

PUBLIC PROGRAMME

Certificate of attendance provided

* minimum of 75% attendance

INTERPERSONAL COMMUNICATION

Date: 26-27 January 2021

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



REGISTER NOW!

NORMAL PRICE

RM1,750 Per Pax

*closing date : 21 Jan. 2021

EARLY BIRD PRICE

RM1,550 Per Pax

*before 14 Jan. 2021

GROUP PRICE

RM1,450 Per Pax

*min three (3) pax



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