

PUBLIC PROGRAMME

Certificate of attendance provided

* minimum of 75% attendance

THE ART OF EFFECTIVE COMMUNICATION & RAPPORT BUILDING

16-17 April 2019
Date: 19-20 August 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSD3

OVERVIEW

The bloodline of an organisation lies on communication. People are constantly communicating information, ideas, strategies, presenting new products to someone or everyone. Thus, organisation has come to an understanding that cultivating good communication at workplace is a pre-requisite for all employees in an organisation. Good communication can have a positive mobilising effect on employees.

Presenting a good communication skills and organisational success are directly related. Barriers of communications such as misinterpretation, lack of confidence, ignorance and disinterest can affect productivity. As such the need to equip oneself with effective communication and rapport building is critical to an organisation.

OBJECTIVE

- Describe the importance of communication and how it affects business results.
- Learn how to use communication strategies to enhance self-esteem of employees and motivate them to take on new challenges and manage change effectively.
- Acquire the skills on how to ask the right questions to gather information and to check whether your message has been understood.
- Engaging and motivate self and others.
- Create a win-win situation by applying human relationship principles when dealing with customers, staff, colleague and supervisors.

TARGET

- Manager
- Assistant manager
- Executive and Junior executive
- Others who wants to improve their communication skills

COURSE CONTENT

- The Power of Communication
- Seek To Understand & Ask The Right Questions
- Communication Technique to Sustain and Improve Results
- Motivation, Maintaining & Enhancing Relationships at the Workplace

METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

LEARNING OUTCOME

- At the end of the training, participant will be able to:
- Gain a better understanding of how to handle difficult conversations and saves valuable time of the company.
 - Feel more confident communicating with others in social situations and improves the efficiency of work.
 - Become a better communicator at work and in personal life.
 - Learn how to become a good listener.

Organised by



REGISTER NOW!

NORMAL PRICE

RM1,750 Per Pax

*closing date : 9 Apr. 2019
12 Aug. 2019

EARLY BIRD PRICE

RM1,550 Per Pax

*before : 9 Mar. 2019
12 July 2019

GROUP PRICE

RM1,450 Per Pax

*min three (3) pax



Office Address : C-16-01, Level 16, iTech Tower,
Jalan Impact, Cyber 6, 63000
Cyberjaya, Selangor

Phone Number : +603 8320 3800 Ext : 116

Email Address : training@dreamedge.jp

Website : www.dreamedge.jp/training