

# INTERPERSONAL COMMUNICATION

Date: 27-28 February 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSD1

## OVERVIEW

Most people spend about twelve hours a day communicating or interpreting communications. We cannot 'not' communicate. Even silence is a form of communication. Therefore, the ability to communicate effectively in today's highly competitive world is no longer an option, but a necessity. For some, this ability seems to come naturally, yet for the rest, this skill is something that has to be worked on with extra effort.

## OBJECTIVE

- Identify 4 communication styles and match them with your own styles.
- Identify the filters and roadblocks that undermine the ability to communicate effectively.
- Practice effective communication skills and techniques to get understanding and commitment.
- Apply assertive communication skills-differentiating assertiveness from aggression.
- Express one's inner-self honestly and openly to enable others to better understand the person.
- Resolve conflicts through proper communication.

## LEARNING OUTCOME

At the end of the training, participant will be able to:

- Analyse their interpersonal communication skills and make improvements that will enable personal effectiveness in a range of situations.
- Recognise different types of barriers to interpersonal communication and find ways to overcome those that are relevant to their workplace.
- Feel more confident when dealing with a range of situations to improve workplace relationships and customer service.

## TARGET

- Anyone who wants to master the art of communication at home and at workplace.

## COURSE CONTENT

- Introduction to Communication
- Communication Gap
- Communication Style
- Non-Verbal Communication
- Winning Communication Techniques

## METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Case Study and Role Play
- Q&A

Organised by



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**RM1,750 Per Pax**

**\*closing date : 20 Feb. 2019**

**EARLY BIRD PRICE**

**RM1,550 Per Pax**


**\*before 25 Jan. 2019**

**GROUP PRICE**

**RM1,450 Per Pax**

**\*min three (3) pax**



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