI model
- 4.2 Use of Behavioural statements
- 4.3 Handling conflict in communications

TRAINER **PROFILE**



**VINCENT
FOONG**

Vincent is a dedicated and enthusiastic professional with over 15 years of experience in the field of organization development and learning. He has a strong background in stakeholder management, partnering across geographical teams to deliver various talent programs. He has been a manager in the talent development function of various MNCs in both services and manufacturing spectrum, as well as different industries such as IT, courier logistics, semiconductor and furniture manufacturing. While working primarily in Malaysia, has also worked abroad in Vietnam.

A rich experience in training needs analysis, developing and delivering learning programs (structured training & others), effective communication of learning programs to relevant stakeholders, and managing 3rd party training vendors. A season trainer that is versatile in facilitating an array of development programs ranging from soft skills to leadership competencies for cross functional and country intact teams.

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