

NEW MANAGER NEW LEADER

Assertive Communication & Influencing Skills

According to a study by HR Technologist, up to 69% of managers had difficulties communicating with employees. This calls for attention as poor communication is one of the main contributors of workplace conflict.

This program builds a solid foundation of effective communication skill sets and behaviours through active listening, honing assertiveness and developing trust. Colourblind Experiential Activity included allows participants to engage experientially in communication systems.

As a result, this program fortifies the assertive communication and influencing skills of executives, emerging leaders and leaders in the workplace.

Learning Outcomes:

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

Training Methodology:

**Live Virtual Instructor****Role Play and Social
Learning****Case Studies and Group
Discussions****Interactive Learning
Activities****RM700/pax**
(Inclusive 6% SST)**Senior Executives &
Emerging Leaders****1 Day (7 hours)****[View Program
Calendar Here](#)**

PROGRAM **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

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

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 The Art of Asking Questions
- 4.2 Building Rapport - Back to Basics
- 4.3 Developing Trust
- 4.4 Building Positive Energy and Goodwill

Module 5: Colorblind Experiential Activity – Tying It All Together

- 5.1 Learn How to Improve Both Communication Systems and the Quality of the Messages
- 5.2 Practice Effective Listening and Refine Questioning Skills
- 5.3 Develop Flexibility in Communication
- 5.4 Able to Change and Adapt to Cultural Specifics in Language

Action Plan / Putting into Practice

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 third 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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